



CARE

Waitākere Trust

Coming Alongside to Restore and Empower

Annual Report

1 April 2020 to 31 March 2021



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This report was produced by Maxine Finlay, Senior Services Administrator

THE CHARTER FOR COMPASSION

The principle of compassion lies at the heart of all religious, ethical and spiritual traditions, calling us always to treat all others as we wish to be treated ourselves.

Compassion impels us to work tirelessly to alleviate the suffering of our fellow creatures, to dethrone ourselves from the centre of our world and put another there, and to honour the inviolable sanctity of every single human being, treating everybody, without exception, with absolute justice, equity and respect.

It is also necessary in both public and private life to refrain consistently and empathically from inflicting pain.

To act or speak violently out of spite, chauvinism, or self-interest, to impoverish, exploit or deny basic rights to anybody, and to incite hatred by denigrating others - even our enemies - is a denial of our common humanity.

We acknowledge that we have failed to live compassionately and that some have even increased the sum of human misery in the name of religion.

We therefore call upon all men and women

- ~ to restore compassion to the centre of morality and religion
- ~ to return to the ancient principle that any interpretation of scripture that breeds violence, hatred or disdain is illegitimate
- ~ to ensure that youth are given accurate and respectful information about other traditions, religions and cultures
- ~ to encourage a positive appreciation of cultural and religious diversity
- ~ to cultivate an informed empathy with the suffering of all human beings, even those regarded as enemies.

We urgently need to make compassion a clear, luminous and dynamic force in our polarized world. Rooted in a principled determination to transcend selfishness, compassion can break down political, dogmatic, ideological and religious boundaries.

Born of our deep interdependence, compassion is essential to human relationships and to a fulfilled humanity. It is the path to enlightenment, and indispensable to the creation of a just economy and a peaceful global community.

www.charterforcompassion.org

LETTER FROM THE CHAIR

Richard Charmley

It continues to be my privilege to be a part of CARE Waitākere. My life is the richer for knowing that a group of talented and very committed people continue to express genuine care, commitment, and heaps of goodwill to the community in West Auckland and beyond. It does my heart good to know of your good work. Each board meeting opens with discussion about the reports of practitioners, support staff and volunteers. The beginning of every meeting is now the same. An enthusiastic celebration and delight in knowing of the amazing work that CARE continues to deliver. We all feel a bit of a glow albeit vicariously from being a wee part of CARE. I am personally moved reading the various reports. I am in awe of the talent, skills, wisdom, and hard work that all team members so consistently demonstrate. Sincere thanks for the work you do and the inspiration you generate.

CARE is indeed making a difference to the lives of so many. We are so privileged to continue to have vulnerable and needy people trust us with their stories and lives. Some stories are easier to share than others but all those seeking help have to make themselves vulnerable to open up and share pain, sometimes failure, huge hardship and loss, with a stranger. To know that behind closed doors and with great sensitivity each member of the team comes alongside to make a difference is moving.

The 'nonclinical' look of CARE is rich with meaning. We do not have luxurious fittings and furniture and the overall message is we are committed to relationships that help and are not into pushing ourselves or an image that is so much the lot of many businesses and concerns. Being safe, welcoming and well-resourced is what we are and do.

The past year has been hallmarked by dedication and progress and continued skillful coping by all members of the team. Lockdown and the ongoing challenges of Covid have not slowed down, or hampered CARE continuing to deliver superb help and expertise and it has progressed and grown at the same time. We are again a bigger staff than we were a year ago. We have continued to be affirmed by funders and government agencies in securing the funding we need to do the work. We are delighted that our accounts are healthy, and we are able to resource what we do. A step forward is the roll out of a new data base to move our infrastructure to be more solid and able to keep abreast of demand. It will also ensure the ongoing need of records that are fit for purpose. We are also assessing our need of space and accommodation to keep pace with a steadily growing organization.

The board wish to sincerely thank the team of dedicated and talented people who go above and beyond the call of duty.

My personal thanks to Kathy Clist, our CEO, for her wise, consistent and careful leadership. Thank you to my fellow board members for their deep commitment to the stuff that CARE is about and for their work behind the scenes.

Arohanui e te CARE Waitākere whānau.
Richard Charmley
Chairperson

LETTER FROM THE CEO

Kathy Clist

When our Annual Report was being written this time last year, we had begun working in Pandemic mode, with our workers quickly building new skills and showing immense flexibility on Zoom and by phone as we continued to serve our community. As an organisation and as individuals we joined the rest of the country in a cloud of unknowing what the year ahead would look like!

