

CATHOLIC SOCIAL SERVICES

Te Kupenga o te Atawhaitanga



ANNUAL REPORT 2015-2016



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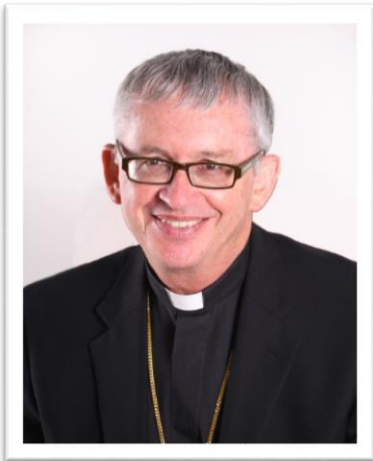
Cover page;

Sister Cabrini Makasiale, facilitates a Pacific Living without Violence workshop for Pacific participants.



A Message from the Bishop of Auckland

FOREWORD



In 2015, Pope Francis announced a world-wide Year of Mercy beginning 8 December 2015, calling for a missionary Church that goes forth with mercy to those who are on the periphery of society.

The Holy Father continues to stress that the greatest work of the Church is to assist and support those most in need. As he once put it, “To encounter the living God it is necessary to tenderly kiss Jesus’s wounds in our hungry, poor, sick and incarcerated sisters and brothers.”

Catholic Social Services is very much at the cutting edge of this merciful work of the Church in our diocese, through the social work, counselling and family support which you carry out so admirably.

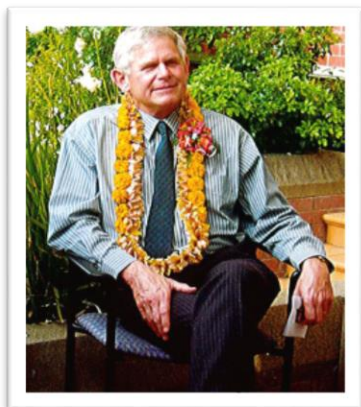
This can readily be seen in your many services to our communities, and there is also much that is done to help those who often remain beneath the radar. I recognise the extensive work done in the area of family violence as part of the Family Violence Interagency Response (FVIARS) team dealing with referrals from the Police, while the Pacific Living without Violence programme trains volunteers to communicate within their communities promoting the message of families being violence free.

As always, I am deeply grateful to you, board, staff and volunteers, for your generous witness as disciples of Gods’ mercy and compassion, and pray that you and your work will be richly blessed.

+ Patrick Dunn

Patrick Dunn
Bishop of Auckland

Directors Report



Catholic Social Services - “Te Kupenga o te Atawhaitanga” (net of mercy) has a Christian tradition of outreach, caring and support. It has professionally qualified staff operating and contributing to a faith-based approach in the provision of social work; counselling; prison chaplaincy; and working with other agencies.

The people who access or are referred to these services include individuals, families, immigrants, prisoners, and those released from prison. Issues raised often relate to housing; debt; alcohol & drug abuse; domestic violence; and immigration matters.

CSS is funded through a combination of Diocesan allocation; community funding; government contracts and client contribution. As

a result fund raising is a necessary activity of the agency. Currently CSS has two office locations: Ponsonby and Otara.

Bishop’s Mandate:

The mission of the Agency is to respond with Christ’s love and in a spirit of his compassionate service to the needs and concerns of people. The Agency’s commitment is to work in a way which is open to the needs of all people. The Agency honours the Treaty of Waitangi.

The Agency is a professional social service contribution from the Catholic people of Auckland to all people within the diocese of Auckland whether or not they are members of the Church. The Agency provides social work and counselling services by trained professionals to families, couple or individuals. Each of the mainstream Christian denominations contribute similar professional social services so that all parts of greater Auckland have access to these social services. The spirit of co-operation is important so that all these agencies can work together and also collaborate with statutory agencies.

Strategic Plan

CSS, in collaboration with other welfare agencies, works in an environment of need within individuals, families and groups. Our resources and commitments are focussed on delivering identified core services consistent with the CSS Board Mandate. Our strategic plan is about ensuring the ongoing relevance of CSS through the effective delivery of services consistent with our special Catholic character.

