



MAKING A DIFFERENCE

ANNUAL REPORT 2018

Te Waipuna Puawai is a thriving community development initiative of the Sisters of Mercy whose core values are: respect for human dignity, compassion, concern for the poor and vulnerable, justice and service. Our work currently focuses primarily in the Tamaki area i.e. the Glen Innes, Pt England and Panmure suburbs of Auckland. Pacific and Māori families are the largest population group in the community and hence are our primary target group.

We are in the Tamaki community to build and develop pathways of success and changes for our whānau.

We offer a collaborative, holistic, community based and whānau centred approach.

OUR VISION

Whakamana te oranga wairua o te tangata me te whenua.

Well-being for our communities and restoration of the earth.

OUR MISSION

Kia u ki te mahi kotahi whakarawea te mana wahine, te mana whānau me te mana iwi whanui.

Working together to strengthen women, strengthen families and strengthen community.

OUR PROMISE

Helping to improve the health and well-being of the Tamaki Community

CONTENTS

1	About us
2	Chair's Report
3	Chief Executive's Report
4	Making a Difference <ul style="list-style-type: none">• HEART• G-FIT• HIPPY• Community Based Programmes• Family Support Services
14	Organisational Viability
15	Success Stories
18	Gratitude Café 2017
19	Thanks and acknowledgements
20	How you can support us

ABOUT US

For nineteen years we have worked to strengthen women, families and communities.

We provide casework, advocacy, crisis intervention and other relevant social services.

We offer personal and professional development opportunities for women that are accessible, relevant and community-based.

We provide transport and other practical support, enabling women to access our programmes and services. We are here for the long haul.

We work with a range of stakeholders. Our programmes of HIPPY (Home Interaction Programme for Parents and Youngsters), HEART (Healthy Relationships in Tamaki), Family Support Services, G-FIT (Growing Financial Independence in Tamaki) and Community Education continue to be at the forefront of what we do.

STATISTICS



14

9 full time & 5 part
time employees



50

volunteers



15

children & parents
enrolled in HIPPY



200

families (108) new
social work referrals



236

food parcels



206

enrolments for
courses



475

bread parcels
distributed



1,000

transports
provided



500

over 500 attended
community events

CHAIR'S REPORT

Tena koutou, tena koutou, tena koutou katoa

In my report last year I ended with the saying, Titiro whakamuri, whakarite ināianei hei hāngai whakamua,

Embrace the past, prepare now to shape the future.

I am pleased to say we are doing this. It is an ongoing journey!

During the past year our focus has been on rebuilding and refreshing Te Waipuna Puawai across many aspects. There will always be ongoing challenges, however I am confident that we are well placed to work through whatever is put in front of us.

Our current strategic plan has guided us for the past three years and provides the framework for what we do via the strategic priorities of:

- Living our Mercy kaupapa
- Demonstrate that we make a difference through our outcomes
- Develop us into a sustainable organisation with a focus on financial, operations and governance

In April 2018 we began a review of all of what we do. We have called this process "Way Finding" as we rigorously review all our current activities and dare to dream as to what opportunities there are for our women, children and families in Tamaki. We are grateful to Rachael Trotman as she works alongside us on our journey. We will provide an update in our next Annual Report.

In early May 2017, we welcomed our new Manukura – Chief Executive, Bill Takerei, to Te Waipuna Puawai. Bill is an experienced chief executive in the community sector and he brought to us his knowledge and experiences that have helped guide us as we have worked to rebuild our place within the Tamaki community.

Under Bill's leadership we are making progress with rebuilding existing and developing new key relationships in the community, commenced work in developing a whānau outcomes framework and have had a solid focus on developing Te Waipuna Puawai into a sustainable organisation.



As always, we are blessed with the hard work and dedication of our passionate staff members and volunteers. A heartfelt thank you to them. Te Waipuna Puawai would not continue to be successful in making difference to those we work alongside without them.

Please take a moment to read in the following pages the reports from each team to get a sense of what our work is about. At the heart of everything is people. These reports and the stories shared by others tell us so much more than statistics ever will.

I am going to borrow from something that Tara Moala has said in her reflection of what makes one of our programmes successful. I think it applies to all that we do at Te Waipuna Puawai as to what is at our core. "... it's relationship building, it's role modelling, it's warm community space creating, it's gentle challenging, it's connection making. It's unique."

During the year we have also continued to rebuild and refresh our Board. Current Board members are Patricia Rowe, Anna Jacob, Luke Ryan, Kylie Dunn, Nicola Brehaut, Tyrone Tangata-Makiri. Thank you to all Board members for their valuable ongoing support and all they do for Te Waipuna Puawai.

I would also like to thank our parent, Tiaki Manatū, for their ongoing support and faith in us, allowing us the time and opportunity to refresh and rebuild.

I have said it before and I am going to say it again. We continue to be a strong and committed group of Board members, staff and volunteers. Together we will continue the commitment made 28 years ago by the Sisters of Mercy to working with and alongside women, children and families in Tamaki. Our passion and determination to really make a difference to those we serve continues to drive all we do.

Arohanui ki a koutou
Judy Whiteman, Tumuaki (Chair)



CHIEF EXECUTIVE'S REPORT

Tena tatou e te whānau o Te Waipuna Puawai me Nga Whaea Atawhai o Aotearoa, puta noa ki te hāpori o Tamaki.

It is much pleasure that I present my first Chief Executive report having taken up the role in May 2017.



2017/2018 has been a very active year full of changes and opportunities.

Firstly, I would like to acknowledge and thank all the ex-staff of Te Waipuna Puawai who all made valued contributions during the last year:

- Sonali Carter and Kiri Nua, HIPPY Coordinators
- Fatima Fifita, Kelly Rangitakatu and Ruth Saporì, HIPPY Tutors
- Rebecca Ruwhiu-Collins, G-FIT Coordinator
- Melissa Morris, G-FIT Champion
- Kirsty Lee Ripley, Social Worker
- Julia Friedewald, Counsellor

We are fortunate to welcome on board new staff to Te Waipuna Puawai during this year:

- Susan Scofield, G-FIT Coordinator
- Roi Boyd, HEART Facilitator
- Arlene Fyfe, Teri Ransfield, HIPPY Coordinators
- Kalay Perumal, Whānau Worker

Whilst we are not huge in terms of staff numbers, the impact we continue to have in shaping the Tamaki community continues to grow and we are recognised as key and direct contributors to the Tamaki community.

