



C.A.R.E.

Waitakere Trust

Coming Alongside to Restore and Empower

ANNUAL REPORT
2009/2010



challenging injustice, offering hope, empowering the disadvantaged



The Koru
New Life,
growth,
strength,
peace



The logo of C.A.R.E. Waitakere Trust is an adaptation of the koru, a native plant unique to Aotearoa, New Zealand. It is a representation of the service that we are proud of at C.A.R.E. as we endeavour to help families and members of the community become restored and empowered to a new life of growth, strength and peace.

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A Story of C.A.R.E.

C.A.R.E. Waitakere Trust started as a dream in the hearts of a group of individuals who longed to see a social service agency in Te Atatu Peninsula. A particular need was identified for a professional counselling service which could offer *high quality counselling* to anyone in need of support, whether or not they were able to afford to pay the full fee. It was soon evident that there was also a great need for *budgeting advice and support* in the local community.

Today C.A.R.E. Waitakere Trust has grown considerably since its humble beginnings. C.A.R.E. now reaches out to over two thousand families, children, teenagers, young adults and senior citizens in the Waitakere region who access our much needed services for counselling, budgeting, and programmes focused on strengthening families.

Our Key Goals

- To empower people to grow into *wholeness* and *restored relationships*.
- To strengthen and promote the *wellbeing* of *individuals, families and communities*.

Our Values

- We have a *holistic* view of the person and encourage growth in all areas.
- We support the *principle of paramountcy* as outlined in the Children, Young Persons and their Families Act 1989. In all situations the welfare and interests of a child or young person are the first and paramount consideration.
- We recognise the unique cultural identity of *Maori as tangata whenua* and seek to honour the principles of the *Treaty of Waitangi*.
- We celebrate the *cultural diversity* of our society and actively promote respect and sensitivity in relationships.
- We are committed to providing services that are designed to *challenge injustice, offer hope* and *empower people who are disadvantaged*.
- We acknowledge the importance of *spirituality* and respect the right of each person to choose their own spiritual path.
- We ourselves choose to follow God as known through *Jesus Christ*.



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The Chairpersons Message—Lynn Goold

As I write this everyone is talking about the All Whites and their amazing success at the World Cup. Who would have thought such results were possible? Essentially the All Whites were a team of fairly ordinary people who were effective because of their whole hearted commitment to the team values and goals, which they lived out on the soccer field. An inspiration for New Zealand and the world!

As I reflect on the work of C.A.R.E. Waitakere Trust over the past 11 years I see similar qualities. Like the All Whites, we don't have enormous resources or lots of "big names". But we do have a great team of Budget Advisors, Counsellors, Trustees, staff and volunteers, who are passionate about the Mission, Values and Goals of the Trust. Our team is enthusiastically living this out, working with compassion and wisdom, effectively making a difference in our community.

We also have great supporters who believe in the mission of C.A.R.E. Waitakere Trust. We are grateful for those who have encouraged us and provided funding to help us continue to achieve our goals. We are pleased to be able to report that, despite the economic pressures of the past year, we have maintained a sound financial base.

Our clients continue to be a source of inspiration and encouragement as they face a wide variety of challenging life situations. They, like the All Whites, often seem to have the odds stacked against them, but with courage and tenacity they make the moves necessary to make positive progress towards their goals.

After leading the C.A.R.E. Waitakere Trust team for 2 ½ years, our Director, Pene Hodge left us in March, with her family, for new work in Australia. Her warmth, wisdom and enthusiasm are missed but Pene has left behind an organisation in good heart. In April we were pleased to welcome Ray Tuala as our new Director. We are confident in his ability to continue the growth and development of C.A.R.E. so that we can continue to offer an effective and compassionate service to our local community and beyond.



The Director's Message – Toleafoa Ray Tuala

I am privileged to be a part of an eleven year journey of C.A.R.E. and as the baton of Directorship transitions into new hands I am humbled to be able to reflect on the leadership of my predecessor Pene Hodge. This includes the great efforts of the staff, volunteers and supporters of the C.A.R.E. vision and mission to transform the world one life at a time, one family at a time, and one community at a time.

