



# 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 2018 - 30 June 2019



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

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## Summary

Tena koutou katoa and welcome to the 2018/19 Nelson Women's Centre Annual Report.

2018/19 was a busy year for the Women's Centre. We have appreciated the continuing support of our members, staff, volunteers and stakeholders during the year and we look forward to your continued support as we move into 2020, a new decade.

## Our purpose

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

**Mission:** *"To create a place where all women in Nelson Tasman can connect, celebrate and participate in a safe and supportive 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 in our community. 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 aim to be mindful when dealing with all cultures.

### What we do:

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

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

**Counselling:** Our team of trained professional volunteer Counsellors provide up to 10 low cost counselling sessions for individual women.

**Workshops & Education:** We run a programme of Arts & Crafts and Self Development Workshops throughout the year, during the 4 school terms.

**Healing Sessions:** Low cost, 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 the front room of the house, where women can find affordable clothing for women and children. We also often have donated lines and small household goods that we are able to pass on.

## 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, SASH, Stopping Violence Services, Budget Advice, Fifeshire Foundation, Whenua iti, Nelson Anglican Church, St Vincent De Paul, Salvation Army, Zindels 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 by providing intensive social work interventions for women experiencing difficulties that are affecting the wellbeing of their children.

## Our people

*As of 30 June 2019*

### Women's Centre Patron

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

### Governing Collective members:

Elena Meredith  
Hilary Mitchell  
Karen Lee  
Sharon Johnston  
Di Young  
Nina Robb  
Cristina Fon

Elena was farewelled at the end of 2018 after 10 years of dedication, inspiration and leadership at the Centre. Karen left in March 2019, having had a significant influence on our policies and processes. We are grateful for the commitment, love, energy and expertise they brought to the Centre. We were very happy to welcome new members to the Collective during the year: Di Young, Nina Robb and Cristina Fon.

### Staff:

Britta Hietz/ Georgie Kerby - **Centre Coordinator**  
Christine Henwood - **Relief Coordinator**  
Lyn Ginty - **Community Social Worker**  
Ruth Halsey / Joanne Thomson - **Part-time Social Worker**  
Lisa Ines - **Cleaner**  
Gabes Syben - **Finance Administrator**  
Keri Flood – **Counselling Coordinator**

Britta returned to Austria in March after several years of hard work and commitment to the Centre; her warmth and willingness will be remembered by many. Georgie Kerby was selected as her successor from a strong field of applicants. Gabrielle resigned as our financial administrator at the end of June and Tegan Dunlop has replaced her. Ruth Halsey our part-time social worker moved to a full-time role at Refuge and Joanne Thomson started in June, about a week before the end of the financial year. We thank them all for their significant contribution to the Centre and the women of Nelson-Tasman.

### **Volunteer Counsellors 2018-2019**

Keri Flood  
Julia Grigg  
Myffie James  
Donna Rivers  
Catriona Searle  
Louise Trevathan  
Nancy Wilson

Myffie left the Centre after 5 years of very active and effective contribution. She had been Counsellor, Governing Collective member and Project Manager especially for the counselling cottage and deck.

### **Women's Centre volunteers:**

#### **Healing at the Centre**

Rona Spencer has been offering Holistic Pulsing sessions every Monday at the Centre for many years. Thank you Rona for generously volunteering your healing hands.

#### **Other Volunteers**

Marie Merrilies admin/reception  
Andrea Kepes - admin / reception  
Vanessa Sweeney - reception / op-shop / delicious soup maker  
Sharon Johnstone - op-shop  
Ali Grammer - website updates

After many months of services to the centre Chie libuchi moved on from her gardening position this year.

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**

A Very successful fundraiser in September 2018 to celebrate Suffrage 125: Feminist Fables: Women's War Stories

New Eco range outdoor furniture was generously donated by Goldpine in May 2019.

A group of our wonderful supporters in the community, many of whom have been involved in the centre in various capacities in the past, carried out an evaluation of the centre and its services to inform our strategic direction for the future.

## Nelson Womens Centre Services

Our total recorded number of client contacts for this 12-month period was over 3000. 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 8-session 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 on 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 which has been a vital catalyst of change for so 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. More than **420** 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, Mothering, 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 **780** 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.

In addition more than **85** women requested help with **HOUSING issues**. This includes emergency housing and finding affordable rentals. Housing is discussed later in this report.

