



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 2017 - 30 June 2018



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

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Introduction

Tena koutou katoa and welcome to the 2017/18 Nelson Women's Centre Annual Report. 2017 – 18 was a year of consolidation at the Women's Centre. Although several important staff and volunteers sadly departed, our services continued and expanded. One important advance was the employment of a Counselling Coordinator (one day a week) and a training fund for our social workers and counsellors, both made possible by a generous 2 year grant from the Green Gables Fund. Another important achievement was to secure two emergency cabins through Nelson City Council for the use of women who need short term emergency accommodation.

We have appreciated the continuing support of our members during the year and were able to grow our membership significantly. We are now supported by more than 110 paid members.

We want to sincerely thank our funder, donors, members, volunteers and all those contribute in one way or the other to the running of our Centre.

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 the 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 on the premises where women can find very cheap women's and children's clothes and small household goods.

Drop in: We offer a welcoming space for women to have timeout, relax and make connections.

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 Women's Refuge, Stopping Violence Services, Budget Advice, Fifehire Foundation, Whenua Iti, Nelson Anglican Church, St Vincent De Paul, Salvation Army, Zindel 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 2018

Women's Centre Patron

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

Governing Collective members:

Elena Meredith - Employment Group
Hilary Mitchell - Employment Group
Karen Lee
Sharon Johnston
Chrissy Randall

Myffie James and Lorellin Syben stood down from their roles on the Governing Collective this year. We thank them for all their contributions of energy and time they have given to the Centre and Women in Nelson. Karen Lee joined in August

Staff:

Britta Hietz - Centre Coordinator
Deanne Kilpatrick - Assistant Coordinator
Lyn Ginty - Community Social Worker
Ruth Halsey - Part-time Social Worker
Lisa Ines - Cleaner
Gabrielle Syben - Finance Administrator
Keri Flood - Counselling Coordinator

Deanne Kilpatrick resigned at the end of 2017 after 19 years of service to the Nelson Women's Centre to take up a full time position. Deanne was an integral part of the Centre and contributed significantly to the Centre and the well-being of many women, 8 years as a volunteer Counsellor and then 11 years as the Assistant Coordinator. Our heartfelt thanks Deanne and we wish her all the best on the next part of their journey. We warmly welcomed Ruth Halsey, who joined our team as Social Worker at the end of 2017.

Volunteer Counsellors:

Myffie James
Nancy Wilson
Catriona Searle
Keri Flood
Louise Trevathan

Two counsellors, Julie Jarr and Alex Sawyers resigned last year and a new counsellor, Louise Trevathan joined the counselling team towards the end of the year.

Healing at the Centre

Rona Spencer continues to offer Holistic Pulsing sessions every Monday at the Centre, a service she has offered for many years. While Rona took some time out last year, Sue Johnston kindly offered Therapeutic Massage during that time. Te Aroha Know gave hot stone massage to many women for a few months and Patricia Greenhough offered Soul Link™ to release specific trauma for women.

Other Volunteers

Laura Findlay - Communications Adviser
Marie Merrilees - Administration Support
Sharon Johnston - Op-shop
Chie Iibuchi - Gardener

After many years of services to the centre Clancy Hunt retired from her gardening position this year. We thank Clancy for her enthusiasm and dedication to beautifying the centre's garden.

Laura Findlay resigned from her position as Communications Adviser due to her workload of working and studying at the same time and Ali Grammer stepped into the role.

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

Highlights

We held a grand and very successful **Garage Sale and Bookfair** in November 2017. This was achieved by the many volunteers who spent weeks sorting through clothes and items donated, as well as many who helped on the day.

We celebrated **International Women's day** with a breakfast on 8 March to watch a live stream event from Parliament with keynote speaker Helen Clark (hosted by Minister for Women Julie-Anne Genter). Approximately 12-15 women, including Mayor Rachel Reese, attended the event and donations received from the event went to support Pacific women.

Our Centre was awarded a **Champion Award** by Age Concern.

We helped to organise a **Women's Symposium** in October 2017 together with Angel Women's Loan fund, Multicultural Council and other women's organisations.