In a rapidly changing world one thing remains the same – that a genuine heart to care for others can transform lives. In the 2009/10 financial year the C.A.R.E. Waitakere team has helped and cared for more people than ever before to become more equipped, empowered and restored. Since 2007 the number of people in the Waitakere region receiving our counselling, budgeting and personal development services has increased by one hundred and ninety percent, representing an estimated 2000 children, parents, teenagers, young adults and senior citizens.

We also continue to strengthen partnerships with other organisations that share and support in our vision and a belief in the principle that a "cord of three strands cannot easily be broken." Thank you to Adventure Specialties Trust, Dayspring Trust, Te Atatu Union Parish Church and Waitakere Community Outreach Food Banks – together we were able to reach and impact more lives, let's do it again!

The last few years have been a great challenge for many charitable organisations, as the economic recession washed over the world and onto our shores. This has translated to a greater demand on our services and constrained resources. However, despite these challenges C.A.R.E. has



continued to grow and strengthen and is positively placed to tackle the challenges that lie ahead.

Thank you to all the C.A.R.E. Waitakere Trust Board of Trustees, Management team, staff, volunteers and supporters for your life-changing contributions.

la manuia.



Counselling with C.A.R.E.

C.A.R.E. Waitakere Trust has a very dedicated counselling team. One feature or proof of this is that, each year, when the time comes to list their names in our Annual Report, it's a cut and paste! This year is no exception and I'm delighted to say that **Lynn Goold, David Pimentel, Di Collins, Elaine McConnell, Jennie Loud** (previously Irving), **Cathy Dodd** and **Jane Hepburn** have worked alongside me (**Kathy Clist**) again this year as counsellors. Each of our team members is committed to the vision and mission of C.A.R.E. and we are so grateful for their ongoing commitment to us and to their clients.

This year we also welcomed the following students who are completing their counselling training: **Angelika Halstead, Rosi Bradley, Jennifer Garton** and **Brigitta Rohr**. Our interns have given much to our organisation and in turn we have supported them and offered them opportunities to grow and develop professionally. They bring a breath of fresh air and it's great to have them on board.

Working as counsellors is not just about developing good technical skills. As an organisation we believe that the way we interact together as a team, the way we talk about our work, and the 'spirit' we bring into our workplace each morning all impact directly on clients' experiences of healing. We can't count the number of times clients have reported feeling better just for walking in the building, or have commented on the tranquil and welcoming atmosphere of C.A.R.E. Waitakere. This doesn't happen by chance.



So again this year I extend my warm gratitude to this wonderful team. May we always be outward-looking and may compassion always be at the heart of what we do and who we are. May we have the wisdom and humility to realise the gifts we have been given and use those gifts to bring healing and justice.

Kathy Clist
Counselling Service Manager

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The C.A.R.E. Counselling Team



Back row L-R: David Pimentel, Diane Collins, Lynn Goold, Angelika Halstead, Jane Hepburn, **Front row:** Rosi Bradley, Elaine McConnell, Kathy Clist, Brigitta Rohr, Cathy Dodd
Absent: Jennie Loud, Jennifer Garton

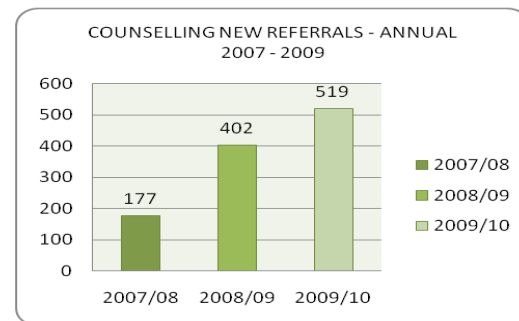


Figure 1: The number of new counselling referrals increased by 190% since 2007 to 519 new referrals in the 2009/10 financial year.



Budgeting with C.A.R.E.

This past year has seen the C.A.R.E. Budgeting Service continue to provide a quality budgeting service to the communities of Te Atatu Peninsula and the wider Waitakere region. We have helped close to 200 people and families through our budgeting service. It is apparent that people want to maximise their incomes, and to be more intentional about how their money is spent and allocated in their personal budgets.

Our service has also been invited to present workshops in the community, and these have been well received. It would appear that workplaces are wanting their employees to understand budgeting and are encouraging education on this topic. It is always heartening to hear people's stories of how they manage and to hear of the struggles that many people face. Sometimes in a family, one member of the household might be the one who takes responsibility for the allocation of money, and this can put pressure on them when this responsibility is not shared or understood by all family members. Household budgeting needs to be a team effort. This past year has seen us present workshops to Dayspring Trust, Arran Court Rest Home, Headstart Programme and the West Auckland Women's Centre.