Even though as a population we fared better than many other countries around the world, research from the University of Otago reported a significant psychological toll amongst New Zealanders as a result of the pandemic and particularly the lockdown periods we had. They found 30% of adult New Zealanders surveyed reported moderate to severe psychological distress and 16% reported moderate to high levels of anxiety. The highest rates of distress were seen amongst those who lost their jobs or had reduced work hours, those who were particularly vulnerable to COVID-19 or had poor health status, and those who had a past diagnosis of mental illness. These percentages increased for participants aged between 18 and 24, where almost 50% reported moderate to severe psychological distress. Almost 1 in 10 participants directly experienced some sort of family harm over the lockdown period, including sexual assault, physical assault or harassment, and threatening behaviour.

We also became aware of the difficulties around home schooling, and the joys but also the challenges of families spending more time together than ever before. Some whanau were prevented from gathering together when they wanted or needed to and this led to immense feelings of loneliness and isolation for many. We've always been proud of our ability to 'turn on a dime' and come up with new ways to meet the felt needs of our community when needed. Our new parent coaching service was one of these, where local parents could connect with a counsellor by phone or zoom for support. Our Foodbank Service never stopped operating, it just looked a little different, with contactless pickup and deliveries. Most of our counsellors, budgeting mentors and our social worker stayed connected with their clients via Zoom or phone.

In the latest figures from Statistics New Zealand, it was shown that New Zealanders donate far more of their time (i.e. volunteer work) than any other country in the OECD. And as always, our community was amazing, supporting us practically, financially and often sacrificially.





I am so, so proud of our team and how they model the values of CARE every day, even in a pandemic. If the past year has taught us anything, it's that plans can change in a moment! But as we look towards the future, those values are solid, and it's those values that keep us grounded and hopeful. Our values are living values, and we are constantly seeking to express them in practical and genuine ways.

What does our future hold?

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There are some changes ahead for CARE. We have been notified that our lease of the land CARE House stands on will not be renewed from mid 2024. We are extremely grateful for what will be 25 years in Waipani Road and for all the Chapel and later the Te Atatū Peninsula Community Trust have done to support CARE from its inception. CARE's Board and Management are focused on the future and finding a suitable home for CARE in Te Atatū. We expect to be able to share more about our future plans in the coming months and we are confident that we'll be here to support whānau in Te Atatū Peninsula and the wider Waitākere area for many years to come. Our organisation is growing fast as we try to meet the increased demand across all our services. We are adding to our team of admin and professional staff and will continue to do so as space permits.



Kathy Clist and Financial mentor Fiona Halliwell, who is receiving her FINCAP Graduation certificate

We are seeking authentic ways to live out our commitment to honouring Te Tiriti o Waitangi, and this year we will engage the services of a consultant to help us add to our kete of knowledge and collective wisdom in this area. I am excited as we look forward to the coming year, and immensely grateful for our clients, our team and our amazing community. I learn and gain strength from them every day. I want to particularly mention our Operations and Technology Manager, Laura Fear, and our Referrals Co-ordinator Maxine Finlay, for their incredibly hard, talented and committed work. You are spectacular people to work alongside and CARE is so fortunate to have you! To our Board of Trustees, Richard Charmley, Lynn Gould, Stu Sutherland, Gail Bond and Nick Mulqueeney, thank you for all the years of faithful support and wisdom as you guide us. I am so looking forward to continuing to work with you all.

He waka eke noa
We are all in this together

Kathy Clist
CEO

1 University of Otago. (2020, November 9). Significant psychological toll from New Zealand COVID-19 lockdown. ScienceDaily. Retrieved July 4, 2021 from www.sciencedaily.com/releases/2020/11/201109110244.html

OUR KAUPAPA

Our vision is that our community is safe, connected, resourced and thriving.



Paramountcy of Children

In all aspects of our work, the welfare and interests of a child or young person are the first and paramount consideration.



Honouring Te Tiriti

We recognise the unique cultural identity of Maori as tangata whenua, and seek to honour the principles of te Tiriti o Waitangi



Honouring Diversity

We celebrate the diversity of our society and promote respect and inclusivity.



Respect

We acknowledge the importance of all aspects of being human including spirituality, and we respect the right of every person to choose their own path.



Professionalism

We provide a working environment which supports personal and professional growth.



Holistic Health

We nurture wellbeing in all aspects of personhood.



Our Foundations

Our service has its foundations in the values and teachings of Jesus Christ.



