



NELSON WOMEN'S CENTRE

TE WHARE ĀWHINA MŌ NGĀ WĀHINE PUAWAI

"a supportive place where all women can flourish"

Nelson Women's Support Inc.

ANNUAL REPORT

1 July 2016 - 30 June 2017



Nelson Women's Centre / *Te Whare Āwhina Mō Ngā Wāhine Puawai*

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Summary

Tena koutou katoa and welcome to the 2016/17 Nelson Women's Centre Annual Report.

2016 marked 20 years of owning the property at 44 Trafalgar Street which was duly celebrated at our whare and with a Gala evening at Founders Park.

Our Counselling Cottage was finally officially opened and we were able to accomplish several garden and maintenance projects.

This was a year of significant changes for the Women's Centre: Two longstanding staff members, our Senior Counsellor/Board Member and our Communications Adviser/Board Member left the Centre to pursue new ventures and two new staff members joined our team; long-time house mates SASH (Sexual Abuse & Healing) left in May 2016 as their office in the house became too small (sadly) for their expanding team. They moved to new offices in Nile Street next to INP (Independent Nursing Practices) - beneficial for both agencies! We have enjoyed a long time close relationship with SASH from the very beginnings of the establishment of these premises. We thank them for their many years of collegiality and support and miss their cheerful team.

We have appreciated the continuing support of our members during the year, and we look forward to your continued support as we move into 2018.

Our purpose

Vision: *"All women are empowered and supported in our community"*

Mission: *"To create a place where all women in Nelson Tasman can connect with and access services in a safe and supported environment"*

We are a registered charity: CC25231 and we are tax-exempt; GST # 63-299-901

Our Organisation

Who we are:

We are a resource and support centre for all women and their children in the Nelson Tasman region. Nelson Women's Centre is a unique agency as we are a women's only facility in central Nelson. We are very fortunate that we own the property at 44 Trafalgar Street as people know we will always be here for our community. We see all women and women who come to the centre are validated, heard and treated with respect and dignity in a confidential and safe environment.

Maori women are embraced within the kaupapa of Te Tiriti O Waitangi. We respect women from other countries and are mindful when dealing with different cultures.

What we do:

We take a holistic approach to empowering women and offer a variety of services:

Social Work Support: Our two Social Workers work with women and families to provide advocacy, information, support with other organisations and advice.

Counselling: Our team of trained volunteer Counsellors provide up to 10 donation-based counselling sessions for women.

Workshops & Education: We run a programme of Arts & Crafts and Self Development Workshops during the school terms.

Healing Sessions: Regular Holistic Pulsing and other body/mind healing sessions are offered by professionals who volunteer their services.

Op Shop

We have an Op Shop in our back yard where women can find very cheap women's and children's clothes and small household goods.

Our relationships

The Women's Centre is well connected to a variety of Government Agencies, NGOs and Private support services.

Through our Social Work Support team we work alongside Nelson Womens Refuge, Stopping Violence Services, Budget Advice, Fifehire Foundation, Whenua iti, Nelson Anglican Church, St Vincent De Paul, Salvation Army, Zindell Lawyers, Police, Counsellors for Children, Te Korowai Trust, Te Piki Oranga, Oranga Tamariki and Work & Income. Our social workers collaborate with many agencies who work with the same families recognising that everyone has a role to play in working with families who are in crisis. In particular they collaborate with Ministry of Social Development providing intensive social work interventions for women experiencing difficulties that are affecting the wellbeing of their children.

Our people

As of 30 June 2017

Women's Centre Patron

Annette Milligan, pioneer in women's health, Director and founder of INP Medical Clinic.

Governing Collective members:

Elena Meredith - Employment Group
Hilary Mitchell - Employment Group
Myffie James
Lorellin Syben
Ruth Parsons
Sarah Wilson - Communication

Ruth Parsons and Sarah Wilson stood down from their roles on the Governing Collective. We thank them for all their contributions of energy and time they have given to the Centre and Women in Nelson.