Development Projects and Community Support

Each year we work to improve the Women's Centre facility in some way. 2017-18 was a great year for improvements at our centre. Through the generosity of our community we were able to improve the services we provide and create a more pleasant environment.

Transport & Marine donated a **large shade sail** to cover part of our deck and keep our Counselling Cottage cool during the summer months. This has proved indispensable and has created a great space to sit out and relax.

Carpets were donated including the cost for laying them by **the James family** for three of our offices replacing the existing worn out ones. This made a huge difference to the look and feel of these rooms.

Through targeted funds and donations we were able to **insulate the Centre** last winter by having ceiling and underfloor insulation installed by **Absolute Energy**. That in combination with a large lot of firewood donated by **Nelson Forests Ltd** contributed significantly to keeping our centre warm and comfortable for all those who visited the centre.

A weekly delivery of baking from **Good Bitches Baking (GBB)**, made with love, to give to women (often with young children) who need that extra kindness is very welcome.

A second freezer was donated by **Lonestar Farms** who deliver meat on a regular basis which is given to those in need.

Other Fundraising Events this year included:

Lynn Crossland from Renaissance Style & Beauty who held a style coaching workshop to raise funds for the Centre and a movie night at the Suter, "The Magic Pill", which highlighted the qualities of food as medicine.

Other:

On 1st February 2018 a **major flooding event** affected Nelson and also our Centre. Our Op-shop and Counselling Cottage sustained some surface damage; luckily our insurance covered the costs of repairs.

In May we made a **submission to Nelson City Council** about the effect of homelessness on women requesting emergency accommodation in Nelson. The Council responded by offering the use of two cabins at the Brook Camp for **emergency accommodation** to be administered by Nelson Women's Centre for women in need of short term stay.

An **Advisory Group** of women from our Community was established to help the Centre clarify its vision, ensure its services are meeting current needs and identify areas where changes or improvements are required. We are very grateful to the wise women who made themselves available for this process.

Nelson Women's Centre Services

Our total *recorded* number of client contacts for this 12-month period was over 3500. This includes almost 2000 general Centre visits, nearly 500 phone calls, email and web enquiries about specific information, as well as social work and counselling client visits.

Workshops and Courses:

Pathways to Power:

Each year we have been able to offer two Pathways to Power Courses, skilfully facilitated by Kindra Douglas. Kindra leads an eight-week guided course in exploring one's sense of self and strengths while looking at and reflecting at one's behaviours and beliefs. We thank Kindra for this powerful life-changing course for many women.

Workshops:

We run 28 weeks of workshops during four terms throughout the school 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 people who are inspiring to be with. Our workshops also provide many women with an easy introduction to the Women's Centre and encourage them later on as needed, to link with the support groups, social work, advocacy and counselling services offered here. More than **711** women attended **57** workshops in 12 months.

Topics in the **Art & Creative** workshops included: ukulele, creative writing, poetry, watercolours, pastels, flower arrangement, acrylics and many more creative pursuits.

A mix of personal development & life skills topics were offered in the **Discovery Afternoon** workshops including: relaxation techniques, meditation, style coaching, life coaching, various cooking workshops, Qigong, kundalini yoga, belly dancing, Feldenkrais®, cycle maintenance and many other practical workshops.

Drop-in Centre:

The drop-in part of our Centre is for any women who want to pop in informally for a cuppa, to browse in our Women's Library, to meet a friend for lunch, to have an informal chat with someone, or just hang out, socialise or hunt for bargains in our Op Shop. There is a consistent flow of donations and sales at 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 **1200** 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. **300** 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 **150 women** received a **healing session** here at the Women's Centre.

Income and Housing related issues:

More than **100** women contacted us for help with Income. 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.

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 **NCW** (National Council for Women) members and weekly baking from many women through **GBB** (Good Bitches Baking).

An additional **64** homeless women requested help with Housing issues. This included 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. We are also able to accommodate homeless women in emergency cabins that were negotiated with Nelson City Council.

Social Work Services:

We have two Social Workers at the Centre. Lyn Ginty is full-time whilst Ruth Halsey works part-time; Ruth also works part-time for Nelson Women's Refuge. Lyn has full registration with the Social Workers Registration Board. Both hold current 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 can Whakapapa back to her Nga Puhi roots from the top of the North Island. 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.