Our programmes of HIPPY (Home Interaction Programme for Parents and Youngsters), HEART (Healthy Relationships in Tamaki), Family Support Services, G-FIT (Growing Financial Independence in Tamaki) and Community Education continue to be at the forefront of what we do and these are our direct links with the community we serve primarily in the Glen Innes, Point England and Panmure communities as part of the wider Tamaki region.

These programmes are reported on separately and I encourage you to read these alongside the real life stories of women who have engaged with us and had the courage to share their experiences and learnings to inspire others. We commend them and thank all those whānau or clients who have allowed us to be a part of them and share in their successes, he aha te mea nui, he tangata, he tangata, he tangata....

At a management level, I would like to sincerely acknowledge Vicki Sykes, interim Manukura, Chief Executive for a full and comprehensive handover given to me that allowed a smooth transition into the role and continuity of the business.

The past year can be reflected through the following areas;

1. A reaffirmation of our Strategic Plan.
 - We confirmed our existing Strategic Plan as the framework for the 2017/18 year. We have begun a comprehensive review of the plan as part of our planning for the future.

2. A review of our current programmes.
 - Currently all our programmes are under review to ensure they are still meeting an identified need by the community and continue to meet evidenced demand for the programme. This review includes looking at opportunities to operate new programmes.
3. A strengthening of our governance and management.
4. The building of key relationships and a positive profile.
 - We have focused on new relationships that align to assisting us in achieving our strategic direction. This includes relationships with organisations such as Tamaki Regeneration Company, Maungakiekie Tamaki Local Board and Auckland District Health Board. At a community level, we have re-affirmed our working relationship with Glen Innes Family Centre, taken a lead role in providing community leadership as part of the collective forum "Tamaki in Action" and are part of the steering group which includes Tamaki Community Development Trust, Ruapotaka Marae and Glen Innes Family Centre.
5. A strengthening of our overall systems.
 - We have strengthened our focus on the type of management reporting required.
6. A review of capacity and capability.
 - We have reviewed all roles with a view for them to being fit for purpose. We work to recruit and develop our staff to meet the needs of these roles.
7. A focus on outcomes for whānau and measuring of our success.
 - We started to invest considerable resource in developing our own whānau outcomes framework. When finalised late in 2018 we look to leverage this information to provide new growth and funding opportunities.

We continue to be a strong organisation that has a strong focus on women, strengthening families and communities and working directly to our stated mission.

I am very appreciative and thankful to our various funders, donors and supporters who are outlined in full in this document as without them we simply could not operate.

I acknowledge also our overall governance body Tiaki Manatū in their ongoing support to us and being part of a wider Mercy network that we can tap into and readily access.

Finally, a huge thank you to all my Board who have guided me in my first full year. The direction and support provided from our Chair Judy Whiteman and the focused drive she has ensures Te Waipuna Puawai continues to be at the leading edge of community development and achieves being sustainable and an organisation of choice.

No reira, nga mihi aroha kia tatou.

Bill Takerei, Manukura (Chief Executive)

MAKING A DIFFERENCE

Grow Loving, Safe And Supportive Relationships



HEART (Healthy Relationships in Tamaki) Movement is a community led, local response to high rates of family violence in Tamaki. HEART works to promote capability development and collaboration among agencies, and aims to influence decision making, and the current approach to responding to family violence. But at its core it is not about the government response to family violence and what agencies must do differently to make a change.

It is about how a community works collectively, to challenge social norms and behaviours that prevent healthy relationships in the whānau, community and the society. It is community members, working as volunteer champions to lead change in their own community, whānau, which is popularly known as community mobilisation.

Te Waipuna Puawai has a Kaitiakitanga role for this community led programme and supports the work in the community. This is done through a Strategic Plan, with a 20 year vision, 18 outcomes and 20 interventions to reach these outcomes. Currently, HEART Movement has no governmental funding and is supported through individual donations and philanthropic grants.

Core to our success is our volunteers popularly known as Community Change Agents. They work in their own natural environments to create reflective and meaningful conversations that support us to change social norms and build healthy and safe environments. The Change Agents work as a collective, provide peer support and are in this journey together.

Overall Impact that HEART Movement has been able to create to date –

- **An innovative approach** – HEART Movement is creating shifts in our understanding around family violence prevention in New Zealand. We are one of the few programmes nationally using community mobilisation (community members working as volunteers to lead change) as our core strategy. We have created a comprehensive and long-term strategy with clearly defined interventions, and a simple yet robust measurement system.
- **Changing the language** – HEART has shifted from deficit thinking to a more visionary approach. The focus on healthy relationships has been significant. Starting a community conversation about healthy relationships has been a major point of difference for HEART. This is an ongoing, generative, conversation that helps people shift into new thinking that is not accessible when only discussing family violence prevention.
- **Building knowledge base around primary prevention and how it works on the ground** – HEART Movement is adding to the New Zealand knowledge base around primary prevention of family violence, a relatively emerging yet valued practice area both nationally and internationally.
- **Growing capability locally** – HEART Movement is increasing the understanding of local community workers, church leaders, and other leaders around building healthy relationships and creating equitable relationships in the family, in the community and the wider society.
- **Generating community conversation** – HEART is creating a range of platforms to challenge the secrecy and feeling of helplessness and inevitability that is associated with family violence among the community. It encourages dialogue and debate to increase local understanding and create hope for change for this highly complex problem.
- **Building network and creating community cohesion** – HEART is building connections and relationships within the community through interventions. The HEART network and various training get local leaders and practitioners together to work collaboratively with each other.
- **Creating belief change is possible** – There is a general belief that HEART has the potential to make significant change in the community. There is growing acceptance and excitement about HEART's vision and outcomes from both practitioners and the community. Community members and practitioners continue to talk about the vision of healthy relationships and are proud to be associated with HEART. There is considerable personal commitment to HEART from local people and a range of local and regional organisations.