Staff:

Britta Hietz - Centre Coordinator
Deanne Kilpatrick - Assistant Coordinator
Lyn Ginty - Community Social Worker
Christine Henwood - Part-time Social Worker
Lisa Ines - Cleaner
Kathleen O'Connor - Finance Administrator

Kathleen, our Financial Administrator and Christine, NWC Part-time Social Worker resigned at the end of last year. Both women were an integral part of the Centre for many years and

contributed significantly to the Centre and the well-being of many women. Our heartfelt thanks to both of them and we wish them all the best on the next part of their journey.

Volunteer Counsellors:

Myffie James
 Ruth Parsons - Senior Counsellor
 Kerri Flood
 Alex Sawyer
 Julie Jar

Two new Counsellors, Nancy Wilson and Catriona Searle joined the Counselling team towards the end of the year. A new role of Senior Counsellor was created this year to provide leadership and peer supervision for the Counselling team.

Women's Centre volunteers:

Healing at the Centre

Rona Spencer has been offering Holistic Pulsing sessions every Monday at the Centre for many years.

Crysal Olds offered Vibrational healing for a few months before she gave birth to her daughter

Other Volunteers

Sharon Campbell - invaluable administration support
 Vennessa Edridge - assisting with workshops planning and help with the Op-shop
 Atika Jangiral - help with our Facebook postings
 Jo Turner - organising the Op-shop
 Clancy Hunt - gardener

After many years of services to the centre Clancy retired from her gardening position this year.

The Centre acknowledges the precious time and commitment given by all the volunteers including the Governing Board who work together for the benefit of women in the Nelson/Tasman area.

Highlights

20th Anniversary

2016 marked the 20th anniversary of owning the House at 44 Trafalgar Street. The property was purchased on 15th November 1996 for \$160,000. The purchase had been made possible after a huge fundraising effort. The occasion was marked by a Fundraising Gala event at Founders and Celebrations at Nelson Women's Centre.

Fundraising Gala event at Founders: This was a hugely successful evening held at the Granary at Founders Park that netted nearly \$ 7,000. We received huge support from local businesses & individuals including sponsorship, silent auction items and ticket purchases. Special thanks to Jackie Walters & James Willcott who provided musical entertainment and Soroptimists for catering and donating all the food.

The event was made possible due to the efforts of the **20th Gala Organising Committee**, a team of professional women who volunteered their time and had to organise the event not just once but twice after the initial event planned for 14 November 2016 had to be cancelled on the day due to the Kaikoura earthquake.

Our heartfelt thanks to the committee: Sarah Wilson, Sandrine Marrassé, Karen Lee, Karen Forman- Brown, Jacquetta Bell, Naomi Arnold, Lorellin Syben and Hilary Mitchell.

Celebrations at Nelson Women's Centre: On 19 November we marked the event with stories, local music and good food at the Centre. On that day we also held a farewell celebration for Carrie Mozena who was Coordinator at the centre for 12 years.

Opening of our Counselling Cottage:

Our new Counselling Cottage was finally signed off by Nelson City Council after the last few building requirements were ticked off including four new bike racks generously donated by NMIT. On August 10th mayor Rachel Reese cut a ribbon to mark the launching of the new Counselling Cottage built with time donated by NMIT building students & their tutors and with financial support from local businesses and individuals.

Other Fundraising Events this year included:

- Our **Quiz night** at Speight's Ale House was an enjoyable evening which raised over \$ 1,000
- We showed the documentary "**Embrace**" at the Suter Cinema which examined the subject of women's body perceptions and also raised over \$1,000
- **Mark A'Court** helped us to run an eight week collection for the Centre at **Fresh Choice** Supermarket which collected nearly \$450 as well as many boxes of grocery items that were particularly helpful to women and their families around the Christmas period

Green Gables Fund:

A considerable donation of \$22,400 was pledged by Methodist Church/Green Gables Fund to support our Counselling Team and Social Workers over the next two years. These funds will support supervision & training and has enabled us to maintain the Senior Counsellor position. This is a significant contribution from the Methodist Church and we give our heartfelt thanks to them for this significant contribution and their commitment to transform the lives of women.

