

# **Examining the Environment for Social Service Organisations**

**A Survey of Social Services in Rotorua**

**August 2013**

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# FOREWORD

“Nā tō rourou, nā taku rourou  
ka ora ai te iwi.”

“With your food basket and my food basket  
the people will thrive.”

Social services in New Zealand are vital and help thousands of people with aspects of their lives. They provide a diverse range of services, and contribute to building strong communities, and thriving families. The emergence of social service organisations in Aotearoa/New Zealand has its roots in pre-colonial and colonial society.

Data from Statistics New Zealand’s Non-profit Institution Satellite Account: 2005 informs us that there were 97,000 non-profit institutions in New Zealand. The largest number were in culture, sport and recreation (45 percent), followed by social services (12 percent) and religion (10 percent). The majority (90 percent) of non-profit institutions did not employ paid staff. Volunteers outnumbered paid employees by approximately four to one. Non-profit institutions employed 105,304 paid employees, and enlisted the help of over 436,500 volunteers. The greatest number of paid employees were involved in social services (30 percent).

Social service organisations generally reflect the aspirations of their community, and these are usually expressed in the organisation’s constitution, or other founding document. Many Rotorua residents participate in non-profit institutions or receive services provided by them – often at little, or no cost. The range of social service organisations available to people in an area is not the same in every community. In Rotorua, as elsewhere in New Zealand, they are primarily a response to local needs.

People in the Rotorua district have less financial resources than people living in other parts of New Zealand. Socio-economic status gives an indication of a community’s ability to access resources and opportunities. Deprivation, or low socio-economic status, can cause social and economic exclusion and contribute to related social costs. The 2006 NZDep results show that 45.7% of the Rotorua district population live in areas that are considered the 30% most deprived in the country. This figure coupled with the dramatic changes in the world economy and the financial impact it has had on a number of countries, including New Zealand, suggest that there is a likelihood of more people turning to social service organisations for support, as they address their current concerns.

I hope that this report gives you a better understanding of the experiences of organisations offering social services, in Rotorua.

Naku noa na

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This document is available on the Rotorua District Council website:

[www.rdc.govt.nz/OurCity/CommunityDevelopment/RelatedPages](http://www.rdc.govt.nz/OurCity/CommunityDevelopment/RelatedPages)

A series of demographic profiles is also available on the website (keyword: “Publications”)

Disclaimer: Care has been taken in the production of this publication to ensure its contents are as accurate as possible. However, the authors take no responsibility for any incorrect information contained within, or any actions that may result from the use of information in this publication.

# EXECUTIVE SUMMARY

## Introduction

This report provides information about the experiences of a sample of social service organisations in the Rotorua district over the period 2009/10 to 2011/12. The information was gathered through a survey. This is the third year that the Rotorua District Council (RDC) has collected information of this type about community organisations in the district. The first survey conducted in 2010 provided a base-line against which, the current and future survey results will be measured.

The survey explores changes experienced by this sector over a period of 3 years. In the last five years there have been dramatic changes in the world economy, and the financial impact has been felt in a number of countries.

## Positive findings

The report highlights some positive findings:

- Less increase in social services client base compared to a year ago
- Generally quick service response times
- Fewer organisations reporting a decrease in funding compared to a year ago

## Concerning findings

Negative findings affecting some areas are also highlighted:

- Increase in unemployment benefit numbers compared to a year ago
- An increase in the demand for food parcels and budget advice compared to a year ago
- Building or property services costs remain high for organisations
- More agencies reported an increase in total number of hours worked by paid staff, compared a year ago

## The way forward

The questionnaire used in this survey will be used for future surveys. The survey provides a dataset which can be used to monitor change. The survey will be repeated with the same group of participants once every year. Results for each survey will be analysed and a report produced and uploaded to the RDC website.

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# INTRODUCTION



Examining the Environment for Social Service Organisations is the report of an annual survey of social services and emergency/relief organisations in Rotorua. The survey aims to provide a better understanding of the factors impacting on levels of service provision, and demand for services in organisations surveyed. The survey findings contribute to RDC's understanding of the not for profit sector in Rotorua. The results will inform consideration of community assistance via grants and funding. RDC's support of social services contributes to achieving two of the council's outcomes of "a safe and caring community" and "a community with excellent facilities and services." It is also intended that the project will help to keep elected councillors informed about impacts on the provision of social services in the district.

This project was developed by RDC. The council works in collaboration with other funders and local not for profit groups, to strengthen the ability of local community groups to respond effectively to needs in the Rotorua district. One of the outcomes of this collaboration is providing assistance to local community groups that enable them to identify, and meet community needs.