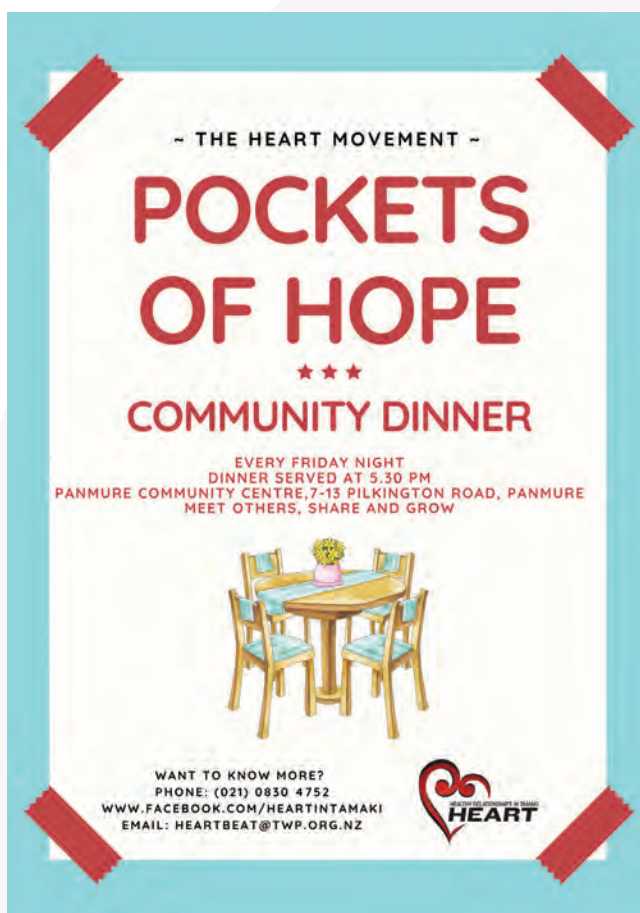
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What makes Pockets of Hope so successful?

We asked Community Change Agent (and regular Pockets of Hope attendee) Tara Moala for her thoughts on what keeps people showing up each week for the community dinners...



I've been going to the community dinners since they began at the Ruapotaka Marae. I take all three children and meet up with all of the other regulars that come every week. I enjoy catching up with them and seeing how their week has been and I also enjoy welcoming newcomers to the dinner – sometimes they become regulars as well and sometimes they're more sporadic and come once and awhile.

I feel that the dinners are very successful in engagement with the community. I want my kids to grow up with a strong sense of community. This is what Pockets of Hope really achieves for our Whānau. Our kids enjoy



connecting with the other kids that come and they engage with so many different types of other families.

When the dinners first started, some of the men especially would come in with hoods and sunglasses on. They would almost act like they weren't allowed there. But over the months, they have really relaxed. Now when I see them around GI, they greet me the same way, with no inhibitions. We greet each other like friends.

The best word that I can think of to describe the conversations we have over dinner is random. Sometimes, we gather as leaders in the community talking about the true meaning of collaboration and agreeing to commit to working on specific projects together and then other times...

Often, I realise that other mums watch me and my children interact. I've had many a korero with mums and nans about kids and different ways of figuring things out with them. We don't use flash words like consequences, boundaries or incentives. But we do talk about those things.

I think it's pretty tough to be able say exactly what makes Pockets of Hope successful. It's relationship building, it's role modelling, it's warm community space creating, it's gentle challenging, it's connection making. It's unique and we love it.



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Heart Awards 2017

We run an annual community campaign to reach our messages around building healthy relationships to the community and increase their involvement with the HEART Movement. This campaign is run through a valued partnership with the Outside the Square project of AUT University. The campaign designed and implemented by the students over a period of four months culminates with the "HEART Awards Night". The HEART Awards are a simple way to celebrate and acknowledge the work of all involved with the HEART Movement.

This year the HEART Awards were held on the 20th October, at Te Oro in Glen Innes. Bev Adair Beets and Jane Koziol-McLain were our key note speakers.

Bev Adair-Beets is a youth mentor and tutor. Bev was an innocent victim of ongoing child abuse and has become a youth advocate speaking out against family violence.

Jane Koziol-McLain, is a Professor of Nursing and Co-Director, Interdisciplinary Trauma Research Centre. Professor Koziol-McLain has over 30 years of experience in her chosen field of nursing as well as a talent for research into the health system response to violence against women and children.

The awards presented were made by the local artist Emily Karaka for the HEART Movement. The HEART Awards presented included: –

The HEART Training Award – Reverend Atu Lagi, manager of the Stream Trust.

The HEART Partnership Award – Te Oro, Music and Arts Centre.

The HEART Practitioner Award – Tracey Wakefield, Practice Leader from Tamaki Community Development Trust.

HEART CHAMPION Awards – Bryant Walker, Jay Hohaia, Tara Moala.

Above and Beyond HEART Award – This award goes to Faith Family Church



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Women's Koru Group

Women's Koru Group is a space that is available for women living and working in Tamaki to come together and talk about how things are going, to get support from others and give others a listening ear. It is a space where we gather as women, have time to relax, be ourselves and share our experiences of life. It's a place for women to support each other, share stories and gain encouragement.

HEART Community Change agents who attend and facilitate this space share their thoughts. Sirikit shared a beautiful description of Koru Group that she gives to women new to the group – she tells them that Koru Group is women talking about their life journey with no judgement. Finding answers within themselves and self-healing. Tara says that she appreciates the sense of being accepted at Koru Group, no matter what she's wearing, how she looks or what her needs are. That she can say anything and feels that she won't be judged. Tracey reflects that at Koru Group there is a sense that women are meeting on an equal level and she appreciates being able to allow herself to be vulnerable in the space, knowing that others 'get it'.

A lot of Koru Group conversations are about us as women and self-love, about what it's like to be a mum, how our parenting journey is going, what our relationships are like, dealing with stress, feelings of loss, sharing our excitement, the struggles of balancing demands, grief, regrets, hopes – they are conversations about everything and anything really! There is no set topic for conversations at Koru Group, so once the conversation gets going it's like we're all around a big soup pot, each

adding ingredients in the form of our thoughts, stories and reflections, so we don't know what kind of soup it's going to turn out to be – is it pea and ham or is it going to be vegetable soup? And in the end, it's a soup bursting with so much flavour, that we could not have made it individually on our own

A shared hope and vision for all of us is that Koru Group will grow and be available to more and more women to be able to benefit from the space. We want the group to be a stable gathering of women from our community who know each other and who strengthen and support each other to be confident and happy. We hope that the space will become known as a space that allows women who have experiences in common to come together, share their knowledges and skills around dealing with these common experiences and walk away inspired with new ideas that have been generated through that sharing. We have a vision that the group will strengthen the community, by empowering women community leaders, giving women courage to stand up, know that they are leaders and be able to say and do what the community needs.