Hospitality

We provide a welcoming and safe space for our clients and our staff.

OUR MISSION & SERVICES

Our Mission is to meet the needs of our community, Waitākere City, by delivering compassionate, affordable and professional services which enhance the wellbeing of children, adolescents, adults and families.

The people we serve are empowered to live healthier and more fulfilled lives. Injustices are challenged, people who are disadvantaged have hope.



Kathy Clist continues to provide Justice of the Peace services at CARE. She is available for all JP services Monday to Thursday.

CLIENT STORIES



Mila

Mila is a young mum with a new-born baby. Before being accepted for a house through Kāinga Ora she had been living in a private rental that was leaking, cold and her baby was suffering respiratory problems as a result of the poor condition of the house. She contacted CARE Waitakere and one of our Financial Mentors helped Mila put together a case in the Tenancy Tribunal against her former landlord. Mila was empowered to tell her story in court and was awarded compensation of nearly \$4000 for multiple breaches of the Residential Tenancy Act.

"CARE Waitakere are a special group of people who really go out of their way to help people in need- the support is gratefully appreciated"

Rimu

Rimu and his wife have been working with financial mentors at CARE Waitākere for the past 5 years. The big issues for the family were high interest debt and transportation. With 8 children, their unregistered 5-seater car was desperately inadequate but with \$50k of existing debt they were in no position to borrow more for a car. Our Mentor assisted them to withdraw money from their Kiwisaver under hardship. They were initially asking for enough money to make repairs on their existing car and to cover overdue rent and utility bills. To everyone's surprise in December 2020 their Kiwisaver provider agreed to release all their funds which total over \$30k.

As a result, they have been able to not only reduce their debt down to \$20k but have been able to purchase a good quality van that fits the whole family. At the same time, Rimu was accepted for full time salaried job. It has been a long process of transformation for this family, but the outcome has been beyond what we could have expected.

COUNSELLING SERVICE

When a client decides they need counselling support it's often an act of courage. They may have experienced a stressful or traumatic life event. The Counselling Service at CARE aims to offer a place of welcome, support and healing to everyone who contacts us.

Outcomes

This year our Counselling service indirectly impacted over **4,203** people, including over **1,479** children*.

1,098 Clients
8,310 Counselling sessions
93% of sessions were offered at no cost to the client.

Client feedback

"Sue helped me so much in coping with a long period of very stressful situations"

"Cathy has been great with advice and generally listening and working through my issues with me"

"Would recommend Andrew to anyone who needs genuine help. He will definitely be influential in bringing a strong family together"

Child/Young Person feedback

The most helpful things I've learned are:

"Being able to feel positive about myself"

"Knowing how to express myself to people"

"To make cupcakes when I'm sad"

"Breathing 4-7-8, and punching pillows are helpful"

"How I deal with situations and how I can feel good about my life and not feel so stressed"



Kathy Bennett, Child Therapist, in the CARE Child Therapy Room

Counselling Report

By Kathy Clist

CARE Waitakere Trust's Counselling Service is our most extensive service. This year demand has increased nationwide for counselling, and the numbers you can see on the left reflect this.

We are so aware that when a client contacts us it's usually because they have come to the end of their own resources to cope with what they are facing, and they need to be seen as soon as possible. Because of this we have continued to add to our experienced team, although at present demand still exceeds capacity!

My warmest thanks again to Maxine Finlay for her kind and expert management of our referrals service. Our counselling team now consists of 38 counsellors, psychotherapists and psychologists. Of these, 18 therapists work onsite from our Te Atatū and/or Massey rooms, and the other 20 work from their own practices in Waitākere City and other parts of Auckland and Rodney, providing ACC funded counselling for sensitive claims. This is an increase of 6 therapists for this past year.

We are delighted that once again this year such a large percentage of our clients were able to access counselling at CARE at no cost. This is due to the generosity and support of our funders and donors.

FAMILY SUPPORT



Family Support views each individual case with a systemic approach and works to address any gaps or barriers that there may be on their journey of recovery.

Outcomes

- 131** Client referrals accepted (up 36%)
- 311** Sessions with clients
- 501** People impacted by the service

Family Support Report

By Lauren Godsiff

Looking back on the past year, it begins in New Zealand's first lockdown. In this time the Family Support Service remained as active as possible with regular phone and zoom appointments continuing and ongoing family harm referral management.

Then following the return to onsite services, we have watched a steady increase in demand as individuals, couples and families deal with issues that Covid-19 has brought on along with other life stressors.