Pacific Living without Violence (PLwV) programme

Catholic Social Services in partnership with Waitemata District Health Board Pacific Team and with the support by The Todd Foundation offer train the trainer workshops for the delivery of Pacific Living without Violence Programme for the West, Central and South Auckland areas. These workshops are intended for Pacific church/community leaders and professionals across the Auckland region that are working with Pacific families and children at churches and community groups and wish to work on reducing the rate of violence against women and children. The intention is to expand its delivery to other groups within the community

The five key outcomes of the programme are:

- Integration of theology and spirituality with psychology (without faith, Pacific peoples have difficulty making meaningful changes in their life).
- New learning styles and techniques
- Skills to deliver engaging and compelling workshops

- Knowledge of violence in the community, causation and anti-violence strategies
- Facilitating skills and managing tough topics

Highlights of the courses, held to date, indicated by participants and derived from evaluation forms completed were

Likes:

- *Knowledgeable fantastic facilitator in touch with her faith and audience*
- *Organised and professional course*
- *Great presentation and delivery*

Learned:

- *Understanding of theoretical methods*
- *Training methods (modelled on the presenter's presentation style)*
- *Understanding family violence, its triggers, and caring for oneself*
- *Transference and balancing of different cultures to faith and spirituality*

Suggestions:

- *Provide more PLwV courses*
- *Taking the PLwV to the community and churches*
- *Translate the handbook to Pacific languages*

Homeless Children in Safe Housing

It is no surprise, given the amount of publicity that a problem our statistics confirm is the increase in housing issues, which is at an all-time high. However, last year our workers were able to house 47 clients (including family clients) and their children.

A priority outcome for this agency is always the safety, care and wellbeing of children. So when a mother and her children at risk of eviction were recently referred to us by Mercy Hospice, we were fortunate to find them a 3-bedroom, safe and affordable house. This outcome was achieved by working with community and housing providers. Effective collaboration with Housing New Zealand and other providers is such an important factor in assisting people into accommodation.

Homelessness is due mainly to the shortage of affordable rental housing and the need for more social housing. This affects all demographics, with a growing need among the elderly. Our clients are experiencing significant hardship and are living in sub-standard conditions. This is exacerbated by the seeking of significant financial advantage of rental properties at the expense of the tenants. Our concern is the health and safety of children and the elderly who are more prone to illnesses caused by inadequate living conditions. Our Social Workers are working with housing providers and community to help and find solutions.