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G-FIT: Growing Financial Independence in Tamaki

G-FIT continues to highlight money saving and financial planning initiatives.

One G-FIT element is initiating and supporting courses and programmes that use a variety of themes to get people thinking about money.

In addition to specific financial wellbeing courses offered in Tamaki, weaving healthy monetary topics into courses provides a supportive pathway for the community to engage with financial mentors.

Moving Up and Moving Forward was such a course, offering the opportunity for the 29 participants to make their desired personal changes, increase income, enhance self-confidence and dreams for the future. Their journeys included seeking employment, training for work and managing their money positively. Feedback includes: *I'm glad I came because I've learnt with classmates, the negative can be turned into positive and that is attitude; Do budget with your money and make a dream and to achieve that dream.* Three participants secured employment and are doing well. Others set goals of getting driving licences for mobility around employment, whilst others progressed into structured money management courses, and saving for the whānau's future.

Sorted Mana Money, supported by G-FIT, focusses on everyone getting ahead financially and the idea that nobody gets left behind. Building 'financial capability', not just financial literacy is the focus for our families working together through the six-week programme.

Since October 2017, we have had 20 families or close to 40 participants complete the programme, seeing an increase in savings of 8%, decrease in unproductive debt 15% (average), all underpinned by clear financial goals. Sorted Mana Money works in close collaboration with existing financial services for families who are ready to engage.

The programme is also working in collaboration with G-FIT to build capacity in the Tamaki community to deliver the programme in our community groups

Quitting smoking had a positive impact on the lives of many Tamaki families through the Vape2Save programme offered in 2017. The programme continues to be offered independently in the community.



Living Lightly through reducing plastics, making simple household cleaners and saving money proved very popular, with 16 Tamaki residents learning to stretch their dollars and save the planet. And they are keen to continue the journey at future courses and share their knowledge with friends and family. Participants shared ideas, and some were motivated to start a small business to sell safe products to family and friends. Feedback includes: *Save money and save the earth with friendly ingredients for the household; Make use of everything and especially to budget our money and use it wisely.*

Woven into other courses have been very popular **'Love Food Hate Waste'** classes that deliver quick and practical ways of using food leftovers safely, simply, and being a money wise shopper. Groups come together to discover money saving techniques, cook together and share their own ideas. Feedback includes: *"It is good to come together to cook and eat, a place where we learn from each other; Able to make the dollar stretch further for meals and manage money to save."*



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Employment Readiness – Certificate in Marketing & Retail Management NZQA L3

In 2017, 10 students graduated this G-FIT supported Unitec course. Participants have gone on to look at employment of their choice, have gained confidence and built a network of fellow students. As part of the course they have supported their community through 60 hours of valuable voluntary work experience in charity shops and services.

Community Events

A second G-FIT thread saw the start of a series of community events in Tamaki, starting with **'Tamaki Getting Ahead'** in April in Mayfair Place, Glen Innes. Taking financial capability messages to the community in popular meeting places such as Mayfair Place raised residents' awareness in natural settings. Drawing together financial mentoring and budgeting services, alongside employment training agencies and social

service providers, affords people the opportunity to find the help they need, and chat informally whilst enjoying G-FIT's free sausage sizzles and cooking demonstrations by Love Food Hate Waste. The event in the July school holidays was **'Treasure Our Tamariki'** being offered in conjunction with Orakei Health and GI Business Association. Further events are planned during future school holidays, when families are out and about in town centres.



Live Lightly Community Connection Day at Te Whare Piringa highlighted environmentally positive living, and G-FIT attended to support Plastic Free July, promote living well and saving money whilst reducing waste. Te Whare Piringa is alongside Tamaki Regeneration Company housing redevelopment area, and this was an opportune time to network with residents as it grows into a thriving neighbourhood.

Collaboration between financial support and other key services

Building financially healthy communities is important for overall community wellbeing. Collaboration between financial, training and social services builds the structure that enables the community to thrive. Whether this is participating in community events, attending network meetings or starting new projects, G-FIT works alongside groups to enhance household capacity to thrive, building on their strengths and towards their goals for financial independence.



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HIPPY

Te Waipuna Puawai continues to deliver the HIPPY programme in two sites at Glen Innes and Point England / Panmure areas.

The Glen Innes programme operates out of Glenbrae Primary School and the Point England / Panmure out of Tamaki Primary School.

This allows the programme to be delivered in those respective communities and to be engaged closer to the whānau / families in that area.

The HIPPY programme is directly supported by a partnership and contract Te Waipuna Puawai has with Great Potentials Foundation which delivers the HIPPY programme at a national level.

HIPPY itself focuses on working with parents and their pre-schoolers preparing them both for school.

The model of HIPPY aligns extremely well with Te Waipuna Puawai as it aligns well to our mission to support women and children through the promotion of the universal place of parents as the first and most significant nurturers of their children's education and wellbeing.

HIPPY is founded on the theory that home instruction can effectively improve learning patterns on the belief in the power of home socialisation patterns and parents as primary educators.

HIPPY is an inter-generational programme, working with both parents and children assisting in the transition into school.

In May 2017, the HIPPY Coordinator for Point England / Panmure Sonali Carter left to go back to teaching. This was unfortunately followed in July 2017 by the HIPPY Coordinator for Glen Innes Kiri Nua to spend more time with her new mokopuna.

We also farewelled several HIPPY Tutors. In May 2017, Kelly Rangitaku departed followed by Ruth Sapori in November 2017 and finally Fatima Fifita in January 2018.

We also want to acknowledge Margaret Fitzgibbon of Great Potentials Foundation who departed in May 2018 after many years. She was recognised as the person to go to for HIPPY advice and supported and trained the HIPPY Coordinators.