Key work over the past year:

- Weekly Family Harm referrals from the Henderson Police
- Couple and Family Therapy
- ACC Social work support for Sensitive Claims clients
- General Social Work and Case Management for individuals and families
- Fortnightly attendance at Oranga Tamariki Care and Protection Panel, Henderson Site

"Lauren is a valuable asset to the team at CARE Waitākere. In the time I have been working with her. I feel she has listened to our needs, shows empathy and compassion while dealing with matters that have affected me greatly, steering me in the right direction to gain the help and support I need, setting up useful tools to make the stuff I am dealing with less stressful and more manageable, with a keen sense of identifying areas she can help me in"

Sally's Story

Breaking the cycle of family harm, crime, poverty, and drug and alcohol abuse is far easier said than done. It can be a long, bumpy, and lonely road filled with self-doubt and fear. We here at CARE Waitākere this year have been very privileged to support a young solo mother in this exact journey which has taken a pile of courage, determination, and strength.

This story is not only an example of the work we can provide here at CARE, but also a tribute to the commitment and work done by a young mother of three that we have watched push through some significant trauma in her life, some major barriers placed in front of her, and some major consequences placed on her by other people in her life.

Despite all of this, she has created a warm, safe and loving home for herself and her children. She has engaged in parenting groups and support services, cultural support services and her own individual therapy. She has crawled out of years of built-up debt and is working towards a meaningful positive future that her children can admire and benefit from in their own journey of growing up.

The support CARE has provided includes weekly and then fortnightly individual appointments with the Family Support Services, referrals out to appropriate support agencies, food parcels, and budgeting support.

We admire Sally's achievements in the past year and have felt privileged to be a part of her journey.

I'm glad to have met Lauren she has been a shining light in a dark period of my life. Lauren has been able to make my situation easier to deal with as a sounding board and help with courses. (Father of teenage son)

BUDGETING SERVICE

Budgeting Report

By Iain Davies

The past 12 months have been uncertain for many, however for our team of financial mentors, our kaupapa remains the same. We continue, as we've always done, to lean into equality and justice for our clients, giving them a voice at the table, an opportunity to be heard and a reason to be hopeful. We can't however continue to do the same thing we did last year and expect the same results. We are continually reviewing and adapting our thinking to meet the diverse needs of our community.

Housing: Amendments to the Residential Tenancy Act are starting to have a positive impact for our clients, especially the Healthy Homes Standards and improvements to the security of tenure. As a community, we still face huge challenges around providing affordable rentals with many of our families spending more than 60% of their net income on accommodation costs.

Debt Advocacy: The recent changes to the Credit Contracts Act have made it easier for our team to investigate and hold to account the practices of money lenders. The advice and assistance from The Commerce Commission have been invaluable in understanding the new laws and using them to assist our clients.

Legal advocacy: This year has seen CARE Waitākere partner with Legal Firm Simpson Grierson to offer our clients pro bono legal support. This has allowed us to increase our effectiveness as advocates and expand our wrap around service.

Community in action: Our immediate community of Te Atatu have been incredibly generous and are always willing to give to others who are less resourced. We have been able to bless numerous families with clothing and furniture from community donations. It is a testament to the power of helping one's neighbour.

The outcomes we've achieved have been a collaborative effort involving our clients, external stakeholders and of course the ongoing support of the local Te Atatu community.

Outcomes

This year our Budgeting service held over **700** sessions, and indirectly impacted over **2,000** people



Senior Financial Mentor Iain Davies

Feedback

"When I came to Fiona, I was unable to get through my monthly pay cycle and had debt. Thanks to Fiona's amazing help I was able to bring that debt right down and work out a plan to make my week to week living a little easier. It's still a work in progress but she's helped me so much. Thank you Fiona, I couldn't do it with out you"

"I was in a lot of trouble, so much debt, and couldn't see a way out. Came to Fiona and she was just so great made me feel that it would be ok in the end, it would take time but I'd get out of debt. She made me feel comfortable talking her and showing all my bills"

"Iain made me understand my finances and expenses. He listened and showed willingness to assist. I walked in feeling embarrassed. But after a good conversation later, I felt a little light to have shared my worries to another listening ear. Thank you CARE Waitakere"



We received many amazing donations this year that we were able to pass on to clients

FOODBANK

Food Assistance Report

By Jo Faulder

Well what a year we've all had!! COVID and the subsequent lockdowns meant we had to change our current processes to ensure we could continue to support our current clients and also new clients that found themselves requiring food support. It was really wonderful to have different staff members pitching in to help with the food bank when needed, which was most days! Due to a lack of food exports we were able to access an abundance of fresh fruit, vegetables and meat from our friends at Kiwiharvest and Fair Food. We also received a Government grant which went towards non-perishable items. We had to adapt the way we did things to ensure staff and clients were kept safe so we instated contactless pick ups and drop offs.

