

TO BE A GOD INSPIRED
COMMUNITY UNLEASHING
THE POTENTIAL OF ALL PEOPLE

VISION STATEMENT

Te Aroha Noa
Community Services
Trust



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INTRODUCTION

GROWING OUR COMPASSION

Stephen Covey, the author of the ‘The Seven Habits of Highly Effective People’ tells a story in his book of moving beyond a judgement perspective to a compassionate response. It is a story that challenges us to be cautious of our judgements and to dare to enter another’s world – to try and understand the world through their eyes, to become sensitive to the ‘other’. When we do, our paradigm can, without conscious effort, shift and compassionate responses flow naturally from us. Deep involvement in community, especially communities which have people who have cultural differences to ourselves, can challenge us to make profound paradigm shifts – if we are open to the challenge! It is our hope that this story and the stories of the mahi (work) of Te Aroha Noa Community Services will challenge you to be open to paradigm shifts and their ensuing compassionate responses.

One Sunday morning (I was) on a subway in New York. People were sitting quietly – some reading newspapers, some lost in thought, some resting with their eyes closed. It was a calm peaceful scene.

Then suddenly, a man and his children entered the subway car. The children were so loud and rambunctious that instantly the whole climate changed.

The man sat down next to me and closed his eyes, apparently oblivious to the situation. The children were yelling back and forth, throwing things, even grabbing people’s papers. It was very disturbing. And yet, the man sitting next to me did nothing.

It was difficult not to feel irritated. I could not believe that he could be so insensitive as to let his children run wild like that and do nothing about it, taking no responsibility at all. It was easy to see that everyone else on the subway felt irritated, too. So finally, with what I felt was unusual patience and restraint, I turned to him and said: “Sir, your children are really disturbing a lot of people. I wonder if you wouldn’t control them a little more?”

The man lifted his gaze as if to come to a consciousness of the situation for the first time and said softly, “Oh, you’re right. I guess I should do something about it. We just came from the hospital where their mother died about an hour ago. I don’t know what to think, and I guess they don’t know how to handle it either.”

*Can you imagine what I felt at the moment? My paradigm shifted. Suddenly I saw differently, I thought differently, I behaved differently. My irritation vanished. I didn’t have to worry about controlling my attitude or my behaviour; my heart was filled with the man’s pain. Feelings of sympathy and compassion flowed freely. “Your wife just died? Oh. I’m so sorry! Can you tell me about it? What can I do to help?” **Everything changed in an instant.***

(Stephen Covey – Seven Habits of Highly Effective People,
New York, Simon and Schuster 1989)



CHAIRMAN'S REPORT

For many years Te Aroha Noa Community Services has worked very hard at forming relationships – relationships between staff, relationships with clients, relationships with churches, with other community organizations, with educational institutions, with funding providers, with Government Departments, with local government, with central government, but most importantly with God. The wisest man who ever lived had this to say

“Unless the Lord builds a house, the work of the builders is wasted.

Unless the Lord protects a city (or community), guarding it with sentries will do no good.”

Psalm. 127:1&2

Te Aroha Noa Community Services are excited at the renewed and strengthened relationship and partnership with the Central Baptist Church that the Senior Pastor, Digby Wilkinson has fostered. Te Aroha Noa Community Services has its roots firmly embedded in the Central Baptist Church and its encouraging to see that vision that started 20 years ago fanned into flame again. We thank the church for their solid and growing support.

The building of relationships with the community has witnessed tremendous growth in the use of the Early Childhood Centre, so much so that there are now large waiting lists. The building of relationships with Housing NZ and the Ministry of Education have formed the foundation for negotiating for the potential purchase of land and buildings for a proposed new Educare Centre adjacent to the existing Early Childhood Centre. The Trust was granted a Capital Projects Planning Grant to prepare a detailed proposal and procure resource consents for the building of this proposed new Centre hopefully commencing later this year. This \$1.3 million project is a tremendous undertaking for the Trust but it has only been possible because of the confidence that Government Departments have in the partnership that the staff and Trust have developed with them.