These were all significant departures and we would like to sincerely thank all those named for their contributions to both Te Waipuna Puawai and the HIPPY programme itself.

The HIPPY Coordinator positions were then filled by Arlene Fyfe and Teri Ransfield in June 2017.

The ongoing key task and transition goal was to increase the uptake of enrolments on the programme.

This continues to be an ongoing challenge and it was acknowledged this has been on the back of several key changes in the community population that have contributed to this situation. We are confident however that the appropriate strategies are currently in place to address this.

That said, it is important to know that the work being done directly with the families, the parents, their children and the community on providing structured, enjoyable resources for 15 minutes each day, for 30 weeks of the year, for two years, continues to grow and this was celebrated for those children and parents who graduated (see photos).

We continue to acknowledge Tamaki Primary through its Principal Rhonda Kelly and Glenbrae Primary through its Principal Lesley Elia who have been instrumental in the success we have had this year.

The future for HIPPY will revolve around how it can integrate with current Te Waipuna Puawai services better and in its collaboration with its community in raising the HIPPY profile to maintain a good level of community engagement and interest.

HIPPY looks forward to creating more successful families and ensuring that education is key and remains at the forefront of giving opportunities for parents, children and communities.



MAKING A DIFFERENCE

Community based programmes

Adelaide Sampson our Programme Coordinator continues her work to link the community with the Te Waipuna Puawai programmes on offer.

Te Waipuna Puawai strongly believes that education is a pathway to reduce poverty and responds by providing wrap-around support to improve success rates.

The community education programmes remain a core service delivery of Te Waipuna Puawai in the community.

Overall, we experienced many challenges this year which unfortunately resulted in a drop in enrolments and participants compared to last year.

This has been balanced out with the need to review all the current courses we provided, the clientele we were attracting and a real need to bring forward new courses that would reignite the community with the goal to increase enrolments.

This included the need to look at how we were marketing and promoting our courses on the back of many changes occurring in our community and other providers of similar courses operating at the same time in Tamaki.

This has been achieved in the introduction of new course of Māori Spirituality and renaming the current course Oranga Wairua. This has brought back a very experienced and skilled tutor and huge number of wahine Māori who have been inspired to learn the fundamentals of spiritual wellness and how this assists in their day to day lives in their interaction with their partners, and wider whānau.

The success of these courses is growing and Te Waipuna Puawai has seen a return to culturally based courses that address the physical, mental, spiritual, whānau aspects of a person and the use of cultural practices which focuses on practical making of cultural items that inspire both pride and the uniqueness of sharing and working together.

Some of the course achievements this year are as follows;

32 women completed the Oranga Wairua (Managing Emotion) which includes the ability to participate in group conversations, learn to put a safety plan in place, learn to identify and break cycles and patterns and most importantly learning how to respond with positive feedback.

20 women completed the 8 week Sewing course for which we were fortunate to have Sister Rosemary Revell on board to assist us to deliver.

Te Reo Māori was offered by Tamati Patuwai from Mad Avenue and **52** completed the course.

Māori Spirituality was offered by Rangi Davis which enabled the women to apply learnings to some of their home situations and get different outcome as a result.

15 women completed the course.

We are very fortunate to continue to have a relationship with **Selwyn Adult Community Education** and **St Vincent De Paul** who are the main contributors to the ongoing funding of our community based programmes.

This year we were also very fortunate to form a partnership with **Angie of Shaniks Hair and Beauty** where once a month one of our women could get access to a high-quality beauty treatment that in most cases they never have had the opportunity to experience.

"The pleasure I get from seeing the ladies that come from TWP leaving my salon with such happy and bright smiles makes me realise that I am doing something good and making someone else happy."

"I could never afford to have my hair done like this. I am so blessed to be chosen."

"I feel like a million dollars."

"My hair is so beautiful and shiny."

"Angie is such a humble lady, especially how she makes the ladies feel when she is doing their hair."

"I look 10 years younger."

"I can't stop smiling, my hair feels so soft."

"I was so thankful I got picked, to get my hair done."

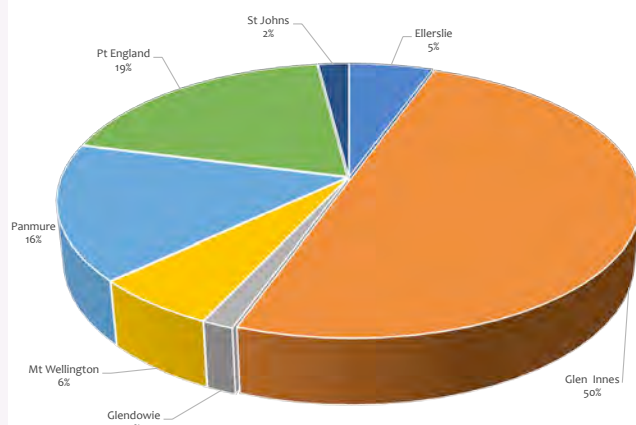
"Angie's hair salon is a welcoming place with a beautiful Wairua."

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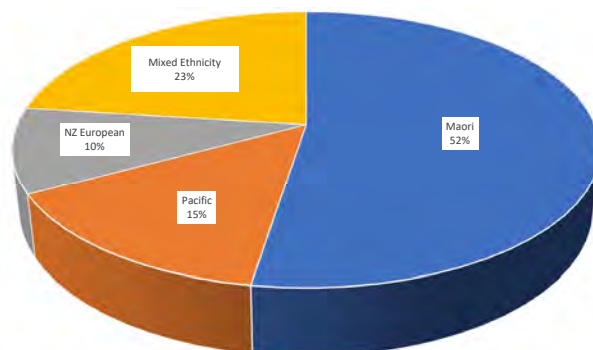
Family Support Services

The Family Support Service comprises of one to one social work, counselling, programme coordination and support to families based at Waddell Avenue.