One highlight of the year was the delivery of a chest freezer which we were able to purchase thanks to a grant from the Henderson-Massey Local Board. We are so extremely grateful for this!!

The number of parcels we gave out increased by 22% on the previous year and we were able to keep up with demand because of our amazing community and the wonderful businesses who support us; Kiwiharvest, Fair Food, Sanitarium, Tasti, Countdown Te Atatū and Delicious Cafe. We are also extremely grateful to our wonderful volunteers who give up their time to help support those in need.



Outcomes

- 582** Food parcels
- 3016** People Impacted
- 1558** Children Impacted

"I just wanted to say a big thank you for the food parcel. I also wanted to say thank you also for your warm heartfelt sincerity and generosity to my situation"



Thanks to our local schools, community groups, businesses and individuals who support our foodbank, as well as our partners below:



CHRISTMAS HAMPERS



Christmas Hampers Report

By Jo Faulder

Once again in December 2020 CARE turned into a hive of activity as our Christmas Hamper appeal kicked off.

We were again overwhelmed by everyone's generosity! We were lucky enough to have Bunnings donate enough flexi tubs for our project along with substantial food donations from Sanitarium and Tasti. This year we were in the fortunate position to be able to include a Countdown voucher in every hamper.

The project would not have been the same if it wasn't for all the individuals, businesses, community groups and schools who made hampers, sponsored hampers, donated items or vouchers. It definitely wouldn't have happened if it wasn't for all the amazing volunteers for giving up their precious time to help with this project. We are so thankful to be apart of such an amazing community!

Again, we needed a box of tissues at reception for clients and staff as the hampers were given out and we know we made Christmas a little bit brighter for those receiving them.



"Thank you so so much for the generous Christmas hamper!!! We are so blessed to have received such a lovely hamper for Christmas. It is much appreciated."



"Nana was in tears when I gave her the hamper- thank you so much"

Outcomes

Last year with the help of the Te Atatū community, local and not so local businesses, community groups and schools our Christmas Hampers indirectly impacted over **500** people and over **250** children.

136 Christmas Hampers

100+ Community supporters

1 Very generous and kind hearted community.

Client Feedback

"Getting the hamper was a wonderful surprise that helped to lighten the financial and emotional load of the stressful time. I could see how much thought the donor had put into that hamper -I would love to thank them, personally but obviously I can't, for the thought, efforts and money they had put into it. Thank you so much"

"wow, I get a present... I can't believe this is all for me... I feel so lucky"

"This is amazing... I will surprise my daughter with some of this as it is only us on Christmas day and we usually just have it alone now with not much that is special..."

"Thanks so much for looking after our family this year. We have really loved your encouragement and support. Have a super Christmas. Thanks for nominating our family for the hamper... such a treat. xxx"



With thanks to:

countdown  thewarehouse 
where everyone gets a bargain

HEALTHY MEALS ON A BUDGET

Healthy Meals Report

By Laura Fear

In term four of 2020, CARE Waitakere ran two Healthy Meals on a Budget Cooking Groups with our partners Manutewhau Community Hub in Massey and Te Atatū Peninsula Community Trust in Te Atatū Peninsula.

The courses had a couple of false starts due to COVID-19, however our partners worked hard to get the courses back on track for term four. The groups ran for 6 weeks, with an average of 6 participants in each group, and the groups experimented with new recipes and cooking techniques, shared skills and ideas and enjoyed a delicious meal together.

We are grateful for the funding we received from Auckland Council's Love Food Hate Waste Fund, to our partners Manutewhau Community Hub and Te Atatū Peninsula Community Trust, our wonderful facilitators Tina Ngata and Beth Stewart. On reviewing the groups, CARE has decided to hand the running of these groups over to our partners, we will continue to refer our whānau to the groups and to support our very capable partners where needed.

At this time, Te Atatū Peninsula Community Trust has a group underway, and we hope to see further groups running in Massey in the near future as well.