This report contains results from three surveys carried out in 2010, 2011 and 2012, and focuses on changes that have occurred in the sector and community during the periods 2009/10 to 2011/12

## Project Objective

The objective of this project was to set up a base-line against which future surveys will be measured with regard to:

- Service scope
- Funding
- Building or property services
- Client base
- Service demand
- Service support (eg volunteer and paid staff)

## Sampling Methodology

The survey targeted social services and emergency/relief organisations categorised according to the International Classification of Non-profit Organisations [ICNPO (see Appendix 1)] and takes the form of:

- An online questionnaire (using Survey Monkey)
- A sample size of N=11 social services and emergency/relief organisations in the Rotorua district (see Appendix 2, Table 2)
- Judgement sampling (based on deliberate choice and excludes any random selection) as a method of sample selection, based on organisations identified to be best able to provide leading indication of changes which are occurring in, or impacting on the sector

A similar survey from Ashburton District Council's survey of social services in Ashburton was used as a guideline when developing the sample, and questionnaire.

Social services and emergency/relief organisations were selected as the focus for the study because based on the Rotorua Community Grants tracking schedules these groups constituted the bulk of applications for funding from Rotorua District Council's Community Grants Fund (see Appendix 2, Table 3).

The participant base has been kept small to enable a quick turn-around of survey administration and results (see Appendix 2, Table 2 for a list of organisations involved in the survey).

## Sample Achieved

All 11 organisations participated in the survey.

For comparability to future results, the same questionnaire as well as participants will be used in the future.

Participating organisations are not identified in the details in this report.

The research results were processed electronically and analysed by RDC's Policy and Research Officer.



# KEY RESULTS

## Income Benefits

For the year ending June 2012, the number of people receiving the unemployment benefit has increased slightly compared to the same time last year. Since June 2011, the number of people receiving the unemployment benefit in the district went up by 2.9% and was the highest increase recorded since June 2008.

## Building or Property Services

Seventy-five percent of respondents reported that they had experienced changes in expenses/costs such as gas bills, energy costs, heating bills, building costs, and room costs, compared to 80% a year ago.

## Services Provided

Eighteen percent of agencies identified health and household assistance as services provided compared to 54.5% and 36.4% respectively a year ago.

Nine percent of agencies identified housing as a service provided compared to 27.3% in 2011.

## Service Demand

Fewer respondents (63%) reported an increase in their client base in 2011/12, compared to 70% in 2010/11.

There were 62.5% agencies reporting changes in the demographics of their client base in the 2012 survey, compared to 2011 (64%).

Seventy-five percent of agencies reported that clients had required assistance with food requests, the highest reported area of service for the period.

## Paid Staff and Volunteer Support

Six of respondents (85.7%) reported that the length of time a client is waiting for their service from the time of referral is less than 24 hours in 2012, compared to 60% in 2011. In the 2012 survey, 25% of agencies reported an increase in the range of duties expected from paid staff compared to 55.6% a year ago.

57.1% of agencies reported an increase in the range of duties expected from volunteers compared to 28.6% a year earlier.

# INCOME SUPPORT

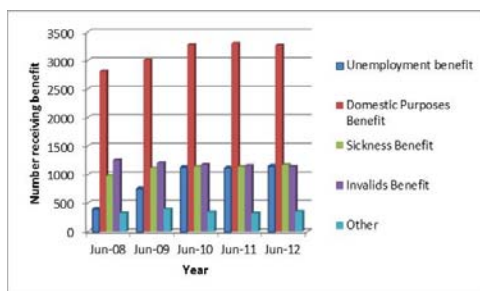
## Why is this important?



Income Support is an income-related means-tested benefit for people who are on low income.

The prevalence of people receiving benefit-related incomes is an indicator of living standards in the community. Reliance on welfare benefits can limit the earning potential of individuals and families.

## How are we doing?



**Income Benefits, Rotorua District,  
June 2008 – June 2012**

The overall number of people receiving benefits administered by Work and Income in Rotorua district has risen by 0.6%, from 7042 in June 2011 to 7085 in June 2012. People receiving an unemployment benefit increased by 2.9%, from 1118 in June 2011 to 1150 in June 2012. Unemployment benefit now accounts for 16.2% of all benefits received in Rotorua district, a slight increase from 2011 when unemployment benefits accounted for 15.9%.

There were decreases in the numbers of people receiving: domestic purposes benefit (0.9%); sickness benefit (2.7%); and invalids benefit (1.4%) between June 2011 and June 2012.

While stable in the past year, the future loss of jobs by people in the Rotorua district is likely to have a flow on effect to changes in the demand for social services – as noted by some survey respondents.

# SERVICES PROVIDED

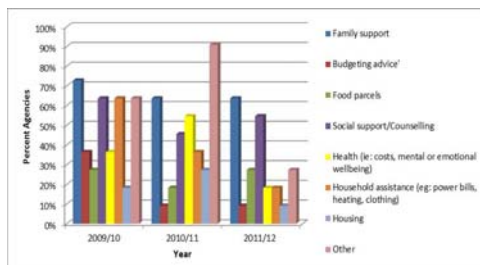
## Why is this important?