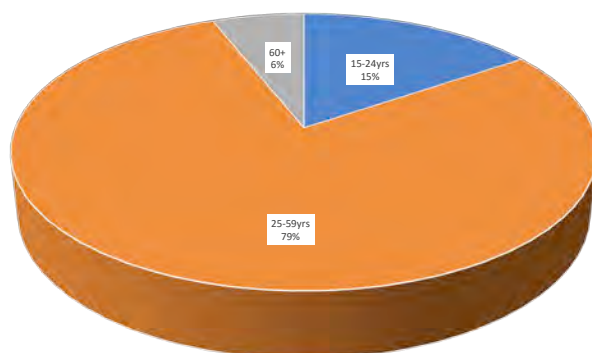
Communities



Ethnicity



Age



This is often through advocacy and support for individuals and families and the team has responded this year to an increase in family violence and ongoing changes in the community due to housing developments that continue to impact on a changing population within Glen Innes, Point England and Panmure.

The frontline team is Sheryl Egglestone, Social Worker, Adelaide Sampson, Programme Coordinator, Kirsty-Lee Ripley, Social Worker, Julia Friedewald, Counsellor and in October 2017 Kalay Perumal, Whānau Worker joined the team.

Sister Marie Brown a long-term Sister of Mercy volunteer continues her support for the service.

The service has also had several social work student placements that assisted the frontline team to achieve their objectives.

In August 2017, Kirsty Lee Ripley left the service to pursue her goals as a social worker with Oranga Tamariki.

It was unfortunate news that we could not continue our part time counselling service for women and we farewell Julia Friedewald in April 2018.

The counselling service was a great success and we are still pursuing options available to maintain this focus.

In terms of both Kirsty Lee and Julia we thank and acknowledge the positive contributions they made to both the community and whānau they served

Our frontline team are absolutely committed to working collaboratively to ensure the best possible outcome for our families.

We received 200 new referrals to our family support centre in the 12 months ending 30 June 2018. 108 were new social work referrals. 83% of our participants live in the Tamaki communities of Glen Innes, Pt England and Panmure. 52% of our participants are Māori and 23% Mixed ethnicity.



ORGANISATION VIABILITY

Financial Summary

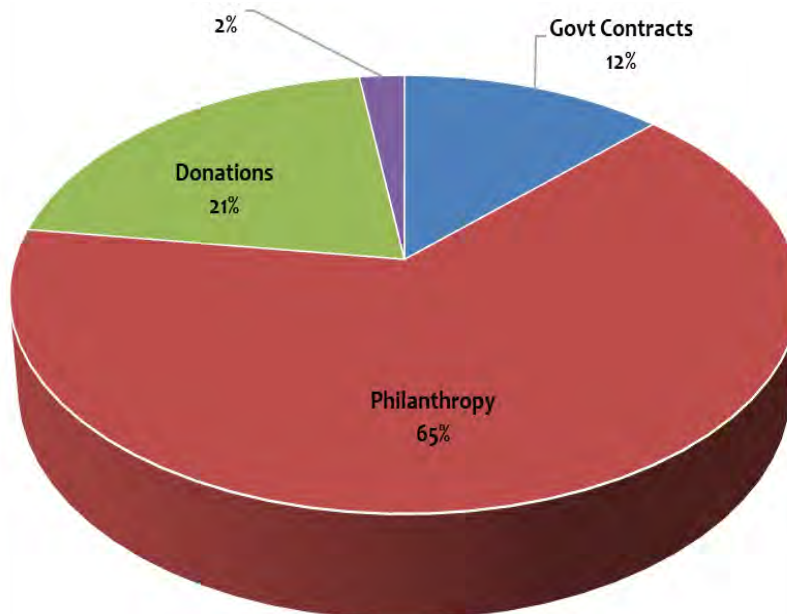


Sustainability is an ongoing challenge for the not for profit sector. This year was no different. Part of Te Waipuna Puawai strategic plan includes developing us into a sustainable organisation with a focus on finances, operations and governance.

The financial information has been extracted from the audited financial statements, which can be made available upon request.

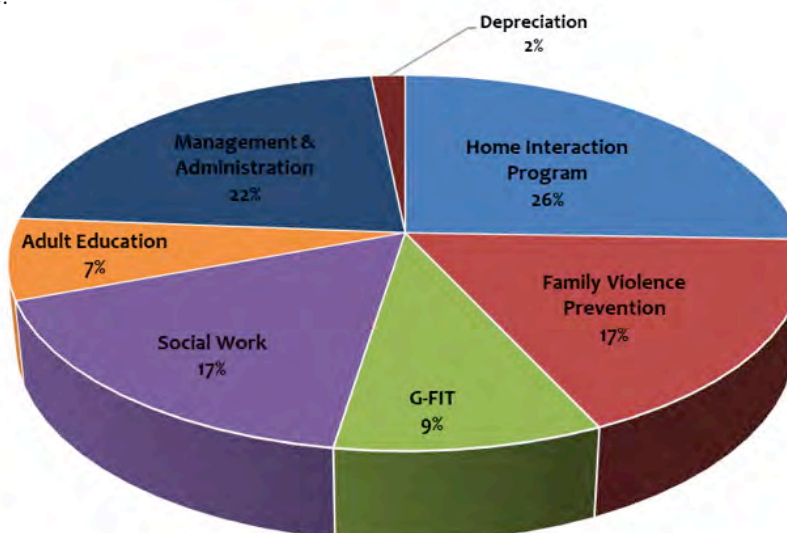
The financial result for the 2017/18 year shows a small net operating deficit of \$5k.

Revenue



Expenditure

The expenditure chart gives a summary of how \$945k was utilised. Reviews of expenditure are regular and ongoing. It is important to emphasise that without philanthropic support we would not be able to provide our current level of service.



SUCCESS STORIES

Change agent with a heart of gold

If you could visualise all the colours of the rainbow with a HEART of Gold, the biggest smile and always 'on the go-go-go' attitude, she is none other than our Island Gem, Teremoana Teura. Teremoana is orgingally from the island of Aitutaki in the Cook Islands. She lived and worked in Australia before relocating to New Zealand. Mona, as she is well known by, lived on Pilkington Road for 15 years and in 2017 moved to Torrington Street where she happily resides in her new home.



Teremoana said the length of her time of residence in Glen Innes has given her the chance to engage and connect with the different groups and organisations within the community. She is a bubbly icon who is always volunteering here and there. She is well connected in the area and is involved in various local groups and groups within the wider Auckland City area. She is currently the Chairlady for the Cook Islands East Mamas and Papas Group.