Referral System:

Referrals are made by local agencies, local professionals, schools, government departments, friends, family and self. Women either self-refer via our website, by calling or walk in off the street at times needing urgent attention. Most of the time we are able to see them immediately.

Working in collaboration with agencies:

Today many organizations work with the same families, recognising that everyone has a role to play in working with families who are in crisis. Sometimes we work with generations of the same whanau. We see the impact of smoking and how this affects the whanau as a whole financially and health wise. We see generational violence, crime, drugs and alcohol abuse within family systems that have long lasting and devastating affect for women and children. The resources and services of all agencies can make a difference.

In the last year our social workers worked with **1077** women and **144** children. Of those **522** were women they worked with intensely on an ongoing basis; **525** women were one-off clients that needed brief interventions or where referred and **30** Intensive Families that met our requirements for Ministry of Social Development contract for this period, these are families where children's wellbeing and safety is at risk. The 144 children are connected to the families that are recorded above.

Counselling Service:

During this period Keri Flood was appointed to the role of Counselling Coordinator. During the year we had six qualified volunteer counsellors who provided up to 10 free counselling sessions to 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 Centre's counselling services are financially supported by donation from clients, COGS, Rata Foundation, NZ Lotteries grants board and the Green Gables Fund. Our volunteer counsellors give their time graciously and humbly to benefit our community. In the past twelve months they worked with **79** women providing **365** voluntary counselling hours. Thank you to Myffie, Keri, Catriona, Nancy, Louise, and Donna for your dedication to the centre.

Trends seen throughout the year

Homelessness:

The centre is a haven for many women who find themselves homeless. We offer free internet, access to computers to find accommodation or employment, a place to rest, food, and laundry and shower facilities. The reasons for homelessness that we see are: relationship breakup, racial prejudice, youth prejudice, history of bad credit, mental health, domestic violence, loss of income, lack of affordable housing, families with pets, gang affiliation, transient people moving into the area.

We also work with women who find themselves homeless due to their mental health, social isolation, whānau isolation, addictions, and unhealthy partner relationships. We work in close collaboration with Work and Income to ensure these women are housed.

Nelson Women's Centre submitted to the annual plan requesting council assistance for emergency shelter for women to address a need that many agencies in Nelson are facing (Women's Centre submission to the Annual Plan 18830-1). In response, Nelson City Council offered us the use of two cabins at the Brook Camp to use for short term emergency accommodation.

Domestic violence/Protection Orders:

We work alongside women and children who have survived abusive relationships. We work alongside agencies such as Nelson Women's Refuge, Stopping Violence Services, Barnardo's, Family Works, Te Piki Oranga, Oranga Tamariki and legal firms. Our agency offers support such as: applying for Protection Orders, support in court, advocacy to other services, and ongoing support and education. Children are always a main concern as we have found children need wrap around services for them as they deal with the impact of living in family violence.

Poverty - Single Parents - Young Mothers:

We have found we deal with many families on different levels. Single mothers find it very difficult to make ends meet mainly due to being alone and supporting the family on a single income. Rental properties in Nelson take up two thirds of income, and many families that we work with have just over one hundred dollars per week to buy food for a family of four. We can offer those families meat donated from Lonestar Farms who keep two large freezers full for us to distribute to our families. We often see women who have children and a working partner who struggle with mortgage commitments and the rising cost of living while wages stay the same. We are supported by Work and Income, St Vincent De Pauls, Fifeshire Foundation, Kai Rescue, Lonestar Farms, Salvation Army, Fifeshire Foundation and Nelson Womens Refuge for clothing. Young mothers pregnant or with a child are referred by the Young Parent School, often for counselling to do with historical and present issues.

Whānau Isolation:

There are a lot of isolated families in Nelson. Our four main groups are, Māori, European, Asian, and older women. We have seen the migration of many Māori whānau who have come down from the North Island to begin a new life. They leave behind supports, whānau, and a life where they belonged. Their struggle is often establishing new connections and services where they feel comfortable. Our social worker who is of Māori descent understands many of the tensions and struggle that these families face and can work positively with whānau. European women that we

see are often women who have married New Zealand men and had families, then find they are parenting alone but are unable to take their children home to visit or live with their families overseas.