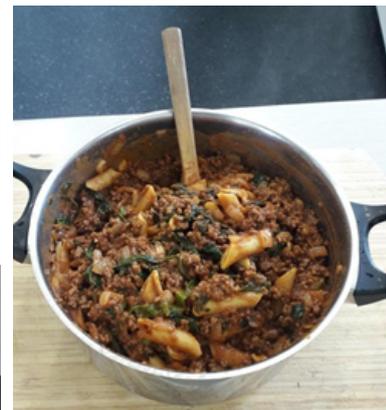
Feedback

"Beautiful food, great lesson, easy instructions."

"Absolutely loved the recipes today- a great group of people to learn from"

"So lovely to be around lovely ladies and to share life experiences. Perfect!"

"Thoroughly enjoyed the lesson, Beth is a great teacher. Thanks for the opportunity"



"Love to learn new recipes!! Great to work with kind people"

SEASONS GROUPS

The Seasons group this year was held at Rutherford College. Students meet weekly for approximately an hour and a half to explore the impact of the change in their lives that has been brought upon them by the death of a parent or sibling, divorce where one parent leaves the family home, or sometimes a parent going to prison.

Seasons groups 2020

Term 3-4: Rutherford College
Five Students in Year 11-13

Seasons Group Report

By **Kathy Bennett**

2020 was a challenging year to hold Seasons Groups due to COVID-19. Only one group took place this year at Rutherford College, and this experienced disruption by the September lockdown which saw it extended into Term 4.

We were grateful to be able to complete this Group, though. Seasons for Growth is an education programme, run in schools, that explores the effects of change, loss and grief. Often change can hurt, and be a confusing, threatening and frustrating time.

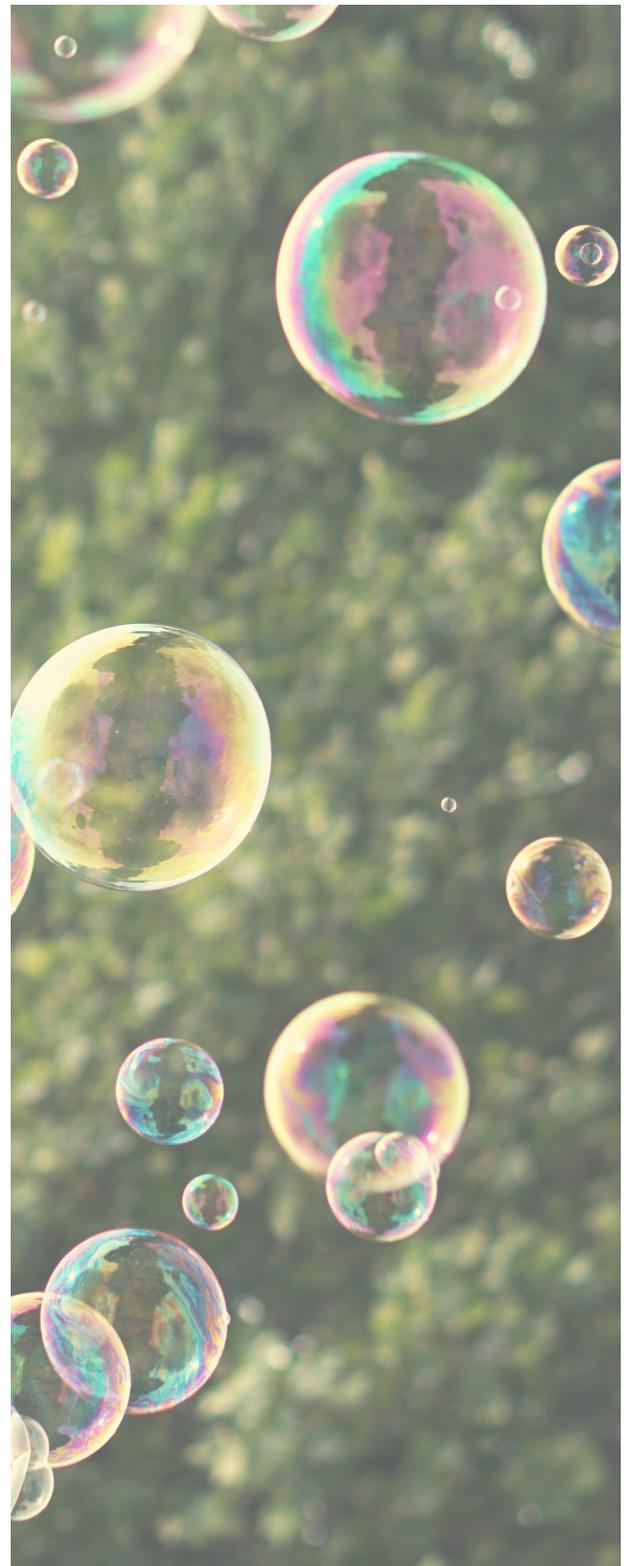
This programme recognises that students need support in understanding and coping with the effects of the change and loss. The programme runs for nine weekly sessions over a term, and follows a structured journey that guides young people from talking about and exploring their story and feelings, to developing coping strategies to help them manage their grief and loss.