Without key skilled staff to build relationships with clients and community the benefit, help, support and learning for these people would not be possible. This past year Phil Cullen joined Te Aroha Noa Community Services as the Adult Education Facilitator, Cindy Hammond filled the role of Lead Educator, Early Childhood Centre, Regan Marsh graduated to Educator, Early Childhood Centre, Donna Hyland fulfilled the SKIP Facilitator position and Theresa Lambert has brought expertise to the HIPPY programme. It is exciting to be able to compliment our existing staff team with younger generation staff and the enthusiasm they bring.

Some of the relationship building with the community has been through some new initiatives such as developing a Violence Free Community through the use of Community consultants and the development of an Adult Learning Centre. The commitment of Adult learners graduating in first steps learning of computers, guitar, literacy, numeracy and Level One Maths through Correspondence School is truly exciting. We are indebted to the Students in Free Enterprise Club from Massey University, the Palmerston North Computer Recycling Company and a local internet provider, Inspire Net, who have generously provided a computer suite and Broadband. We are also indebted to UCOL who have upgraded the computer suite to allow us to scaffold community students enrolled in UCOL courses at our Highbury site. This is truly a partnership working for the good of our community.

A first this year was the conducting of a family/whanau Camp at Foxton Beach under the SKIP initiative. This was a highly successful venture with 90 parents and children attending.

Relationships with the wider community reached a new high in November 2007 when over 30 organisations worked collaboratively together to create a great community event entitled “Celebrate Highbury Day”. This was a day to celebrate the richness and cultural diversity of the Highbury community. Practically all the Kindergartens, Early Childhood Centres, Primary Schools, Church



groups and cultural groups performed throughout the whole day. It was awesome. The local kaumatua, Matua Baker, opened the day with a karakia followed by the Mayor, Jono Naylor, planting three trees. Young people mixed with City Councillors, Housing NZ staff, Public Health nurses and not forgetting the Highbury Police who made a huge commitment to the day. It was truly the evidence of a community in transformation.

The “Celebrate Highbury Day” was the result of seeds sown and ideas gained when our Chief Executive Officer, Bruce Maden, was invited by the Tindall Foundation to participate in a study trip to Canada in September 2006 to examine collaborative community led development initiatives. This relationship has been ongoing and recently we were privileged to have Trevor Gray, Executive Director of the Tindall Foundation pay a visit to Te Aroha Noa Community Services. Other visitors to strengthen relationships with us have included, Gael Surgenor, National Service Development Manager and her staff from the Ministry of Social Development, Darryn Ratana, Network Development Officer, Ministry of Education, and Paul Curry, Head of the Families Commission and his staff. Local and central government have shown a keen interest and support of Te Aroha Noa Community Services with visits from Jono Naylor, our Mayor, the Prime Minister, the Rt. Hon. Helen Clark, Steve Maharey and Mark Gosche and from Paula Bennett, National MP and spokesperson for Early Childhood Education. We would especially like to acknowledge Steve Maharey’s long and committed partnership that he and Te Aroha Noa Community Services have enjoyed together.

A developing focus this year has been the research partnership that has been forged between Te Aroha Noa Community Services and Massey University’s School of Health and Social Sciences. Professor Robyn Munford and Dr Jackie Sanders have participated in and given leadership to a research team exploring “Te Aroha Noa Community Services Theory of Change” as it applies to whanau/families and the whole community. This research is in its final stages of being reviewed prior to being published by the Families Commission. Te Aroha Noa Community Services also had the privilege in the last year of participating in research conducted by Price Waterhouse Coopers. In this study Price Waterhouse Cooper’s researched the economic outcomes of Community Adult Education with Te Aroha Noa Community Services being one of five case study organisations. This research shows that for every \$1 input into community based adult education, it results in a return of \$54 to \$72 on investment. That is a very significant outcome.

Te Aroha Noa Community Services has much to celebrate, but we make special mention of being the 2007 winners of the Palmerston North Trust Power Community Awards in the Education and Child Development section.

Finally we want to express our appreciation to all our funding providers including all those who voluntarily donate their time, skills, resources and enthusiasm. This last financial year our income reached \$1.1 million. To Bruce Maden, our Chief Executive Officer and his staff who work as a great team, the Trust says a huge thank you. Recently I heard several mothers at the Early Childhood Centre say ... “we love being here because it’s like being in a big happy family.”