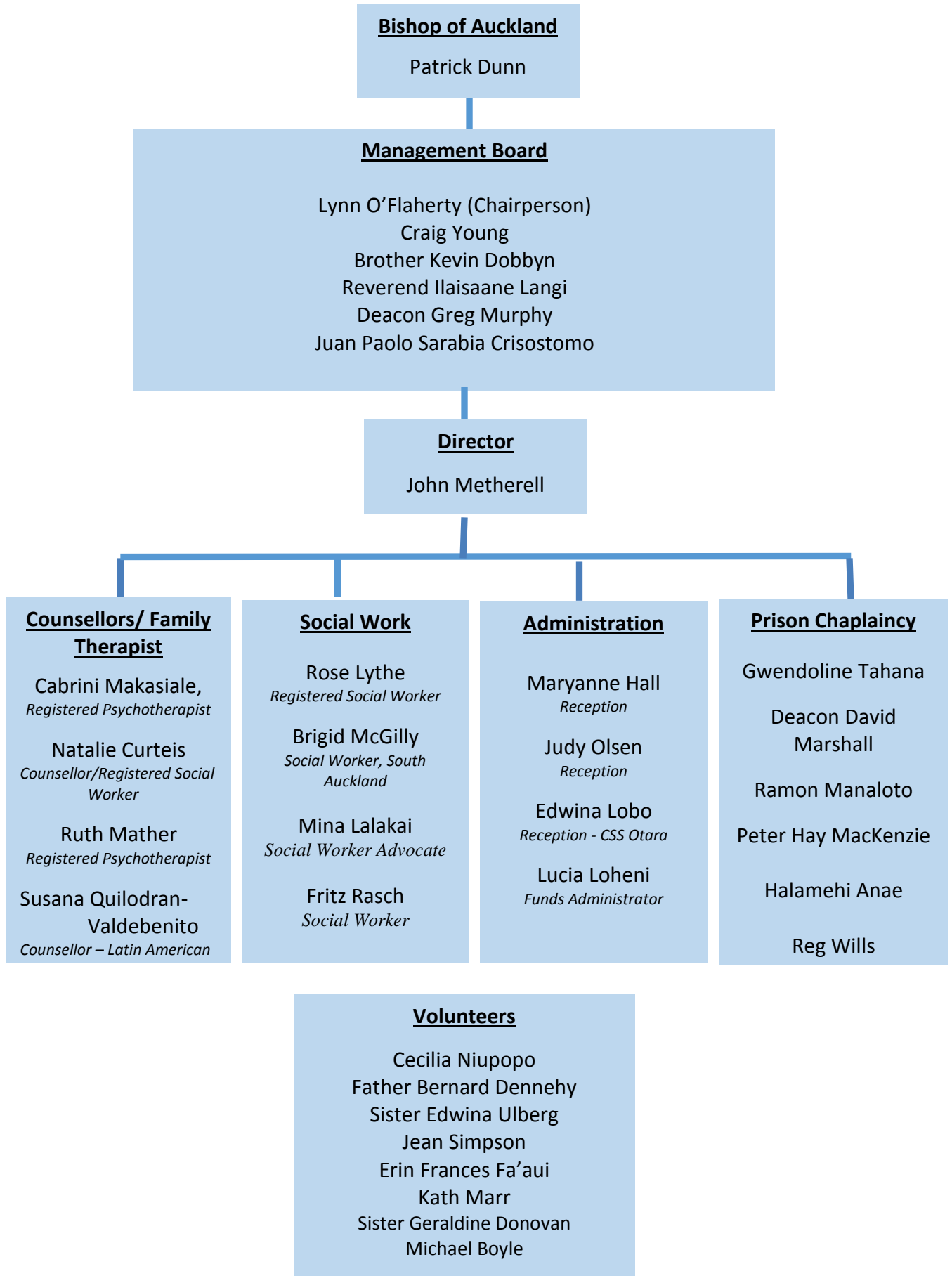
Recognition and appreciation of our Supporters

While each year bring challenges and opportunities to contribute to the health of our community, and the people who are part of it, Catholic Social Services continues to be grateful for the ongoing generosity of funders and philanthropists, both statutory and community agencies, religious groups and volunteers for their continued support.

John Metherell

Director

Organisation Structure



**Catholic Prison Chaplaincy on behalf of the NZ Catholic Bishops
Conference, and in association with Prison Chaplaincy Services Aotearoa
NZ (PCSANZ), and the Department of Corrections**

Retirement of Deacon Hans Flapper, Catholic Prison Chaplain, Auckland East Prison



Deacon Hans retired on 31 July 2016 having been chaplain at Auckland maximum security prison following 8 years of faithful and committed service to the men sentenced there.

Deacon Hans also represent the diocese and Catholic Prison Chaplains at the IPCA Conference in Sydney in 2015. He found it a great learning experience and it is his hope that such involvements will contribute to improvements in Prison Chaplaincy in New Zealand.

Whilst Hans has stood down from his prison chaplaincy role he remains fully active in his Deaconate ministry.

Thank you Hans for your involvement and God Bless to you, your wife Tonny and family, in this Papal “Year of Mercy” and the observation of the “Jubilee for Prisoners” which is on 5 & 6 November 2016.

Reg Wills, Catholic Prison Chaplain, Kohuora, Auckland South Corrections Facility (ASCF)



I became the Catholic Chaplain at Kohuora (ASCF), located at Wiri, in May. The beginning was bewildering to say the least. Just coping with security was a very steep learning curve, I have never said my name so many times. The wide open spaces and green grass gives the idea that you are at a school or a university campus. At the beginning I thought there wasn't enough work now I that am beginning to know the men that idea has certainly changed.