Mona was introduced to the HEART Movement a few years back by Cristy Trewartha. She is so happy to continue to be a change agent and is looking forward to working with other change agents to support the people of Tāmaki with messages around building healthy relationships in their homes. She points out that for any change to happen it must "start in the home."

Teremoana says –

"HEART is all about people. When you meet and share with them do it with love, respect and honesty." Teremoana's message to our community. "We are here to help. You are not alone. Pick up the phone and ring. Let's work together for a forward movement to help and support each other."

Catherine McAuley, founder of The Sisters of Mercy... Community Development Worker & Change Agent

"Enlisting the aid of people with power and influence was one of Catherine's strategies for achieving change..."

"Mercy is committed to speaking on behalf of those on the margins of society and joining with other voices calling for constructive change..."

"Above all supporting and enabling individuals and communities to advocate for themselves..."

SUCCESS STORIES

Break the past & start living the future

Written by Jessica Chanfoon



Growing up in Tamaki for me was difficult. I was facing many demons throughout my childhood and adulthood. I was going through so much trauma as a child dealing with being sexually abuse from my grandfather multiple times. I was in a household full of family violence accompanied with drugs and alcohol, severely bullied, the list goes on. I felt hurt, alone, unloved, afraid and helpless. I never hated my parents for the abuse I received. I just wanted to be heard, loved and protected.

As I reached the age of 15 the abuse continued, my uncle committed suicide, my grandmother passed away, my cousin died at the age of 22 from being unwell. Man, I felt like I was at the edge of a cliff rocking back and forwards contemplating whether I should stay here and keep getting treated like this or should I go be with the rest of my family whose life ended. I choose to stay and turned my attention to getting me a boyfriend, to find a sense of protection and love from someone else and to take advantage of moving out. I found that one person and made my move after 6 months being with him. I was happier living away from the abuse for so many years.

"Without struggles we don't learn to appreciate. With fear we submit to it. But with courage we overcome it and with knowledge opens possibilities."

By Jessica Chanfoon.

Many years have passed. My boyfriend I met in 2007 I married him in 2014 and fell pregnant with my miracle child. The reason I say miracle child was because I had been struggling with anxiety, depression, post-traumatic stress, 2 miscarriages and 1 abortion at the age of 15 which I very much regret. All these things created complications for falling pregnant. All this stuff happening in my life turned me into a drug and alcohol user. Overdosing on my medication for my depression, I had therapy and still nothing. I was again faced with the same thought back when I was 15 being on the very same cliff. I remember as a child seeing mum and dad drinking or "smoking it up" they would say and wondered if this how they were coping with the issues and problems, to drink and smoke weed every day. I wanted to change because I could see that I was going to lose myself, my partner and my future of having my own family. I needed to BREAK that chain effect.

I visited mum as I heard she and dad are not together. There was a big outburst and problems started to accumulate for her. They were already getting help from Sister Maria and Sister Beverly as dad did some volunteering work for the Sisters of Mercy and later found employment at Mercy Parklands.

Mum told me that she was referred to a Te Waipuna Puawai social worker then she participated in a couple of courses and was getting help with court, WINZ, HNZ and so on. Seeing the changes in mum convinced me to know more about Te Waipuna. I was referred by mum to Te Waipuna Puawai and then the social worker assessed me and my needs. I went off on a mission to change and to better myself and for the future family, I was wanting. I participated in a few courses like the Managing

Emotions, Conscious Parenting, love food hate waste, our style of living and then did counselling for 3 years. It was an emotional ride. Both counsellors show respect and empowerment to me. They changed my bad coping method into a positive and healthier way of dealing with day to day struggles, I was reminded by both counsellors that it wasn't my fault for what happened that I tried to voice my hurt, my shame and my burdens. Social workers supported me in finding my first home to rent that was close to Gary's job and Romeo's childcare and supported me in my financial issues. After being with Te Waipuna Puawai for 2 years funny enough I applied for a job position as Te Waipuna Puawai Administrator Assistant and got the job.

It's been 3 years now and I'm the new Personal Assistant to the Chief Executive and Board of Te Waipuna Puawai. I would never in my life thought I would be here today telling you about my rollercoaster journey. I'm not saying that my life is perfect I still have my fair share of drama's.

I have quite a few unemployed jobs now they are being a mother, a wife, a part-time carer for dad, who lives with me and the big sister that helps her troublesome siblings which I love them always.

We will always have our drama's and struggles but it's how we deal with it and what support system or outreach is out there for us and which in my case is Te Waipuna Puawai. I'm currently doing the HIPPY programme. The reason why I'm doing the HIPPY programme is to create an educational opportunity for Romeo as I wasn't given the luxury to spend time with my dad to go through my homework I was punished for every time I got the question wrong. So, when my son gets it wrong I encourage him and support him and listen to his reason why he chooses his answer and HIPPY has given me another set of tools on how to school my child and the experience of how teachers at school really got to deal with active child who just wants to play, play, play. It may sound a little harsh but it's a little strict with my son, but it's really is helping Romeo to develop and express himself with no one he can't do it.

I would like to thank Te Waipuna Puawai for the services they provided and for supporting me for 3 years and continuing to give me the tools to solve my day to day struggles. They opened doors for me and have given me a second chance to create a brighter future for my family.

SUCCESS STORIES

A Practitioner's perspective

Since 2014 and based at Waddell Avenue, Glen Innes I have seen many changes in how our families are needing support by social services, government agencies, church organisations and our local community services.

There has been a changing of the face for our community of Glen Innes, Point England and Panmure due to housing developments and the supports available to them during this time. It is even more important now how the information is delivered to ensure our families are informed about the changes and who is available to offer help.

Te Waipuna Puawai has played a significant role in ensuring their clients are given information that will ensure they succeed in the goals they set for themselves and that they are the important person within the advocacy process.

We continue to offer, the best possible solutions to the issue or concern that clients bring to our service and the hope is that this will alleviate stress factors that has brought them to us.

The story I have to share is regarding a long-standing client of the social work service. She comes from parents whom she had a close relationship particularly with her Dad. When she speaks of him there is a glow, and a definite showing of love that comes from her. She speaks about their camping days, their days at the beach together and how he would cook for them over an open fire. Her Mum gets mentioned as well and has a place in her heart. The bond however between father and daughter is strong. She displays the same kind of love toward her children.