In conclusion I want to give thanks to God for the positive impact that Te Aroha Noa Community Services is having in the Highbury community because ...

“Unless the Lord builds a house, the work of the builders is wasted.

Unless the Lord protects a city (or community), guarding it with sentries will do no good.”

On behalf of the Trustees
Lew Marsh
Chairman



CHIEF EXECUTIVE OFFICER'S REPORT

Nga mihi nui ki a koutou katou, Greetings, Talofa lava, Kia orana, Malo e lelei.

During the 2007-2008 year Te Aroha Noa Community Services has increasingly developed its engagement with the whole western suburbs communities of Palmerston North. Building on its earlier successful 'whole of community' initiatives with the SKIP (Strategies with Kids, Information for Parents) Project and influenced by the learnings on collaborative community led development that I gained on my Tindall Foundation sponsored Study Tour to Canada in September 2006, Te Aroha Noa Community Services has strongly worked on building collaborative community partnerships to build a sense of Highbury being a positive and vibrant community.

Undoubtedly the highlight was the 'Celebrate Highbury Day' which was held on Wednesday 28 November 2007. It was the culmination of a year's process of community development that began when Te Aroha Noa Community Services saw the possibilities of engaging a community in a consultation process about the re-development of the Farnham Avenue Playground which was initiated by the Palmerston North City Council. However from small beginnings and an increasingly close partnership that developed between Housing NZ, Palmerston North City Council and Te Aroha Noa Community Services, an idea began to form of holding a community wide celebration of the richness and diversity of the western suburbs communities. Ultimately 33 community groups and institutions joined our collaboration and collectively planned this event over a four month period. The result was a day that celebrated the strength of the community and what can be achieved when we all paddle the waka in unison. Through the opening karakia and blessing by our local kaumatua, Matau Baker, the planting of trees by the Mayor, Mr Jono Naylor, and the kindergartens, schools, cultural and church groups that performed throughout the day, approximately 1300 people experienced To Turangawaewae – A Place To Belong. Relationships were built and barriers began to be broken down. Government Departments such as Housing NZ, the Highbury Police and Child, Youth and Family actively participated in the day and the community began to experience them as part of the community rather than external agents of control.



The New Zealand children's performing arts group 'The Funky Monkeys' recent visit to Highbury for a SKIP Project Initiative where 20 kindergartens, Early Childhood Centres and new entrant classes from all the schools in the western suburbs collaboratively planned and participated together in a community building and parenting enhancement event again demonstrated the power of community building when approximately 1200 parents and children attended.



While these and other events undoubtedly have contributed to building a sense of people belonging to a vibrant community, Te Aroha Noa Community Services has also been committed during the last year to tackling some of the more hidden issues, such as Family/Whanau Violence that significantly constrain our community and our families from 'being all that they can be'. If the Celebrate Highbury Day event



and the Funky Monkeys visit were highly visible and ‘out there’ initiatives our Violence Free Community Initiative has been small and far less visible but paradoxically it is also having significant impact. Small can be big! In this initiative community participants who have experienced VIOLENCE along with some of the staff of Te Aroha Noa Community Services have joined an action research ‘Consult the Consultants’ group. Meeting fortnightly they have shared harrowing stories of VIOLENCE from when they were children into their present day adult lives and then the group has co-constructed an understanding of the complexity of violence and began to develop a plan to ensure our community becomes Violence Free.

This initiative has been actively supported by the Community Action Fund of the Ministry of Social Development and they have encouraged this community development approach to creating a Violence Free Community by organising a hui where ‘Consultants’ could share directly with National Office staff in Wellington and by visiting Te Aroha Noa Community Services to become part of a learning community about this approach. Community participants are already beginning to tell stories of change that are occurring in their own lives, the lives of their immediate family/whanau and in their wider networks. A movement for change is gaining momentum – a Violence Free Community is possible.