Social services are services and facilities provided to ordinary people in need of support to address current concerns. The social service sector ranges from small local initiatives established to address one, or a small number of quite specific issues or needs, to large, national organisations providing a range of services throughout the country, who offer services in Rotorua.

Social services include welfare organisations, emergency/relief services and income support providers. Social services have an impact on people's lives and on society as a whole. The social services are vital to poverty alleviation and help thousands of people stay on track with their lives, by offering diverse services, and by contributing to building strong communities and thriving families. Social service agencies are not the same in every community, and in Rotorua they are primarily a response to local needs.

## How are we doing?



### Services Organisations Provide, 2010/11-2011/12

Note: This is a multiple response question

Base: 11 respondents (2010, 2011 & 2012)

2012 survey results show that family support remains the most common social service provided by respondents in the survey. In 2012 63.6% of agencies surveyed identified family support as one of their services provided, this is on par with 63.6% in 2011. This was followed by Social support/Counselling, which went up and was reported by 54.5% of the organisations surveyed in 2012, compared to 45.5% in 2011. Twenty-seven percent of agencies identified food parcels as one of the services provided in 2012 compared to 18.2% in 2011.

Twenty-seven percent of organisations surveyed in 2012 reported the 'Other' category. Services reported in this category include:

- Active ageing/Seniors
- Information/advice/legal/advocacy
- Parenting programmes
- Women Empowerment
- Group Restore programme for children who have been in domestic violence situations.

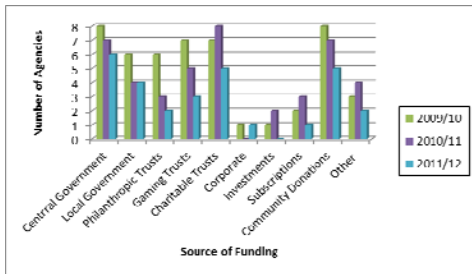
# FUNDING

## Why is this important?



Non-profit organisations receive their support in various forms, and from various sources. Social service organisations, especially voluntary ones, exist in an environment of scarce resources. As a result, the problems of obtaining sustainable funding are of major concern to them.

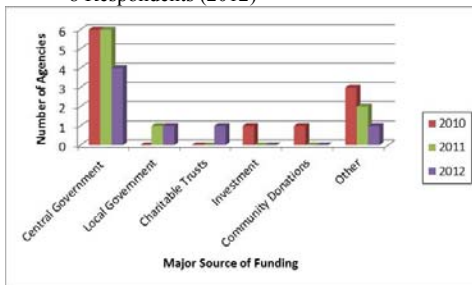
## How are we doing?



There was a slight decrease in the number of respondents reporting that their financial support came from central government or community donations to 6 (75%) in 2011/12 from 7 (63.6%) in 2010/11. The most significant change was with Charitable Trusts with 5 respondents reporting that their financial support was drawn from there, compared to 8 in 2010/11.

### Source of Funding, 2009/10-2011/12

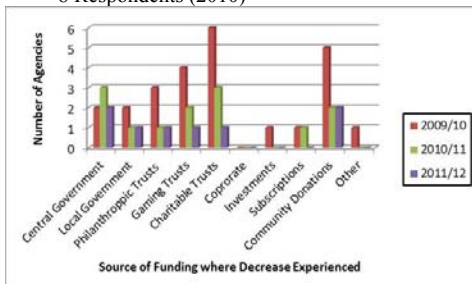
Note: This is a multiple response question  
 Base: 11 Respondents (2010 & 2011)  
 8 Respondents (2012)



The bulk of the financial support was in the form of one off grant or donations in 2011/12. The 'Other' category was one of the areas which was less frequently reported by respondents. In this category, sources of funding reported include earnings from advertising and printing, shops, Salvation Army Family Store (largest funder), Lakes DHB and MoH.

### Major Source of Funding in Last Five Year Period

Base: 8 Respondents (2012)  
 9 Respondents (2011)  
 8 Respondents (2010)



Central government remains the major funder for most respondents, with organisations surveyed in both 2011 and 2012 receiving the bulk of their funding from this source in the last five year period.

The survey shows that during 2011/12 generally fewer respondents experienced a decrease in funding from their sources compared to 2010/11.