House and Garden projects:

The upkeep of our house & garden needs continuous attention. We were able to fund and carry out several projects this year which contributed to the maintenance and improvements of our whare:

- The front and northern side of the house - badly in need of repair - were renovated and repainted in September 2016 which improved the general sense of care for the place.
- Some of the trees on our northern boundary were kindly removed and pruned by Nelmac and Nelson City Council donated native plants to replace these. The place now feels more open with an improved connection to the surrounding area.

- A wooden bench seat was added to our decking area and a wood shelter built to keep our fire wood tidy and dry. Material and labour costs were generously donated by Myffie James' family.

Nelson Womens Centre Services

Our total recorded number of client contacts for this 12-month period was over 3600. This includes almost 2000 general Centre visits, nearly 500 phone calls, email & web enquiries about specific information as well as social work and counselling client visits.

Workshops and Courses:

Pathways to Power: Each year we have the privilege of offering two Pathways to Power Courses, skilfully facilitated by Kindra Douglas. Kindra is widely regarded in our community. She is inspiring and energetic and offers an eight-week guided course in exploring one's sense of self, strengths, looking at and reflecting at one's behaviours and beliefs. This enables the participants to make choices for themselves and feel more in charge of their lives, now and in the future. 20 women attended the two courses. Women who attended the courses evaluated their learning and have said they increased their self-knowledge, became more centered, increased self-confidence and gained a clearer sense of life direction and goals. We thank Kindra for this powerful life-changing course for many women.

Workshops: We run seven weeks of workshops during the four school terms of the year. Our wide variety of workshops accomplish many things: they introduce women to creative arts and crafts, help them to learn new skills, enable them to get to know new people, and boost their confidence in many ways. The tutors we engage are dynamic, skilled and people who are inspiring to be with. Our workshops also provide many women with an easy introduction to the Women's Centre, which encourages them, later on as they may need, to link with the support groups, social work, advocacy and counselling services offered here. **430** women attended **72** workshops in 12 months.

Topics in the **Art & Creative** workshop included: Mixed Media, Painting Techniques, Art Therapy, Scrap Booking, Journal Writing, Rug-Making, Flax Weaving, Upholstery, Placemats from Recycled Paper, Easter Crafts, Portrait Painting and much more.

A mix of personal development & life skills topics were offered in the **Discovery Afternoon** workshops such as: 101 Home Funerals, Cheese Making, A Variety Of Cooking Classes, Trauma Release and NLP Workshops, Natural Skincare, Trusts & Residential Tenancies Through Community Law, Music, Meditation, Belly Dancing, Aromatherapy, Astrology, Yoga, Life Coaching, Ukulele, Personal Safety and many other courses.

Drop-in Centre:

We are a drop-in centre where women can pop in for a cuppa, browse in our Women's Library, meet a friend for lunch, have an informal chat with someone, just hang out, or hunt for bargains in our Op Shop. There is a consistent flow of donations to and sales from the Op Shop, which raised about \$1,500 in the year. These extra funds help cover the daily running costs of the Women's

Centre (such as power, internet, printing, milk, tea, rubbish, cleaning supplies, etc). More than **760** women came for a TIME OUT or to visit the OP SHOP:

Health and Wellbeing:

Women contact the centre with a variety of physical and mental health issues. Sometimes they are new to town, on a low income, or not happy with their current health provider. We refer them to counsellors, GPs or other health services. We maintain a resource list of private counsellors who are full members of NZAC or NZAP. **287** women contacted us for HEALTH reasons.

We also have skilled volunteers who offer holistic pulsing sessions or vibrational healing for women on low incomes. These services are donation-based and in the past 12 months well over **100 women** received a **50-min healing session** here at the Women's Centre.

Help with Income and Housing -related Issues:

We are a contact point for the Angel Women's Loan Fund, who provide no-interest loans up to \$1200 for women to help with training/ education or to help develop a small business. We continue to get many requests for help with benefits and often link people with BUWT (Beneficiaries and Unwaged Workers Trust), CAP (Christians Against Poverty), Nelson Budget Service, and the Fifeshire Foundation (for grants in cases of domestic hardship). Also, due to ongoing tough times, many people come to the Women's Centre seeking food. We almost always have surplus bread, meat and fish to give away to individuals and families in need. More than **113** women contacted us for help with **INCOME**.