Being at Kohuora has both challenged and strengthened my faith. Some of the men have certainly found Jesus and their faith can astound me. Many of those find faith through being at ground zero. That's where they find Jesus. As one of the men said to me, “I have been in jail 4 times. Every time I am in jail I find Jesus, every time I get out I lose him.” So that brings me to one of the main reasons we are here, to help the men gain a faith that is unbreakable no matter where they are. The role of evangelization is also becoming a big part of our role, some of the men want to know how to pray, to establish a faith connection.

Another main reason is to be with the men. At times the heavy administration load we have here (attendance registers, face to name lists, spiritual events functions, volunteer organization and other things) can interfere with that function.

I very much enjoy my role here at Kohuora. I enjoy being with the men whether it be involved with services, meeting with them for various reasons, or just strolling through the blocks. My time as a

pastoral care leader in schools and teaching in schools has given me a basis on which I can relate to the men. I even have some of my Old Boys in here! I feel I have been placed here to strengthen my faith and spread God's word to all.

Halamehi Anae, Catholic Prison Chaplain, Auckland Region Women's Corrections Facility (ARWCF)

My experience as chaplain at Wiri Women's Prison since December 2015 has been a challenge far beyond what I ever expected. Discovering the different personalities of the women has taught me such a lot about human nature and about myself. Gaining the trust and respect of the women by spending time sharing the stories of their lives, their concerns, their many sadness's, their fears about being in prison, their worries about their families on the outside, their hopes and dreams for when they are released and sharing times of prayer has helped me to become a more humble person and less judgmental about the shortcomings of others.



Sometimes I feel overwhelmed and I wonder what I am doing in this role and whether anything I do is making a difference – there are so many needs and so many women, but from time to time I receive little notes from the prisoners like the one below, and take heart that God is using the little gifts I have to do something good to bring peace and healing to some of the most hurt and broken people in our society.

From

Julianna

–

"My name is Julianna and I've been 14 years in jail. First I give thanks for allowing Mehi to be our chaplaincy. I wish there were more of her. She has what I call A HEART FOR THE WOMENS. She is very passionate, honest, caring and puts one hundred and twenty percent into helping us women. Of course she is only one woman but she does the work of many. A great listener so we can just air out things that are bothering us, she gives very good advice and just being real makes all the difference, never judging us for what we are in here for."

I am so thankful for all the support and encouragement I have received and to the volunteers who visit the women to provide programmes and the benefactors who are contributing to this very important outreach of our Catholic Church.

May God continue to bless us all.