### Decrease in Funding Sources, 2009/10 -2011/12

Base: 9 Respondents (2010 & 2011)  
 8 Respondents (2012)



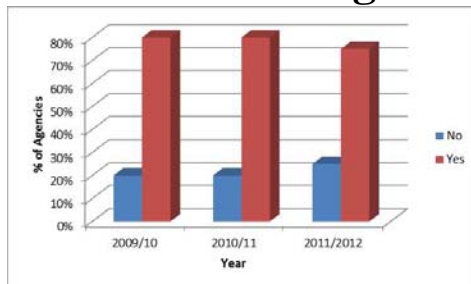
# BUILDING OR PROPERTY SERVICES

## Why is this important?



Many social services agencies are client-based organisations that require housing/office space through which they can offer accessible social and community services and programmes. Often these organisations rent this space. Changes in the economic climate social service agencies operate in bring new challenges for organisations, for example, changes in availability of funds to support rent/lease payments; and increasing costs of utilities, for example, power/water bills. Other variable costs can come from routine maintenance i.e. painting, plumbing, electricity, carpentry, building warrant of fitness, lift, and fire alarm system.

## How are we doing?



### Building or Property Services costs, 2009/10-2011/12

Base: 10 Respondents (2009/10 & 2010/11)  
8 Respondents (2011/12)

2012 survey results show that 75% of agencies reported that they had experienced increases in building or property related expenses/costs compared to 80% year ago. In this survey highlighted areas of increase included:

- Insurance, heating, postage, salaries
- Building leases, petrol prices
- Power, food
- Room costs
- Building rental

# SERVICE DEMAND

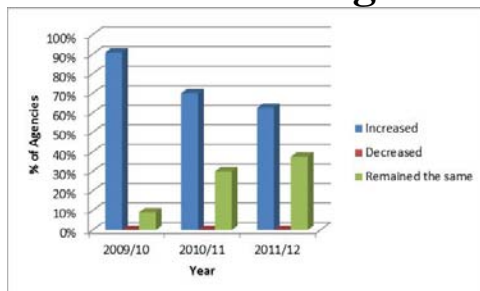
## Why is this important?



Changes in the economic climate and/or government policy bring impacts for people living in the Rotorua district. For example, central government's "It's not OK" campaign has resulted in increasing reporting of family violence to Police, which has led to increasing demands being placed on existing social services. For example, increased waiting lists for some services and increased referrals from other providers which have been reported nationally.

Each community needs viable social services providers who can continue to deliver critical social services to families/whanau, children, young and older people. The need for such services is long-standing, however the day to day demands on services is influenced by economic, political and social changes in society.

## How are we doing?



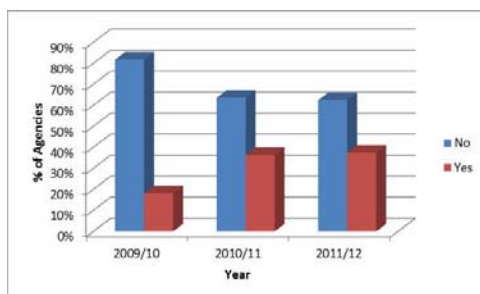
### Changes in client base compared to a year ago, 2009/10-2011/12

Base: 11 Respondents 2009/10  
10 Respondents 2010/11  
8 Respondents 2011/12

Five of the eight survey respondents (63%) who answered this question reported that their client base had increased during 2011/12, compared to a year ago. This is down from the seven survey respondents (70%) reported in 2010/11 and ten (90.9%) during 2009/10. There were no reports of a decrease in the client base.

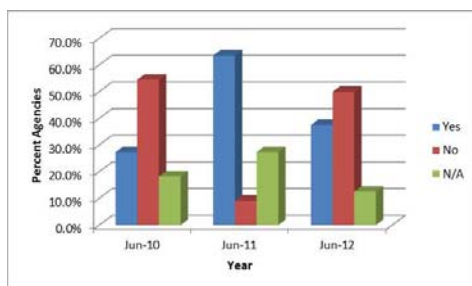
Five of the 8 survey respondents (62.5%) reported that there had not been a change in the demographics of their client base during 2011/12, compared to a year ago. Three of the respondents (37.5%) reported they had noticed a change in the demographics of their client base and noted a five percent increase in Maori clients. Other factors included:

- A lot more of other ethnicities e.g. people with an Indian heritage.
- Younger people e.g., 17-25 years old
- Increasing number of clients who have problems with drugs, alcohol and gambling addictions
- Increases in family violence and ages of victims coming through making complaints



### Changes in demographics of client base, 2009/10 -2011/12

Base: 11 respondents 2009/10  
10 Respondents 2010/11  
8 Respondents 2011/12

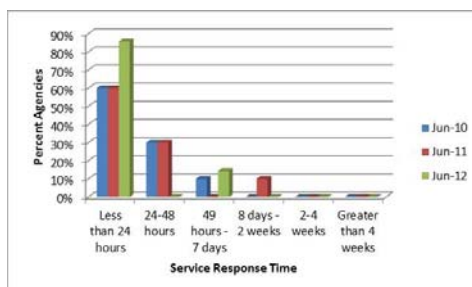


### Actively canvassing for more clients, 2009/10-2011/12

Base: 11 Respondents (2010 & 2011)  
8 Respondents (2012)

The number of social service agencies canvassing for more clients has decreased from last year. 2012 survey results show that three of the agencies (37.5%) were canvassing for more clients, compared to seven (63.6%) in 2011.