As we have gained confidence and experience in collaborative community led development approaches Te Aroha Noa Community Services has increasingly wanted to advocate for the expansion of this praxis with National and Local Government, businesses, Church and philanthropic organisations. It has therefore been exciting to host visits from the Prime Minister, the Right Honourable Helen Clark, the Mayor of Palmerston North, Mr Jono Naylor, the National Party spokesperson on Early Childhood, Ms Paula Bennett, the Executive Director, Mr Trevor Gray of the Tindall Foundation, the Chairman of Eastern and Central Community Trust, Mr John Culling, the new Pastor of Central Baptist Church, Rev Digby Wilkinson and senior staff from the Ministry of Social Development and Ministry of Education Early Childhood Division. We continue to hope that the significance of the concept of community led development is gaining momentum in these wider institutions. Te Aroha Noa Community Services remains convinced that community change occurs through long term commitment to communities of place.

Te Aroha Noa Community Services continues to be a very dynamic and vibrant organisation that is impacting its community and wider New Zealand in many ways. While the activities it has engaged in are too numerous to mention I would particularly like to draw your attention to the following significant achievements or outcomes occurring in the last year.

- The on going development of our collaborative research and teaching partnership with both Professor Robyn Munford and Dr Jackie Sanders of Massey University’s School of Health Sciences. A three year research study, elucidating the ‘Theory of Change’ infusing the family/whanau and community development mahi/work of Te Aroha Noa Community Services is nearing its final stages and publication. We are indebted to the Families Commission who have commissioned this research for their ongoing support and encouragement of this study. It is our hope that further research will be undertaken in the coming year into community development approaches to family violence.
- An excellent Education Review Office Report detailing the quality education being provided in our Early Childhood Centre.
- The extensive amount of work that has been put into developing a quality proposal to build a second Early Childhood Centre that will enhance the educational opportunities of our children



- The development of the Adult Learning Centre and in particular the Computer Café with the generous support from Inspire Net, the Massey University S.I.F.E. (Students in Free Enterprise) Club and Palmerston North Recycling Ltd. The term graduations and celebrations of our first steps adult learner's achievements were very moving and inspirational. We express our appreciation to the Tertiary Education Commission for its support of Adult Community Education initiatives in disadvantaged communities.
- Our first Family/Whanau Camp. As part of our SKIP Project initiatives this Camp at Foxton Beach which was attended by 90 children and their families, was a very significant achievement.
- The continuing addition of high quality staff.
- The continuing development of partnership relationships. This includes strong partnership relationships with Child, Youth and Family and Group Special Education as well as with ACROSS and Manchester House Social Services. In the latter example, these groups are jointly developing a Client Management Database system.

In conclusion through these examples of activities undertaken by Te Aroha Noa Community Services in the last twelve months we have demonstrated in some small way that transformative change can happen in communities with complex issues, when a group of ordinary people dare to participate in a God inspired great endeavour.

Bruce Maden
Chief Executive Officer

Kau e rangiruatia te hā o te hoe;
e kore to tatou waka e a ki uta

Do not lift the paddle out of unison
or our canoe will never reach the shore



FAMILY/WHANAU DEVELOPMENT

Family/Whanau Development

Thanks
All my life I kept my dreams
Tucked somewhere deep inside:
Till one by one you pulled them out
With nothing left to hide.
You pointed to my deepest dreams
You told me I should try
Then gently told me I had wings
And showed me how to fly.
Then somehow you reached in my heart
Made words flow like a stream
With loving inspiration
You became part of the dream
I never would have dreamed my dreams
They never would have come true
Those dreams would not be realised
If God had not sent you.

This poem was presented to thank us for the mahi undertaken with a family and while she acknowledges the impact we had on her life she is now flying solo.

A Tale of Two Cities and Family Change

Ngaire, Ropata and their children were referred to our service in July 2007. There was an extensive history of family violence, Ropata had been in prison but had been out for a year, and there had been gang involvement and drug issues. The family had moved from another city to try to break away from their old life there but Ngaire said that they had actually brought the other town and their troubles with them to Palmerston North. In the other city, Ngaire had been known as “K” and when she moved town she did not want to be K anymore so started calling herself by her second Christian name - Ngaire. Unfortunately, when they arrived in Palmerston North the raruraru (troubles) started to get them noticed by Police here. The Police were often intervening in family violence incidents at their home. These police visits caused the family to be noticed by CYF as well - hence our involvement.