Statistics

For period January – December 2015

Client Numbers: 416 Presenting issues: 1188

Diagram 1

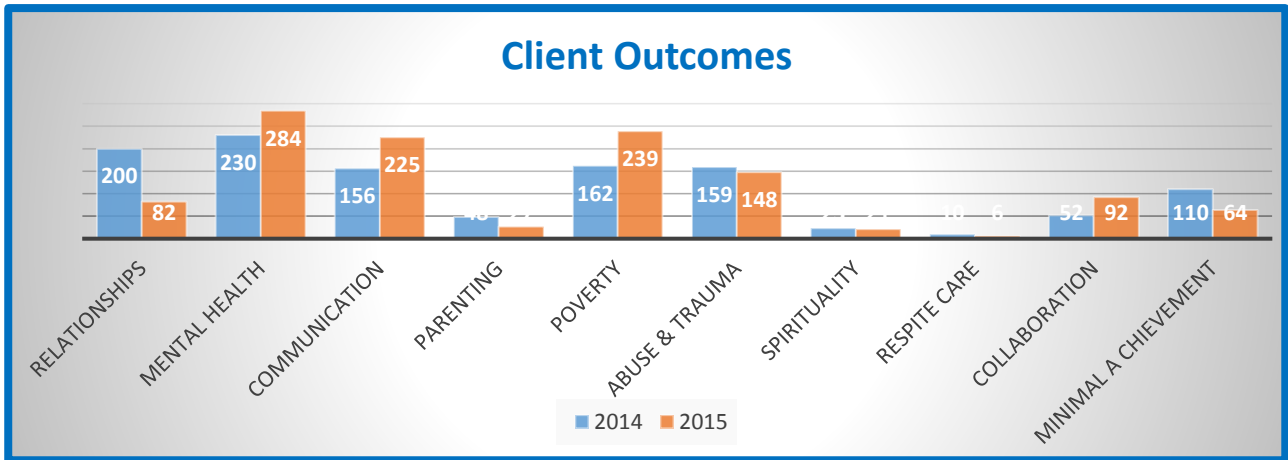


Diagram 2

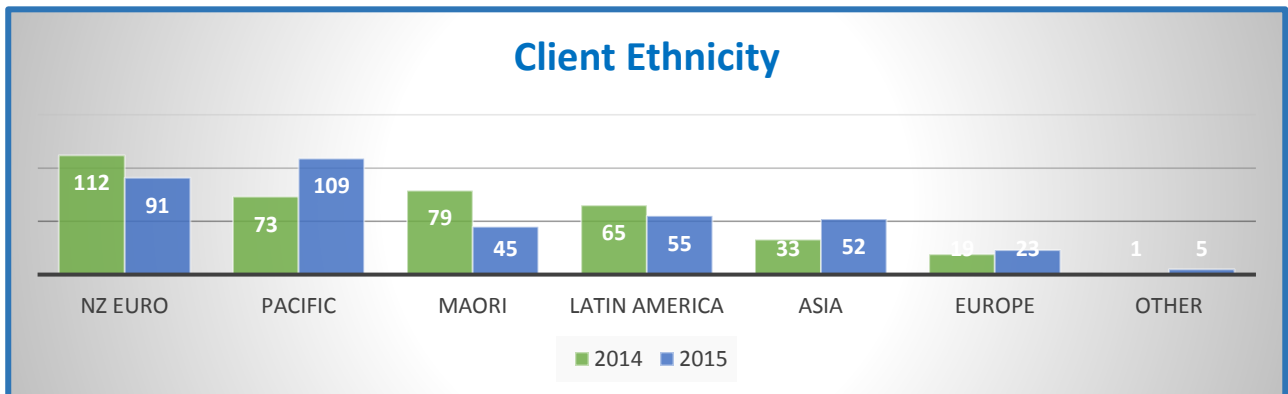


Diagram 3

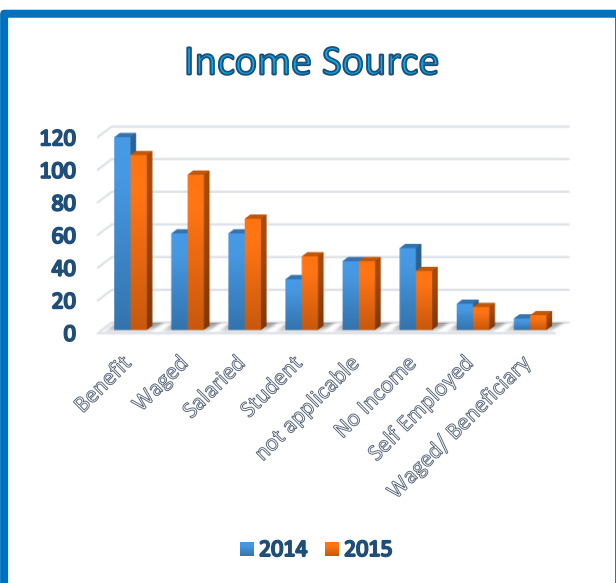
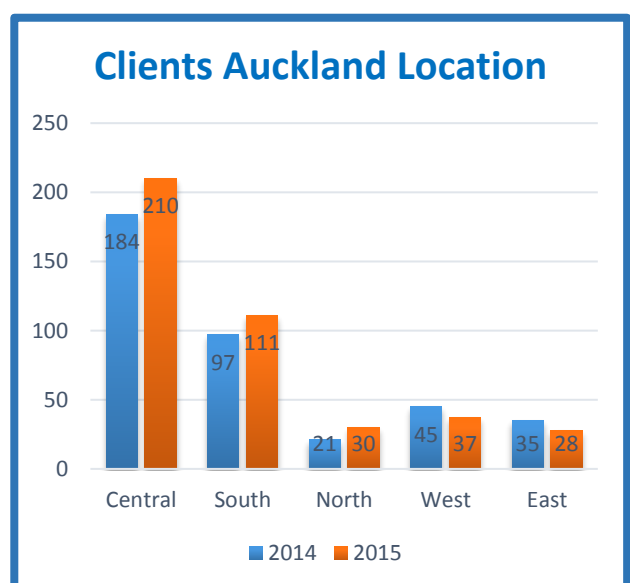