We are immensely grateful for regular food donations from **Lonestar Farms** (meat and donation of an extra freezer this year) and **Sealord** (fish) as well as ongoing food donations from **National Council for Women**.

In addition **80** women requested help with **HOUSING issues**. This includes emergency housing and finding affordable rentals. We are now able to help with rooms at Franklyn village for those needing short term emergency housing and we provide information on where and how to look for housing and link women with the Salvation Army for skilled advocacy on accommodation issues.

Social Work services

Our two Social workers Lyn Ginty and Christine Henwood are qualified and both are registered and comply with Code of Conduct associated with the Social Workers Registration Board. They also hold membership with Aotearoa New Zealand Association of Social Workers. They both have a clear understanding of new legislation for children "Vulnerable children's Act 2014" that is driving the safety and care of New Zealand children. This is an employment requirement for both positions within our agency. Both social workers are very experienced and respected within the community, with reputations for being honest and trustworthy. Lyn whakapapas back to her roots Nga Puhi who are a top of the north Iwi. Her whanau come from Kaitaia, Awanui, Morewa. Lyn has the ability to engage with Maori whanau firstly by connection through Whakapapa and being part of the local Maori community.

Our **Referral System** has become more sophisticated with the introduction of our new website. This is great for people looking us up for different purposes. Both social workers try to respond to enquiries within the hour during work hours, otherwise twenty-four hours later. Women walk in off the streets at times needing urgent attention and most of the time we are able to see them immediately. Our referrals are made by local agencies, local professionals, schools, government departments, friends, family and self.

Our social workers have been assisting women to appointments at **Government Agencies** such as Work and Income, Oranga Tamariki, Nelson Courts, Restorative Justice and the Police. They provide advocacy to clients who are often frightened of attending these meetings and prepare them by informing them of what they may expect, their rights and making sure they have all the resources needed during their meeting. The social workers will not speak on behalf of our clients as the aim is to build their confidence to speak for themselves which is very empowering. They attend these meetings in a supportive role and will intervene if the client becomes scattered in their thoughts and needs to be brought back on track. This makes it easier for the department involved and the client. Women who struggle with communication often feel more secure and relaxed if they have a support person with them during these meetings. Both social workers have positive relationships with all of the above departments.

Working in collaboration with agencies: Today many organizations work with the same families. Everyone has a role to play in working with families who are in crisis. It is important to recognize that agencies do not have to work alone in Nelson as there are so many resources available. Our work with Ministry of Social Development for this period provides funding for 60 Intensive social work interventions for women experiencing difficulties that are affecting the wellbeing of their children. The resources and services of all agencies can make a difference. Our work with some of these families has seen us work with generations of the same whanau. We see impacts on smoking, health, violence, crime, attitude, better parenting and having more information to pass onto future generations.

During this period we worked with: **785** women and **338** children. These figures are broken down as follows: **645 recorded Referrals**, **60 Intensive Families** that met our requirements for Ministry of Social Development contract for this period and **80 Women at the age of 50 plus**. The 338 children are connected to the families that are recorded above.

Counselling Service

During this period Ruth Parsons had the role of Senior Counsellor, a new role established this year. The role includes orientation for new counsellors, attending and reporting to monthly Governance meeting and provision of monthly peer supervision meetings for the counsellors. Ruth is enthusiastic and is a great asset to our centre.

We have five qualified volunteer counsellors who provide up to 10 free counselling sessions to any woman over age 17 with room for negotiation if the client requires one or more extra sessions. Our social workers assess women who request counselling, and if necessary will "hold" these clients until they are able to be seen by a counsellor (usually within 2-3 weeks).

One of the aims for our counsellors is to attain their personal hours for registration. The centre supports their journey and pays for each counsellor's external supervision.

The service is financially supported by donation from clients, COGS, Rata Foundation, NZ Lotteries grants board and recently the Green Gables Fund. Our volunteer counsellors give their time graciously and humbly to benefit our community. In the past 12 month they worked with 76 women providing 406 voluntary counselling hours. Thank you to Myffie, Alex, Julie, Ruth and Kerry for your dedication to the centre.