In general, agencies noted that demands were already high. One agency reported that there were more crime and trauma issues to deal with.

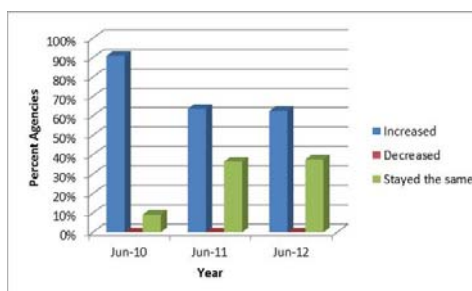


### Service Response Time for month of June, 2009/10-2011/12

Base: 10 Respondents (2010 & 2011)  
7 Respondents (2012)

Six of respondents (85.7%) report that the length of time a client is waiting for their service from the time of referral is less than 24 hours in 2012, compared to six (60%) in 2011. Also in 2012 one respondent (14%) reported that the length of time a client is waiting is 49 hours – 7 days, compared to 0% in 2011. There are no reports of clients waiting for longer than 2-4 weeks.

One respondent commented clients were seen the same day they presented as there was a duty counsellor available. Two agencies reported that they work in crisis situations and had a response criterion when called out, to respond within 45 minutes. Another agency reported that clients are seen immediately, with the only waiting being if they needed to see a lawyer or beneficiary advocates.



### Level of Service Demand, 2009/10 – 2011/12

Base: 11 Respondents (2010 & 2011)  
8 Respondents (2012)

2012 survey results show that five of respondents (62.5%) reported that the level of demand on some services has increased which is a similar result to a year ago when seven (63.6%) responded to this question. Three (37.5%) reported that the average clients' needs for the service they provide have stayed the same. There were no reports of decrease in demand.

Of the organisations reporting an increase in demand for services, ways in which client demand has increased as described by the respondents included:

- Greater complexity in client issues demanding more time to work through solutions.
- Increase in housing, budgeting requests.
- More domestic violence coming through the POL 400. Women are now able to receive information and advice to get support where needed. The It's Not Ok campaign has used media and television to emphasise help is available to women living in domestic violence.
- More victims wanting support and visits from

our organisation.

- Many clients present with complex needs and very high expectations. We don't have the resources available. There has been an increase in requests for accommodation and travel assistance.
- Clients are bringing more complex issues to us. These are around finances, benefits entitlements, and legal issues. Since last June we introduced our specialist beneficiary advocacy which has attracted more complex cases which take longer to deal with.

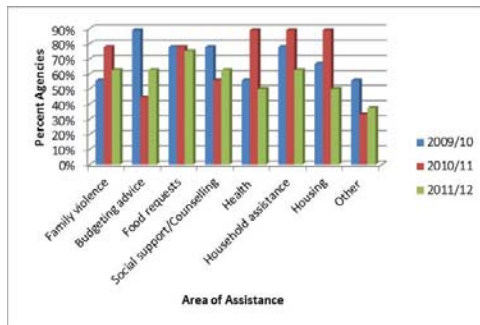
In all three surveys (2010, 2011 & 2012) six respondents reported that this trend for increases in the level of demand was usual for this time of year. One respondent from the 2012 survey added, "winter period and school costs. Also, less seasonal work has created decreased income. We have also referred more people to our addiction programmes, be it gambling or drug and alcohol."

However, one agency noted that demand varies all the time. Another agency reported that demand for services are around the festive season, or any celebrations that involve drugs and alcohol.

Five respondents also reported factors that they feel have contributed to the changes in demand including:

- Increases in complexity and changes in Central Government policies for beneficiaries leading to increased demand for specific services. Rental costs have increased, as has overall living costs putting further strain on families.
- Police Safety Orders issued to abusers have good and bad qualities. Good because the Police can make the call to issue one. Bad because the women do not follow through with protection orders after the 3 days PSO.
- Increased rental costs due to rise in insurance premiums for landlords dwellings. Also, increased electricity costs. Generally, more homeless people presenting themselves.
- Recession has continued, changes and impending changes to benefit entitlements, people are losing their jobs or having hours cut, the community is suffering from the length and extent of the recession.





**Proportion of agencies reporting requests for assistance by category, 2009/10-2011/12**

Base: 9 Respondents (2010 & 2011)  
8 Respondents (2012)

Overall, clients appear to be requiring assistance in a wide range of areas. Assistance with food requests emerged as the area of greatest demand with six of agencies (75%) reporting it, in the 2012 survey. Food requests have remained stable over the past three years while other areas have tended to fluctuate.