## Social Work services

Our two Social workers Lyn Ginty and Ruth Halsey, both qualified and registered, comply with the 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; her whanau come from Kaitaia, Awanui, Morewa. Lyn has the ability to engage with Maori whanau by connection through Whakapapa and by 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 assistance 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 dealing 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: **662** women and **204** children. These figures are broken down as follows: **223 recorded Referrals, 62 Intensive Families** that met our requirements for Ministry of Social Development contract for this period and **89 Women at the age of 50 plus**. The 204 children are connected to the families that are recorded above.

These figures do not include “walk-ins”, a significant number of women who self-refer and pop in to access social work support; we are currently increasing our capacity to capture these statistics and estimate conservatively that 12-18 women each week (minimum) fall into the ‘walk-ins’ category.

### **Counselling Service**

We have six qualified volunteer counsellors who provide up to 10 counselling sessions to any woman over age 17 with room for negotiation if the client requires one or more extra sessions. We suggest clients donate \$5 per session. 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 endeavours and pays for each counsellor’s external supervision.

The service is financially supported by donations from clients, COGS, Rata Foundation and NZ Lotteries. A 2-year grant from the Green Gables Trust allowed us to employ a counselling coordinator for a few hours a week and to enable counsellors to take up personal or professional development opportunities. Unfortunately that source is no longer available and we would like to express our thanks to the Trustees. Our volunteer counsellors give their time graciously and humbly to benefit our community. In the past 12 months they worked with 84 women providing 850 voluntary counselling hours. Thank you to our counsellors for their 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 few available. 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. We 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 who 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 are 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 they also have children.

During the year, as the result of a submission the Centre made to Nelson City Council's Annual Plan, our social workers gained access to two units at the Brook Motor Camp to use as emergency accommodation for women and children. This has been a boon for many women and families; the protocols established and the relationship with the camp have worked well. Thank you to all concerned.

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. We link women with the Salvation Army for skilled advocacy on accommodation issues.

Family 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.*

We thank our Governance Board for their volunteer 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.

From the Nelson Women's Centre Team.

## Financial Summary:

Nelson Women's Support has a diverse mix of funding sources; all are crucial to the services we are able to offer to the women of our region. We have a social work contract with the Ministry of Social Development. We appreciate the support of NZ Lotteries, Rata Foundation, COGS, Nelson City Council Community Investment Fund, RG & EF MacDonald Trust, the Green Gables Trust, Nelson Arts Council, the Frimley Foundation, the ANZ Staff Foundation, the Tindall Foundation, and the Lions' Foundation.

We have very generous ongoing support from Lonestar Farms, Good Bitches Baking, Sealord, Kai Rescue, National Council of Women and Nelson Forests. Fifeshire Foundation assists individuals who need help in emergencies.

### Financial Statements

*Net deficit* is \$20,171.42.

At 30 June 2019 we had \$21,235.71 in the bank and \$80,702.88 in term deposits a total of \$102,736.72.

### **Trading Income**

Counselling donations	1,044.80
General donations	6,089.81
Grants	86,097.41
Membership donations	768.00
MSD CYF Contract	30,408.00
Op shop donations	749.10
Room hire donation	1,597.50
Workshop donations	3,170.30
<b>Total Trading Income</b>	<b>129,924.92</b>

<b>Gross Profit</b>	<b>129,924.92</b>
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### **Other Income**

Event Donations	4,405.50
Interest Received	138.99
<b>Total Other Income</b>	<b>4,544.49</b>

### **Operating Expenses**

ACC Expense	261.96
Bank fees	0.43
Counsellors supervision	4,170.57
Counsellors Training	103.48
Depreciation Expense	956.39
Fundraising expenses	309.78
General Expenses	1,147.83
Internet	832.19
IT Support	527.44
Legal & Accountancy	2,287.90
Pathway to power costs	1,629.56
PAYE	29,489.72
Power	1,782.10
Rates & Water	3,578.58
Repairs & Maintenance	2,065.45
Rubbish collection	267.15
Security	850.91
Staff Expenses	774.17
Staff Training	393.87
Staff Travel	830.04
Stationery, Printing & Postage	1,963.16
Subscription	3,377.76
Telephone	2,299.75
Wages - Counsellor Co-ordinator	3,541.22
Wages - Social worker	42,614.08
Wages - Staff	44,472.46
Workshop Advertising	668.59
Workshop expenses	79.24
Workshop Materials	120.70
Workshop Tutor Expense	3,244.35
<b>Total Operating Expenses</b>	<b>154,640.83</b>
<b>Net Profit</b>	<b>(20,171.42)</b>