When Ngaire and Ropata came into Te Aroha Noa with their CYF social worker for their first meeting I was impressed with them. Ropata talked about being ready for change and talked about the changes the family had already made – making the decision to leave the gang lifestyle, leaving family and friends in another city to start a new life, and wanting something better for their children. They talked of their dream for their family as being, “A life without fighting, to be good role models for our children and for our children to look up to us, and for us to be happy”. I heard in their korero the want for something different.

Ropata and Ngaire became actively involved in the Te Aroha Noa community. Their children started attending our Early Childhood Centre (ECC) and they began some personal and



relationship work, and worked with our Family/Whanau team. Ngaire began working in our Early Childhood Centre one morning a week, and also became a parent educator for a time. Eventually Ngaire sought fuller paid work and went to work at a local bakery, and then went on to get full time employment in a big restaurant. However, the ECC team leader told Ngaire that there would always be a job at ECC for her. Ngaire said knowing this helped her as she started her employed life because she knew if things didn't work out she could always come back to the ECC. It gave her a sense of security.

Ngaire and Ropata were open to new learnings and ways of doing things so slowly change started to happen. Whereby a year ago their raruraru would get into physical fighting and police being called out, they started to find different ways to express themselves. That doesn't mean they stopped having differences – they just found new ways to manage their differences. The Police have not been called to their house in many months.

Ngaire talks about her journey with Te Aroha Noa as helping her to get the “boulders on her shoulders off” and that not having those boulders has enabled her to be more involved with life. Ngaire also commented that, “It feels like it's my whanau here now” because she is part of a community that support each other and help each other to grow. Ngaire loved the fact that when she and her kids started coming that the other Mums always had positive things to say about her kids. This had not always been the case for her.

Ngaire has become a participating, contributing member of our community and has been involved with our Consulting the Consultants Violence Free Community Project and sharing her story of change with students from Bethlehem College and others. Ropata recently reflected on the huge change the family has made in the last year and how different life is for them now. This is the story of raruraru following a whanau from one city to another, and how they were able to change the pattern of violence and in doing so, changed their whanau.

THE TEAM:

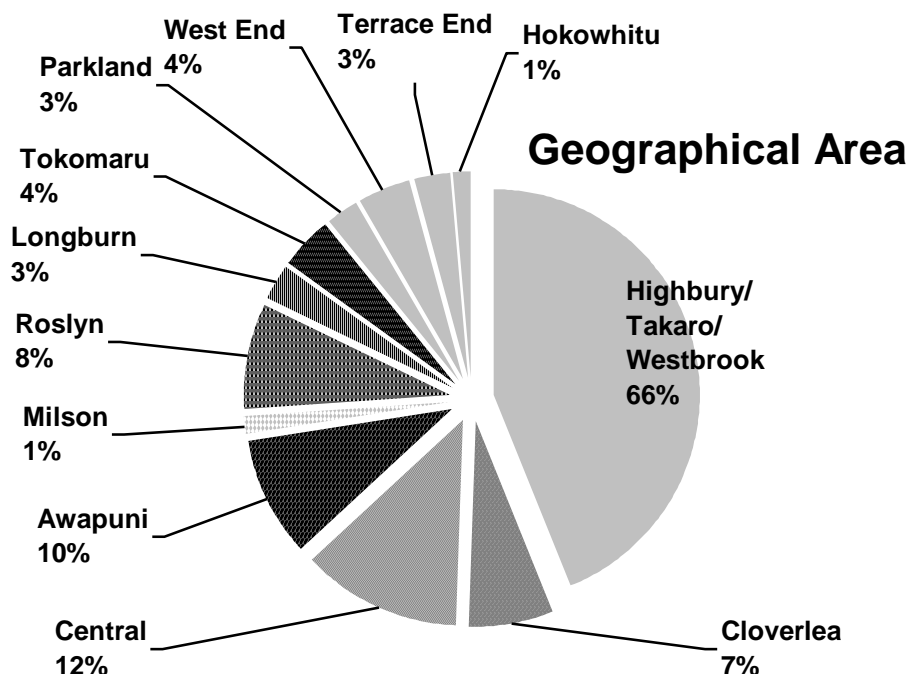
Bruce Maden	-	B.Sc (Psych), M.A. Social Work Applied.
Elizabeth Maden	-	Diploma in Teaching.
Beryl Reynolds	-	Registered Nurse.
Ange Watson	-	BSW (Hons).
Sheryll Horn	-	Diploma in Counselling and currently undertaking BSW
Lori Governor	-	Social Work Student on placement (2007)

Te Aroha Noa Community Services continues to grow in size, but for us, it is the measure of growth in people that keeps us doing what we do. This growth is about everyone that comes through our doors and to that end our team continues to grow in knowledge by attending ongoing training.