The 'Other' category was the less frequently reported area in 2011/12. 'Other' areas in which clients have required assistance included services to assist with: furniture, serious assaults, sexual attacks, burglaries, thefts, aggravated robberies, consumer issues, benefit issues, employment and redundancy issues.

# STAFF

## Why is this important?

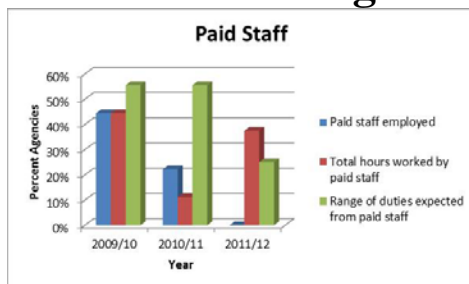


Staff in social services play an invaluable role in our community. They are ordinary people providing an extraordinary contribution in the community.

Volunteers offer value to social services, not only in financial terms for the organisation but in quality of life terms for service users. Volunteers are of value because they:

- Complement the services that are delivered.
- They can help free up paid social service staff to focus on their statutory and crisis duties.
- They are flexible and can be available to work outside the contracted hours a service is open.
- Users appreciate the fact that volunteers aren't paid, but are motivated for reasons other than money.
- Volunteers can build bridges with the community that social services serve.
- Volunteers are diverse.

## How are we doing?



### Paid Staff Changes – Increase, 2009/10 -2011/12

Base: 9 Respondents (2010 & 2011)  
8 Responses (2012)

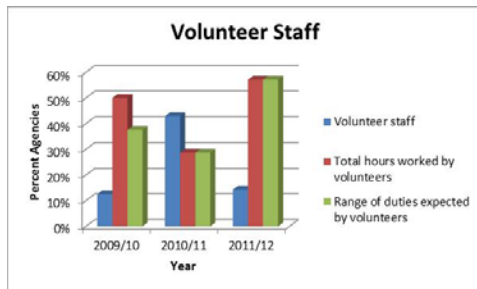
No organisations reported an increase in the number of paid staff in the past year (since 30 June 2011), compared to two organisations (22.2%) in 2010/11. However one agency (12.5%) reported a decrease in number of paid staff employed, while seven (87.5%) reported that staff numbers had stayed the same in 2011/12.

Three agencies (37.5%) reported that the total number of hours worked by paid staff had increased, while four (50%) reported that they had stayed the same. The rest (12.5%) reported a decrease in 2011/12.

According to one agency representative, “Financial restraints have meant we have reduced paid staff from 3 to 1.” Another agency noted, “Service coordinator has more responsibilities.” Yet another agency noted that there was “more accountability with regards to client files.”

An increase in the range of duties expected from paid staff was reported by two of the agencies (25%) in 2011/12 compared to 5 (55.6%) in 2010/11. Five agencies (62.5%) reported that their paid staff range of duties stayed the same and the rest 12.5% of agencies,

reported a decrease.



### Volunteer Staff Changes – Increase, 2009/10-2011/12

Base: 8 Respondents (2010 )

7 Respondents (2011 & 2012)

An increase in number of volunteer staff was reported by one agency (14.3%) in 2011/12, compared to three (42.9%) in 2010/11.

No agencies reported a decrease in total number of hours worked by volunteers, or range of duties expected of volunteers in 2011/12.

Four agencies (57.1%) reported an increase in total hours worked by volunteers, compared with 2 (25%) in 2010/11. Four (57.1%) also reported an increase in the range of duties expected of volunteers in 2011/12.