Student feedback

"I feel less alone"

"I didn't realise other people were feeling the same as I was"

"Everyone was kind and caring"



DBT SKILLS

DBT skills is a 24 weeks life skills programme focusing on mindfulness, distress tolerance, emotional regulation and interpersonal effectiveness.

Monday and Wednesday Group

By Susan Fuhrer

The Monday and Wednesday DBT groups are now in their 6th year and still going strong. We have an average of 10 ladies in each group meeting for the 36 week course throughout the year. These groups are ACC funded and stand alongside the individual counselling received by each participant. The course was designed by Marsha Linehan specifically for those who have experienced trauma and non- validating backgrounds. It covers 4 modules; Mindfulness, Distress Tolerance, Emotional Regulation and Interpersonal Effectiveness skills. This year began with a feeling of “d  j   vu” as Auckland went into lockdown at the beginning of March covering the very 2 days the DBT groups were to start. Thankfully we were well versed in zoom skills from last year and managed to have both groups online. This less than ideal start did not seem to put off our new participants for the year.

Last year we trialled the new 36 week program which went smoothly. As facilitators we noticed that some of the more complex parts of the program were better understood with more time to practice the skills within the group. A new aspect in one of the groups is the need for more proactive help with participants with learning difficulties. Each week there are handouts, worksheets and a slide show. This can be challenging for those participants with reading and comprehension struggles. One of our facilitators has experience in this area and this has and will prove helpful as we adjust our sessions to cater for these needs. In the past some of the participants have asked for a resource that they can carry with them to prompt them of the skills. In response we have created a laminated colour coded set of cards attached to a ring. These are given to each participant when they finish the program.

One personal memory from this year happened as we finished a group session. None of the participants moved to leave. There was a lull of silence and then the ladies began to chat with one another and continued to do so for another 20 minutes. It was heart warming to see the connectedness and freedom to share with one another in the group. For many these groups are a vital social link in an otherwise isolated and marginal life of struggle.

Tuesday Group

By Kathy Bennett

2020 saw the start of a DBT Group for young women aged between 18-35. Every Tuesday, throughout the year, this group met at the Te Atatu South Community Centre. When Auckland went into Lockdown, the group successfully continued to meet on Zoom.

The purpose of the Dialectical Behavioural Therapy Group is to help individuals learn more helpful coping skills to manage distressing emotions, and improve their quality of life and relationships with others. The value of group sessions is that once a new skill is learned, it provides a chance to practice the new skill and learn from others. This Group was facilitated by Kathy Bennett and Judy Dawson.

DBT group has given me...

“The fact that I am not alone.”

“The wisdom to help myself.”

“The freedom to love myself.”

“Life changing skills, knowing my body and mind.”

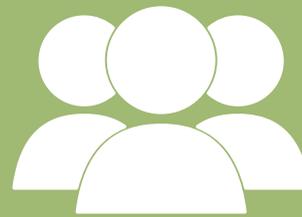
“Coping mechanisms for every aspect of my life.”

“The ability to take a step back and manage my stress.”

“Thank you CARE Waitakere!”



WHO WE ARE



Our Board

Richard Charmley
Chairperson

Stu Sutherland
Deputy
Chairperson

Gail Bond
Treasurer

Lynn Goold
Trustee

Nick Mulqueeny
Trustee

Our Staff

Management Team

Kathy Clist, JP, CEO,
Clinical Manager

Laura Fear, Operations
and Technology Manager

Support Staff

Erica Hansen - Office Administrator
Maxine Finlay - Service Administrator
Lauren Godsiff - Social Worker
Jo Faulder - Foodbank Coordinator

Budgeting Mentors

Iain Davies - Senior Budgeting Mentor
Fiona Halliwell - Senior Budgeting Mentor
Gloria Kerr - Volunteer Budget Mentor

Onsite Counsellors

Kathy Bennett
Judy Dawson
Cathy Dodd
Dianne Everest
Susan Fenwick
Susan Fuhrer
Jane Hepburn
Stephene Manuel
Elaine McConnell