Sadly we said farewell to two of our budget advisers, **Joy Scott** and **Suzie Marsden** who have both contributed considerably our budgeting service team. Thank you Joy and Suzie for the wonderful work you have done with our clients. It is very much appreciated. We welcome to the team **Gloria Kerr** who brings a wealth of experience. Gloria is a Chartered Accountant in her other life.



Our team consists of **Jennie Loud**, **Sarah Woodfield**, **Gloria Kerr**, **Dorothy Graham**, and **Kathie Jennings**. Thank you to the team for your hard work and commitment. You are each very much valued and appreciated.

Jennie Loud

Budgeting Service Manager

What clients have said...

"Yes, I got the assistance I required—direction, better control of finances, also not feeling like a failure. I learnt the steps I need to get myself out of debt and follow up assistance is always available"

"Great service, made you feel at ease and provided me with the necessary information to work with plus the fact they were only a phone call away."

"Awesome service, great budget advisor and friendly staff"

How clients evaluated our service

I was very satisfied with the contact process	100%
Yes, I received an appointment within the time I expected	96%
The service I received and the outcomes I achieved was more than I expected	100%
The service I received was of very high quality	88%



Strengthening Families Programmes

C.A.R.E. successfully presented the Building Families for Life programme again in 2009/10, equipping 22 parents with new skills and practical insights for building strong, healthy families. Facilitated by Cathy Dodd and Jane Hepburn, the BFL programme was well received.



Participants applied new found skills and reported back favourably with the results. C.A.R.E. plans to continue running the programme in the coming year.

Cathy and Jane also ran several Seasons for Growth programmes for primary and intermediate aged school children.



Seasons is an eight week programme for children who are experiencing the loss of someone through death, separation or other major family change. A total of 46 children, from ages 6—12 years old attended the sessions. Seasons has the support of the RTLb's (Resource Teacher: Learning and Behaviour) in our community, thanks to the initiative of Wendy Florence who is an RTLb in the local Te Atatu schools. The programme was hosted at Rutherford Primary and Te Atatu Intermediate schools.



Comments from children in the Seasons for Growth programme about the most important lesson they've learnt:

"We are not alone and how to care for others." Boy, 11 years old

"That you can talk to anyone that you trust." Girl, 12 years old

"To support each other and respect other kids." Girl, 10 years old

"How to cope with my anger." Boy, 12 years old

"To talk to someone when I'm hurt." Girl, 10 years old

"Changes make you stronger." Girl, 11 years old

"It is normal for things to change"

Boy, 8 years old



Adventure Specialties Trust

A big thank you to Adventure Specialties Trust for continuing to provide fantastic opportunities for C.A.R.E. clients and their families, to experience the wonderful outdoors. This year programmes have included winter and summer family camps as well as "Mums on the Move". C.A.R.E. looks forward to strengthening the partnership with Adventure Specialties Trust in the year ahead.



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Our Awesome Admin Team

No organisation can function at its best without the team that provide support services to our frontline counsellors and budgeting advisors. Without them we would not be able to keep the cogs in the wheel turning. So a huge *thank you* to Jennie, Carolyn and Rosalie who together make sure that the day-to-day tasks at C.A.R.E. are taken care of.

Earlier this year we said farewell to our receptionist, Pauline Gamble who has served C.A.R.E. with a real dedication and belief in the work that C.A.R.E. does to positively change lives.

The mantle has recently been passed on to Carolyn Tepou who has slotted in seamlessly and has discharged her role with great enthusiasm and drive. Carolyn is often the first point of contact for many distressed and desperate clients that call through enquiring about our services. Carolyn's ability to put them at ease is a real asset and reassures clients that they are engaging with a safe, sensitive and professional organisation.



Carolyn Tepou



Rosalie Maitland

Rosalie has been a valued member of the C.A.R.E. team for over nine years. She is one of our very dedicated team of volunteers who commit their time unselfishly to the C.A.R.E. cause of transforming lives. Without Rosalie's commitment to assisting with our accounts and administration we would have creditor's beating on our door!