# APPENDIX 1

**Table 1. Summary of Major Types of Nonprofits in New Zealand**

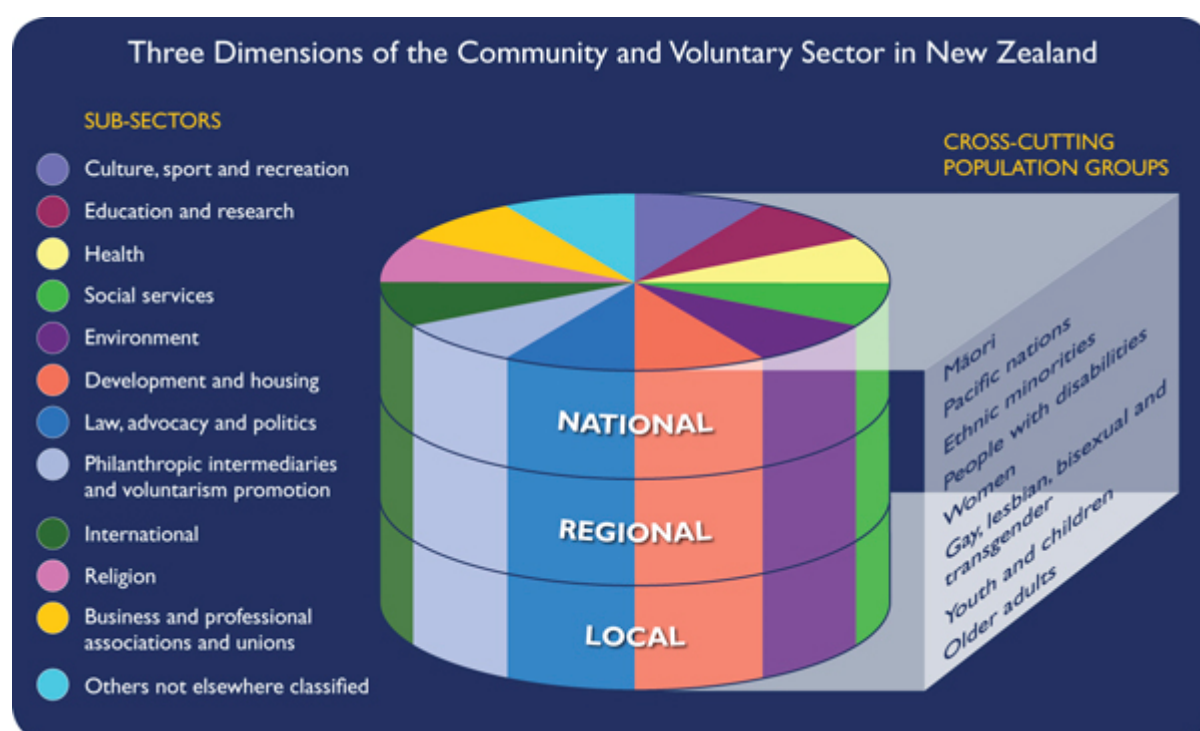
ICNPO Group	Non-profit organizations in New Zealand	Organizations not likely to be part of the non-profit sector in New Zealand
<b>1. Culture and recreation</b>	<ul style="list-style-type: none"> <li>• Many arts groups, especially at a local level (e.g. arts societies, spinners and weavers groups, film societies) and also some of the most prestigious national cultural groups e.g. in ballet, opera, etc.</li> <li>• Most sports groups, especially at the club level</li> <li>• Many museums and galleries, often smaller ones; not owned by local government or commercial operations</li> <li>• Some local community newspapers and radio stations</li> <li>• Service clubs (e.g. Lions, Rotary)</li> </ul>	<ul style="list-style-type: none"> <li>• The large proportion of arts activities undertaken by individual artists and commercial enterprises</li> <li>• Commercial sports businesses and franchises</li> <li>• Museums and galleries owned by local government</li> <li>• Most high profile newspapers, radio and TV broadcasters, which are commercial or state owned</li> </ul>
<b>2. Education and research</b>	<ul style="list-style-type: none"> <li>• A few elementary (known as primary) and secondary schools</li> <li>• Many, often smaller, tertiary education providers</li> <li>• Most informal and small adult or community education</li> <li>• Some research, which is undertaken by non-profit bodies, mostly in medicine and social sciences</li> <li>• Most early childhood services</li> </ul>	<ul style="list-style-type: none"> <li>• Public elementary and secondary schools (which comprise the majority of educational institutions in New Zealand)</li> <li>• Public universities and most polytechnics</li> <li>• The three Wananga, which are not institutionally separate from government</li> <li>• Adult or community education provided through evening programs run by public schools (unless there is a separate non-profit entity through which funds are channelled)</li> <li>• Most of the research which is undertaken by universities, government bodies, and private firms</li> </ul>