Her priorities are her children, she is hard in her views about raising her large family and highly protective of her children. She is not afraid to approach those who she believes do not have her children's interests at heart but is calmer now in her approach and is learning to trust those who are honest and up front with her.

Behind all this however there lies a history of jail, rape and, sexual abuse that occurred in her previous relationship. This was accompanied by exposure to domestic violence, family violence, drugs, alcohol and separation from her children, siblings and wider whānau unit which have all had an affect and taken a huge toll on her.

Working alongside this whānau now for four years, I have been abused, sworn at and for a long time there was mistrust. Each meeting was a stepping stone for this client and she needed to be assured that we would do our best to help her make good choices with learning

outcomes so that she was able to become empowered and positive in how her decision making would impact on her moving forward.

To date we have achieved and continue to achieve goals every week that are important to her. We have also fostered a positive relationship that has been built on trust, respect and honesty.

We are proud of the things this woman has achieved. She has been battered abused and with social work help has come through a journey that she is now able to be comfortable in her own skin.

There will always be times where she will need confirmation or a person to talk to when she is unsure, but we have got from initially daily support to weekly to now every 2 or 3-week visits.

Typically, she is not the usual client that comes through Te Waipuna Puawai's social work service however we encourage our clients in the same way to be strong in their decisions to make change. We encourage and show our clients what is available within the community in which they live and how to access what is available.

It is difficult to gauge what is successful in a case because each case has its own measures of success. This can only depend on how much work and how committed the person is within the relationship.

This client has had a life's journey that has haunted her, but she has come through her journey that keeps her motivation levels high. She is not afraid anymore to speak on her own behalf with professional people. She is articulate in what it is she needs to complete.

This woman is a survivor and this short story only describes a fraction of our walk together as social worker and her as a client. Her success has been because she wanted to make change, learn different ways of knowing and doing and through this has become strong.

This is not to say her journey has ended because it has just begun. Her journey will be her biggest match and that is taking care of herself, putting time aside for her and being happy with herself.

Names have not been added to keep the identity of this client confidential. Permission has been given to write parts of her journey.

GRATITUDE CAFÉ

This is an annual event where Te Waipuna Puawai board, staff and community take time out to be grateful at the Gratitude Café. This is part of September which is Mercy Month. Our Mercy whakapapa goes back to 1827 Dublin, Ireland. We acknowledge our whānau, friends, donors, funders and colleagues who support and work with us to make a difference in the lives of families and the vibrant communities of Tamaki.



THANKS AND ACKNOWLEDGEMENTS

We are immensely grateful to all our funders, donors and supporters who have contributed in various ways to Te Waipuna Puawai throughout the year. We really value your generosity, which enables us to do our work

None of our work would be possible without the involvement and support of so many individuals and organisations.

We would like to specifically acknowledge the commitment and investment from the following key funders, whose contributions have helped to respond to the unmet needs of families and individual.

Anonymous
Auckland Community Foundation
Bakers Delight - Howick
Charities Aid Foundation
Cheryl Connelly, rsm
Churchill Park Probus Group
COGS Auckland City
COMET Auckland
De Paul House
Foundation North
Four Winds Foundation
GI Business Association
Glen Innes Food Bank
Glendowie Catholic Parish
Glendowie Presbyterian Parish
Great Potentials Foundation
Incredible Trust
JR McKenzie Trust
Lottery Grants Board
Meadowbank Parish
Mercy Parklands
Michael Park School
Ministry of Social Development
MSD Money Mates Fund
Mt Wellington Foundation Ltd
Oilseed Products NZ Ltd
Oranga Tamariki
PAK'nSAVE Glen Innes
Panmure & Sylvia Park Probus Groups
Papatūānuku ki Taurangi
Selwyn Community Education
SkyCity Auckland Community Trust
St Heliers Women's Probus Group
St Ignatius Primary School
St Kentigerns School
St Vincent de Paul
Stevenson Village Trust Board
The Catholic Caring Foundation
The Lion Foundation
The Ted and Mollie Carr Endowment Trust
Tiaki Manatū Sisters of Mercy Ministries
Todd Foundation
Tony Verner



HOW YOU CAN SUPPORT US

There are so many ways you could make a difference for the families this organisation works alongside.

The first way is through **monetary donations and bequests**. This is the lifeblood of our operations. The more funds we have, the more families we can support. You can easily donate by sending us a cheque or contact us for details to make a donation direct to our bank account.

You can organise a **fund-raising event** for us. We would be happy to be the recipient of a fund-raising event you would like to organise to help these families.

You can also **refer us** to the people who will support us. If you know individuals or organisations that may share our vision and mission, we would be happy to talk to them and reach a common goal.

You can **share your expertise**. If you have specialist skills that would benefit our organisation, talk to us.

You can **volunteer**. Your presence within the organisation can be of great assistance in running our daily activities.

You can simply **spread the word** and you will already be doing a great service for our client families. Talk about us or link to us. The more people who know about us, the more people there will be to support our work. And the more people who support us, the more people we can support as well.

Call Today

Ellerslie Office
(09) 571 2098

Glen Innes Centre
(09) 527 6380

Address

Ellerslie Centre, 12 Umere Crescent, Ellerslie, Auckland, 1051
Glen Innes Centre, 5A Waddell Avenue, Glen Innes Auckland 1072



Thresholds of Mercy

Catherine McAuley had the ability to imagine life differently.

Popularly called 'walking nuns', the first Sisters of Mercy went out into the streets and homes of the needy of Dublin in a way that was not typical for religious sisters of the time.

Traditional Works of Mercy

- educate
- counsel
- confront wrong doing
- comfort the sorrowing
- forgive
- bear wrongs patiently
- pray for the living and the dead
- feed the hungry
- give drink to the thirsty
- shelter the homeless
- clothe the naked
- visit the sick
- visit the imprisoned
- bury the dead

In her approach to her work...Catherine McAuley may be described as innovative, collaborative and highly professional. The springboard of her innovation was response to need. Her focus was on things not being taken care of elsewhere by other people and/or institutions, on works crying out to be done.

Carol Estelle Wheeler rsm

He atawahi...ta matou kaupapa matua

Mercy...business of our lives

Catherine McAuley