Our Brilliant Volunteer Budgeting Advisors

The success of our Budgeting Service is primarily dependant on the commitment of our volunteers. Without them we would not be able to reach so many families and members of the community that are struggling financially in these uncertain times. We greatly thank the following volunteers for their support and partnership:

Kath Jennings, Sarah Woodfield, Dorothy Graham, Gloria Kerr, Joy Scott and Suzie Marsden.

Our Terrific Trustees

An enormous thank you to our Board of Trustees. We are very thankful that we have a group of dedicated Trustees that give of their experience, time and expertise on a voluntary basis. Above all we thank them for their generosity in heart. Thank you to our terrific team of Trustees:

Lynn Goold, Richard Charmley, Gail Bond, Sandra Hewlett, and Stu Sutherland.

Our Marvellous Management Team

It has simply been marvellous working alongside a couple of very capable managers in *Kathy Clist* and *Jennie Loud*. Your support and leadership in our counselling and budgeting services has been second to none. Let's continue to make even more of a difference in the year ahead.



Partners and Supporters of CARE

We are very grateful to have key community and agency partners support and recognise the work that we carry out in communities throughout Waitakere city. Without their support we would not be able to reach the many children, families, young adults and senior citizens that have received our help.

Thank you!

Special thanks to **A.N.Z-Staff Foundation** -equipment, training and materials for the Child Therapy room, **A.S.B Community Trust**– salaries and general expenses, **C.O.G.S**– volunteer expenses, mileage, telephone costs for Budgeting Service, **Lottery Community Grant**—salaries, operating expenses, **J R McKenzie** – salaries, **Lion Foundation**— salaries and CARE house utilities, **Ministry of Social Development**– counselling subsidy system, Budgeting Service, parenting programmes, salaries and general expenses, **NZ Post** – community postage, **United Way**-operating and administration expenses for Budgeting Service, **Waitakere City Council**– office equipment, administration costs, **The Trusts Charitable Foundation Inc**- garden maintenance.



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A winning team

As a former All Black used to say, “full credit to the team.” I whole heartedly agree, because without the efforts of each individual in the team we would not have been able to positively impact on the many lives that we have. So full credit to the team! Helping to change lives for the better beats winning the Rugby World Cup any day (although that would be good too).

A very special thanks to the following members of the winning team:

Board of Trustees: Lynn Goold, Richard Charmley, Stu Sutherland, Sandra Hewlett, Gail Bond

Management: Toleafoa Ray Tuala, Kathy Clist, Jennie Loud

C.A.R.E. Counselling team: Kathy Clist, Lynn Goold, Jane Hepburn, Jennie Loud, Cathy Dodd, Elaine McConnell, Diane Collins, David Pimentel

Receptionist/PA: Carolyn Tepou

Administration Assistant: Rosalie Mailand (volunteer)

C.A.R.E. Budgeting Advisors (volunteers): Dorothy Graham, Gloria Kerr, Kath Jennings, Sarah Woodfield, Suzie Marsden, Joy Scott

Counsellor Interns: Angelika Halstead, Rosi Bradley, Jennifer Garton, Brigitta Rohr

Partners and Supporters: Adventure Specialties Trust, Dayspring Trust, Te Atatu Bible Chapel, Te Atatu Union Parish, Te Atatu Peninsula Business Association



Financial Performance and Stewardship

The past year has continued to be a challenging year, with the global economy embarking on a slow and steady recovery from the economic recession. On a domestic scale this has meant that the level of grants and funding is still struggling to meet the demand from the estimated 97,000 community groups including approximately 25,000 registered charities in New Zealand for these financial resources.

That said, C.A.R.E. has made positive and pleasing progress and completed the 2009/10 financial year in a stronger financial position than the previous year. The financial performance improved significantly, finishing with a small net loss of (\$3,772).

A copy of our audited financial accounts is available on request.

Closing remarks

The heart *of* C.A.R.E. continues to be demonstrated through a heart *to* care. In coming alongside someone who is hurting and broken and to play a part in that person's recovery, restoration and empowerment is an incredible privilege. For this we continually give thanks and praise to our God.

“Cast all your anxiety on Him because he cares for you.” 1 Peter 5:7

God bless,
Toleafoa Ray Tuala



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The House that C.A.R.E. built



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