ICNPO Group	Non-profit organizations in New Zealand	Organizations not likely to be part of the non-profit sector in New Zealand
<b>3. Health</b>	<ul style="list-style-type: none"> <li>• A small number of union and community health services, and all Primary Health Care Organisations (PHOs)<sup>1</sup></li> <li>• A few church and other private hospitals which are non-profit</li> <li>• Most palliative care services</li> <li>• A large number of mostly smaller and non-residential mental health services, including iwi providers</li> <li>• Some rest homes and aged care hospitals providing care for older people</li> <li>• A wide range of non-profit organisations providing disability health services</li> <li>• Most ambulance services, air-rescue services, and surf patrols</li> <li>• Most emergency services</li> <li>• Some support services for children provided by non-profit organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Most primary care services provided through General Practitioners</li> <li>• Public hospitals, which dominate the health field</li> <li>• Private hospitals that make a profit</li> <li>• Public mental health services</li> <li>• For-profit rest homes and some aged care hospitals providing care for older people</li> <li>• Some emergency health services</li> </ul>
<b>4. Social services, and emergency/ relief</b>	<ul style="list-style-type: none"> <li>• Most providers of social services, including iwi providers (non-profit organisations are especially significant providers in disability services, in family services and in community services for older people)</li> <li>• Non-profit employment services</li> <li>• Non-profit emergency services</li> <li>• Some support services for children provided by non-profit organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Government and commercial providers of social services (e.g. most statutory child protection services, commercial home help services)</li> <li>• Government and commercial employment services</li> <li>• Emergency services that are set up by local government</li> </ul>
<b>5. Environmental / animal protection</b>	<ul style="list-style-type: none"> <li>• Most environment and animal protection groups</li> </ul>	<ul style="list-style-type: none"> <li>• Government agencies with environmental responsibilities</li> </ul>
<b>6. Development and housing</b>	<ul style="list-style-type: none"> <li>• Limited direct housing provision, especially social housing</li> <li>• Neighbourhood centres and houses and most community development projects (except those provided by local government)</li> <li>• Employment and training groups, e.g. industry training organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Public housing, including local government housing</li> <li>• Private landlords, who together with public housing provide almost all rental housing</li> <li>• Community development workers employed by local or (to a lesser extent) central government</li> </ul>
<b>7. Civic and advocacy groups</b>	<ul style="list-style-type: none"> <li>• Advocacy groups representing particular and local interests</li> <li>• Political parties</li> <li>• Legal aid services, such as community law centres</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial legal practices, which provide not only almost all legal services but also the bulk of legal aid</li> </ul>

<sup>1</sup> PHOs are funded by government to provide a total range of preventive and remedial primary health services.

ICNPO Group	Non-profit organizations in New Zealand	Organizations not likely to be part of the non-profit sector in New Zealand
<b>8. Philanthropic and other intermediaries</b>	<ul style="list-style-type: none"> <li>Volunteer promotion and brokerage groups, such as volunteer centres</li> <li>Philanthropic trusts and foundations (including family trusts, community trusts, gaming trusts, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Government funding agencies (which are the dominant funders of non-profit organisations)</li> <li>Corporate social responsibility programs (which are very small as a proportion of total funding to non-profit organisations)</li> </ul>
<b>9. International organizations, aid and relief</b>	<ul style="list-style-type: none"> <li>Most overseas aid and development organisations</li> </ul>	<ul style="list-style-type: none"> <li>New Zealand Agency for International Development</li> <li>Defence forces</li> <li>Private consultants and contractors</li> </ul>
<b>10. Religious congregations and associations</b>	<ul style="list-style-type: none"> <li>Churches, mosques, temples, synagogues</li> <li>Almost all other religious organisations (except where they fit within another category, e.g. church social services, religious hospitals, church schools, etc.)</li> </ul>	
<b>11. Unions, business and professional associations</b>	<ul style="list-style-type: none"> <li>Professional associations, trade unions, business associations</li> <li>Chambers of Commerce</li> </ul>	
<b>12. Not elsewhere classified</b>	<ul style="list-style-type: none"> <li>Organisations where it is not clear which ICNPO category they should be assigned to</li> </ul>	

Source: Tenant, Margaret, Jackie Sanders, Michael O'Brien and Charlotte Castle (2006) *Defining the Nonprofit Sector: New Zealand*. Working Papers of the Johns Hopkins Comparative Nonprofit Sector Project, no.45. Baltimore, United States of America: The John Hopkins Centre for Civil Society Studies



Source: [www.ocvs.govt.nz/about-the-community-and-voluntary-sector](http://www.ocvs.govt.nz/about-the-community-and-voluntary-sector)

## APPENDIX 2

**Table 2. Organisations Covered in the Survey Sample**

Selected social services, and emergency/relief agencies in Rotorua
Age Concern Rotorua District
Citizens Advice Bureau
Family Works Northern
Mokoia Community Association Inc
Rotorua Budget Advisory Service
St Vincent de Paul
Te Utuhina Manaakitanga Trust
Te Waiariki Porea Trust
The Salvation Army Community and Family Services
Victim Support Rotorua
Waiariki Women's Refuge

*Note: Relationship Services was not available to participate in the survey in 2011, therefore is not included in the analysis and was replaced by Rotorua Budget Advisory Service both in 2011 and 2012 survey*

**Table 3. Proportion of Applicants to RDC's Community Grants Fund**

Category according to ICNPO	Percentage of Applications			
	2006	2007	2008	2009
Culture and Recreation	13.33%	7.69%	4.55%	25%
Education & Recreation	16.67%	30.77%	18.18%	20.45%
Health	23.33%	19.23%	22.73%	15.91%
Social services & emergency relief	33.33%	34.62%	45.45%	25%
Environment/animal protection	3.33%	3.85%		2.27%
Development & Housing	3.33%			4.55%
Religious congregations & association	6.67%	3.85%	9.09%	6.82%

*Derived from the Rotorua Community Grants Tracking Schedules 2006-2009*