Diagram 4



Finance

Statement of Financial Performance

For the Year Ended 31 December 2015

	2015 \$	2014 \$
INCOME		
General	156,815	219,210
Departmental	365,867	268,163
Prison Chaplaincy	<u>197,943</u>	<u>186,610</u>
Total Income	720,625	673,983
EXPENSES		
General	(262,563)	(262,293)
Departmental	(347,601)	(302,214)
Prison Chaplaincy	<u>(210,065)</u>	<u>(209,884)</u>
Total Expenses	(820,229)	(774,391)
Total Surplus (Deficit)	(99,604)	(100,408)
DEFICIT FUNDED BY:		
Reserves	99,604	100,408
STATEMENT OF CASH BALANCES		
BNZ Current Account	38,974	28,979
BNZ Donations Appeal Account	6,777	7,079
Catholic Development Trust	<u>80,606</u>	<u>19,456</u>
Total Cash Balances	126,357	55,516

Notes to and Forming Part of the Accounts

For the 12 Months Ended 31 December 2015

	2015 \$	2014 \$
Note 1 – INCOME		
Grants Received	340,922	329,029
Diocese Contribution	175,000	175,000
Prison Chaplaincy Board	78,980	67,932
SERCO Contribution	0	30,500
Donations	12,932	6,136
Interest Received	165	1,872
Fees Received	109,685	62,221
Other Income	<u>2,941</u>	<u>1,293</u>
Total Income	720,625	673,983
Note 2 – EXPENSE		
General	262,563	262,293
Family Support	203,911	199,868
Family Violence	143,690	102,346
Prison Chaplaincy	<u>210,065</u>	<u>209,884</u>
Total Expense	820,229	774,391

Acknowledgement and Thank You

We acknowledge the significant contribution to our organisation from the following which enables our ability to continue to provide services to those in real need.



BlueSky Community Trust



Catholic Caring Foundation



Catholic Diocese of Auckland



Dragon Community Trust



Foundation North Community Trust



New Zealand Lottery Grants Board



Ministry of Social Development – Dept. of Child Youth and Family



Prison Chaplaincy Services Aotearoa New Zealand (PCSANZ)



Sir John Logan Campbell

Sisters of Our Lady of the Missions

Society of Mary



The Southern Trust



The Tindall Foundation



The Todd Foundation

Tony Brebner



Waitemata District Health Board

Catholic Social Services continues to seek support from friends and community. If you wish to offer your support, please visit our website:

www.cssauckland.org.nz or email: reception@cssauckland.org.nz

Photo Gallery



Gifts From Our Friends

From left: John Metherell, Eddie Eyre (Sacred Heart Parish), Rose Lythe and Natalie Curteis, sort through donated children's winter pyjamas from Sacred Heart Parishioners.



The Essential Deli

Corporate and Party Caterers
455b Mt Eden Road, Auckland

Naz Bababour (*left*) and all the staff of The Essential Deli are the friendly faces that greet you as you enter their shop located in the Mt Eden Village. We at Catholic Social Services are grateful for the donation of tasty foods like salads, pies, savouries, muffins and scones, which we offer to appreciative clients. The

Essential Deli, owned by Adrienne Moors, has been helping hungry families and children of Catholic Social Services for many years now.

CATHOLIC SOCIAL SERVICES

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