Trends observed this year

Homelessness: This is a major problem throughout New Zealand as we are all aware and Nelson is no exception. People migrate from the North Island and the bottom of the South hoping things will be easier for them here but unfortunately it is not and we have seen the same housing crisis here in Nelson. The Centre has had women living in their cars in our driveway overnight as they have nowhere to live. They have been single older women who are on very limited finance. As a service we have made connections with reputable backpackers who along with financial backing from Work and Income give these women a comfortable clean room to live in if they chose. These women have usually travelled from other areas.

Families struggle to find homes in Nelson as there are not a lot to rent. This can be disturbing when children have to leave their homes because of incidents of violence or separation especially if they have to leave their pets behind or find a home for them. New Zealand needs to follow the example of many other countries where animals are treated as part of the family not discarded because of housing. We often negotiate a separate bond for animals when possible. I believe this should be standard.

The centre is a refuge for women who live on the street. They can be women who suffer from mental health, are straight from Prison, or women who have lived on the streets by choice. These women live under the bridge by the river, up on Maori Hill, in the parks, friends cars, and people's couches. This way of living has a lot of risk attached and for these women we offer shelter during our open hours, hot showers, food, laundry services and a place to feel safe and connect to staff that can provide help. One woman said because of her mental health she found it hard to live with people and she felt safer on the streets. Other women who lived on the streets said it was easier living in prison as everything was provided.

A noticeable housing trend during this period has been the increase of North Island women associated with gangs. They arrive in Nelson to set up homes for themselves and their partners. They are engaged with Housing NZ before they come to the centre. They usually present with many children. They have stayed at Franklyn Hall where they get asked to leave because the children are noisy disturbing the other residents. We encourage these women to find whanau here that they can stay with or encourage them to look in the outer regions. We assist them with our resources such as food, knowledge of the area, and letters of support to Housing providers stating their circumstances. We have many challenges with housing as some families have a

negative history within our community. These people are almost impossible to house and unfortunately they have children.

Our centre negotiated setting up a safe floor dedicated to families and women at Franklyn Hall which is now our main emergency housing facility because they can house many. Many agencies around Nelson use this facility as there is nowhere else to house people. Franklyn Hall is a great facility for single or couples with no children but it is not suitable for children. Families use this facility as a last measure to solve their housing crisis until they are housed.

Our relationships with local housing providers are positive. We all work hard to do our best to house families, single women, youth, and the older generation. We thank the Nelson Housing Trust, Franklyn Hall and Housing New Zealand for all their support.

Domestic Violence dealing with the aftermath : Unfortunately our highest figures relate to working with other agencies to settle families during and after a crisis event. We work alongside other agencies by offering counselling, advocating for children with setting up new schools or talking with teachers and principals regarding change and impact on the child. We organize protection orders, assist with financial crisis, setting up home with furnishings and food. Both our social workers have a history of working with Nelson Women's Refuge and are able to support these clients with informed information and education.

Parenting: - This year we have seen an increase of women coming to the centre asking advice with parenting skills. During this period we have worked with Young Parents school, Family Start, Te Korowai Trust, Barnardos, Oranga Tamariki, Family Dispute Resolution, Counselling and Mediation, and Toolbox parenting programme. We deal with school truancy, finding counselling for youth, advocacy and support work with schools, kindergartens, and Kohanga Reo. We also support women who have suffered grief from losing their children. When dealing with families around parenting we do not do this alone. We work in partnership with other agencies to make sure the families have wrap-around services to support them. This is usually attained through meetings such as Strengthening Families, or family group conferences. For both social workers knowing agency contacts is very important as a resource for these families as these families present with complex issues.

We thank our Governance Board for all their support throughout the year. Thanks also to our external supervisors and all the women who contribute to making our centre a happy safe place for women and children.

in sisterhood

Britta Hietz
Women's Centre Coordinator

Lyn Ginty
Community Social Worker

Financial Summary:

Nelson Women's Support has a diverse mix of funding sources. We have a social work contract with the Ministry of Social Development. We appreciate the ongoing support of NZ Lotteries, Rata Foundation, COGS, Frimley Foundation, Nelson City Council, RG & EF MacDonald Trust, Lion Foundation, and NZ Community Trust.