Young Asian women who have come to New Zealand with refugee status are often affected by isolation from their parents. These young women are sent out with a sibling to re-establish a new life in New Zealand. They like to come and sit amongst other women at the Centre and talk. They do not tend to use our counselling service as they have relationships within their own community where they can access support from the older women.

Counselling Whānau:

To work successfully with families we have found working with the whole whānau has the most positive result. We will refer children who have witnessed violence in the home or who suffer from other issues that need addressing, to agencies who specifically deal with young children and teens. The women can be seen by our own counselling service or a counsellor of their choice. We have information for those women who ask where their partners can also seek counselling and help. We often refer to The Male Room.

Strengthening Families Meetings:

As an organisation we have been the lead agency. Our social workers meet with whānau and other community agencies that help to empower the client/s to improve their life. This is often achieved by informing the client of help available, e.g. education, health, finance, programmes, counselling services, schools, holiday programmes, mental health services, and government agencies. Many families who work hard to make change are known to thrive after this type of intervention and appreciate the resources, support and advocacy that enabled them as a family to work in a more meaningful way.

Care and Protection:

We worked with nine families that had been referred to us either through other agencies or directly from Oranga Tamariki.

Gang Affiliation:

We see women who removed themselves many years ago from gang life and moved to Nelson for a new start. They have been part of the Centre for many years. It is unfortunate for them that their whānau are still gang members and have moved into Nelson.

We thank our **Governing Collective** for all their support throughout the year. They are dedicated volunteers who spend many hours working tirelessly to hold and develop the Centre so it can best support women in Nelson. 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 and we appreciate the ongoing support of NZ Lotteries, Rata Foundation, COGS, Frimley Foundation, Nelson City Council, RG & EF MacDonald Trust, Lion Foundation, Nelson Bays Community Foundation and NZ Community Trust.

This is the second year that we received a significant donation of \$11,400 from Green Gables Trust of St John's in the City to support our Volunteer Counselling services and some staff training. We also greatly appreciate the donations from ANZ Staff Foundation, Arts Council (Creative Communities Fund) and individuals and the community support for our fundraising events.

Financial Statements:

NWS *Net Surplus* is \$5,475

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.

<u>Grant</u>	<u>Opening Balance</u>	<u>Total Received</u>	<u>Used in Year</u>	<u>Carried Forward</u>
NZ Lotteries	23,333	35,000	35,000	23,333
Rata Foundation	10,417	30,000	25,417	15,000
Greengables Fund	10,267	11,200	11,200	10,267
ANZ Funds		1,000		1,000
Arts Council Fund		1,000		1,000
	<u>44,017</u>	<u>78,200</u>	<u>71,617</u>	<u>50,600</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 2018)

At 30 June 2018 we had \$44,416 in the bank and \$77,553 in term deposits a total of \$121,969

**Nelson Women's Centre
Financial Summary 30 June 2018**

Contracts and Grants

MSD CYF Contract	30,000
ANZ Staff Foundation	1,000
Rata Foundation	25,417
COGS	6,000
Greengables Fund -Methodist	11,200
Lion Foundation	3,000
NCC Comm Assist Grant - Soc Wk	5,000
Nelson Bays Community Foundation	500
NZ Lotteries Grant Board	35,000
Pelorus Trust	915
Frimley Foundation	6,000
Total Contracts and Grants	124,031

Donations

General Donations	2,463
Workshop Donations	3,819
Counselling Donations	1,479
Total Donations	7,761

Other Income

Fundraising General Income	3,279
Membership	652
Room Hire	2,161
Term Deposit Interest	2,162
Insurance Claim	7,085
Total Other Income	15,338

Total Income 147,130

Expenses:

Wages including ACC	107,315
House costs (Insurance, rates, security, maintenance)	11,476
Workshops, groups & advertising	6,560
Volunteer Counsellors – Supervision and Training	4,185
Operating costs	10,926
Depreciation	1,194

Total Expenses: 141,656

Net Surplus for Year: 5,475