Andrew McRoberts
Maysoon Rassam
Mavis Seymour
Frozan Esmati -
Psychologist
Vic Hathaway
Molly Vailaau
Aimee Alexander

Much has changed at CARE over the past 12 months. **Maxine Finlay** joined CARE in May 2020 as a Service Administrator. Maxine has worked at CARE previously and is very excited to be back. We were fortunate to welcome **Vic Hathaway, Molly Vailaau and Aimee Alexander** to our counselling team. Vic works with people of all ages, including children and young people, and has a background in teaching and guidance counselling. Molly works with young people and adults, and has experience working in a number of areas including Health Coaching. Aimee also works with children, young people, and adults. We are thrilled to have each of them at CARE!

This year we celebrated the retirement of our Deputy CEO and co-founder **Lynn Goold**, Lynn remains a valuable and active member of CARE's Board of Trustees, though we miss her seeing her daily at CARE we are thrilled that she has chosen to continue in this capacity. We also farewelled **Maysoon Rassam** and **Ingrid Nagl** from our onsite counselling team. Maysoon is greatly missed at CARE and continues to practice from Albany under CARE's ACC Sensitive Claims Contract. Ingrid is enjoying life on Waiheke Island and also continues working under our ACC Sensitive Claims Contract. On top of this, we have had a number of offsite providers join our ACC Sensitive Claims Contract.

It is wonderful to have our team growing and expanding, and we feel very lucky to have such wonderful people!



OUR FUNDERS AND PARTNERS

We are extremely grateful to all who support the work of CARE in large or small ways. We could not do what we do without you!

Community Groups

Caffeine and Craft
Diocese of Auckland (St Pauls Anglican Church)
Fair Foods
KiwiHarvest
Massey Matters
The Chapel
Te Atatū Baptist Church
Te Atatū Peninsula Community Trust
Te Atatū Union Parish
Waitemata Community Law

Funders

Auckland Council
COG's
Foundation North
Henderson-Massey Local Board
Ministry of Internal Affairs
Ministry of Social Development
Oranga Tamariki
Lotteries Foundation
The Trusts Community Foundation
Totara Fund (Auckland Foundation)

Businesses

106 Architects Ltd
Asaleo CARE
Anytime Fitness
Bunnings Group
Countdown Supermarket (Te Atatū Peninsula)
Cupboard Love
Delicious Food Store
Harveys Real Estate
Kiwidebt Ltd.
Keith Kerr Mortgage Broker
Olley Construction
Prestige Builders Ltd
Pucker and Wink
Sands Management
Sanitarium Limited
Simpson Grierson
Tasti Products Limited
Tass Print
Te Atatū Health
The Property Market
The Sugar Grill
Vista Homes Ltd
The Warehouse
Wright Recruitment

Schools & ECC

Fire Station Early Learning Centre
Matipo Primary School
Te Atatū Intermediate
Te Atatū Peninsula Kindergarten
Rutherford Primary
Rutherford Highschool
Village Kindy

We would like to acknowledge our private donors as well as those who donated to Christmas Hampers and Foodbank. We would also like to thank our team of volunteers for their commitment and dedication to the service of our community.

HOW YOU CAN SUPPORT US



CARE is the work of a community of people who give generously. There are a number of ways you can support CARE.

Donate to CARE

Make a regular monthly or one off donation to CARE. No donation is too small. Donations can be made by direct credit to:

CARE Waitakere Trust

Bank: ASB

Account Number: 12-3038-0343475-03

Reference: Donation - Foodbank or Donation General

Keep an eye on our Facebook page for opportunities to donate items to help families.

Contribute to the Foodbank

The Te Atatu Community Foodbank accepts donations of perishable and non-perishable food. You can donate food items at Te Atatu Countdown, drop them to CARE House during business hours or contact us for other drop off points.

Donate to the Foodbank via Give-a-little (<https://givealittle.co.nz/cause/te-atatu-peninsula-community-food-bank-1>) or directly into our bank account above and allow us to purchase fresh food as it is needed.

Sponsor a Christmas Hamper

Collect a box of Christmas food treats with your family or social group (no gifts please) and drop them in to CARE in early December, or contact us to ask how you can help.

CARE Waitakere Trust
64 Waipani Road, Te Atatu Peninsula
Phone: 09 834 6480
Email:
admin@carewaitakere.org.nz



Follow us on Facebook for other opportunities to be involved in the future.