We received a significant donation of \$22,400 over two years from Green Gables Trust of St John's in the City to support our Volunteer Counselling services. We also greatly appreciate the donations from individuals and the community support for our fundraising events.

This year we received \$1,610 from ANZ staff foundation and donations from various Nelson Community Groups and business including Fresh Choice (\$441 as part of a special collection for the Centre as well as \$500 from Fresh Choice Community Award).

20th Anniversary Celebration and Fundraising

Our anniversary celebrations organised by a small group of dedicated women by in particular Sarah Wilson who initiated the event. The successful celebrations were eventually held after being upstaged by the Kaikoura earthquake at an earlier date. A very successful evening gala was held with generous donations towards the evening from many businesses and individuals including silent auction items and those that attended and bid for items. The net result after expenses during this year was \$6,915 funds raised. This contributed very significantly to our final result of a small surplus.

Financial Statements

NWS *Net Surplus* is \$1,361.

Our policy is to allocate large grants that are not received at the beginning of the financial year on a monthly basis. (The grant is divided into 12 and put to income in monthly instalments). The effect on this year's financial statements is detailed in the following table.

Analysis of grants allocated monthly because they are received late the financial year.

<u>Grant</u>	<u>Opening Balance</u>	<u>Total Received</u>	<u>Date Received</u>	<u>Used in Year</u>	<u>Carried Forward</u>
NZ Lotteries	28,000	35,000	07.12.16	39,667	23,333
Rata Foundation	4,167	25,000	14.02.17	18,750	10,417
Greengables Fund	-	11,200	16.6.17	933	10,267
	<u>32,167</u>	<u>71,200</u>		<u>59,350</u>	<u>44,017</u>

Opening Balance: this is the amount of last years' grant that had not been used at the start of the year

Total Received: This is the actual funds received during the year

Used in the year: This is the amount of the grant from last year and this year that has been used in the year and is recorded in our financial statements as income.

Carried Forward: The balance of the current year grant that have not been used. This is recorded in our financial statements as a liability. (That is we would have to pay it back if we stopped all operations at 30 June 2017)

At 30 June 2017 we had \$38,858 in the bank and \$73,329 in term deposits a total of \$112,188.

Nelson Women's Support Financial Summary 30 June 2017

MSD CYF Contract	30,000
Rata Foundation	18,750
NZ Lotteries Grant Board	39,667
Rent Received	6,020
Room hire	378
COGS	6,000
Springhill/ Frimley Charitable Trust	6,000
Greengables Fund -Methodist	933
Counselling Donations	1,297
Term Deposit Interest	2,523
Lion Foundation	2,900
Fundraising Income	2,876
Fundraising 20th Celebration tickets	3,490
Fundraising 20th Gala	3,464
NCC Comm Assist Grant - Soc Wk	3,000
20th Celebration donation	820
NCC Comm Assistance-Workshops	2,700
Give a Little	394
Donations Workshops	2,199
McDonald Trust	3,000
ANZ Staff Foundation	1,610
Donations General	1,371
Fresh Choice	441
Mainland Foundation Pub Charity	2,000
Membership	89
Pelorus Trust	740
Donations Counselling Cottage	265
Total Income	142,927

Expenses:

Wages including ACC	108,058
Overheads: House and Operating	12,324
Workshops, groups & advertising	4,609
Volunteer costs - Counsellors	8,119
Supervision, Training, Travel	3,420
Repairs & maintenance	3,956
Fundraising costs	960
Fundraising 20th Celebrations	859
Depreciation	1,166
Holiday Pay Movement	-1,906
Total Expenses:	<u>141,565</u>
Net Surplus for Year:	<u><u>1,361</u></u>

The year in pictures



Photos from top:

- Opening of the Counselling Cottage with Mayor Rachel Reese
- Green Gables Trust Grant
- Donation from Fresh Choice Community Fund
- New wood shelter





Top photo:

- 20th Celebrations at Centre and farewell for Carrie Mozena



Photos on the side

- 20th Anniversary Fundraising Gala at the Granary; Founders Park