GEOGRAPHICALLY:

Our families are mostly from our Highbury/Takaro/Westbrook area as depicted in the chart below.



REFERRALS:

For the past three years, the Family/Whanau Development has been undertaking contractual work in which we work collaboratively with families/whanau and Child Youth and Family. These have been in the form of Family/Whanau Agreements. This year we have also accepted a contract to undertake family assessments in which we, in conjunction with the family/whanau, assess the needs of their family.

OUTCOMES:

- Parents are dreaming bigger dreams for themselves and their families.
- Parents are feeling more supported in their journey, one Mum described it as “now being able to walk in the sunshine”.
- Empowering parents to be assertive and have a voice interacting effectively with those in authority.
- Families/whanau bring us new ideas which expand our service
- Families/whanau in the community are committed to supporting each other more.
- Families/whanau are noticing strengths they never realised they had. These strengths are opening up more possibilities for families/whanau. Families/whanau are now asking themselves how they can utilise these in other areas of our lives.
- Parents are taking risks, or as they describe it, a leap of faith, to respond in a different ways to situations and people.
- Supporting a child so that access to resources will give him the opportunity to reach his full potential.



- Modelling appropriate ways of working with families/whanau to other professionals. Professionals have taken on different views of families/whanau which families/whanau feel is more mana-enhancing for them. This different view offers different opportunities in ways of working with families/whanau.

FAMILIES GIFTS TO US:

- Families teach us to be flexible, respectful and patient (change can be a slow process). We are constantly awed by families' willingness to actively participate collaboratively with us. Families show commitment that inspires and motivates us. We endeavour to work with families in a way that is most effective for them, constantly reflecting on our process so that we retain our focus. We thank the families who have allowed us to be part of their lives and who have taught us so much.

Family/Whanau Development Team



Counselling

“Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilization work.”

Vince Lombardi (American Football Coach)

Team and teamwork is the language we speak of how we see ourselves, both within the counselling team and within the wider organization. Each individual being encouraged to grow in strength, courage and ability thus strengthening each team within Te Aroha Noa Community Services.

This became the theme for our retreat this year to become more aware of and grow the strengths of each individual counselor to enhance the work of the team. This proved to be a fun experience, spending the night together at Foxton Beach, enjoying the cuisine at Simply Balmy and growing in our knowledge of ourselves, of each other as individuals and as a team.

In order to continue this theme during the year we meet fortnightly as a team for supervision, discussion and encouragement to further our skills for the benefit of the organization. Katrina has used her skills in the area of health to share with other groups, such as the Young Mothers Group which has recently been started by Donna through the SKIP initiative. Kate has studied early childhood attachment processes and is developing an assessment process to be used for helping parents to become better parents. The Ministry of Justice has invited us to provide ‘Parenting Through Separation’ Courses for parents who do not parent their children together. Kate and Bev have delighted in being able to provide this course as the information is relevant regarding the difficulties of separation, the arrangements for care that need to be addressed and the court processes. The inspiration Bev gained when working with a client began the ‘What to Wear’ course. This has been such fun with people taking huge risks to try new things. The following is written by a participant (the president!) of a group we call ‘Latté’:

Most of us will never get to go to an Olympic Games, much less compete in them, the best we can hope for is cheering on our athletes from the comfort of our lounges. We watch in awe at the skill and dedication of those who have given their lives for the sport they love, and celebrate the achievements of many.

If you come to the September meeting of ‘Latté’ you will get to relive some of your memories of the games, whether it be the brave performance of Mahe Drysdale when he won a Bronze medal despite being ill, or feeling proud to hear our National Anthem being played while the Evers-Swindell twins smiled at achieving Gold.

Along with that you will be challenged to think about those unfulfilled dreams in your life that might still hurt you: or you might want to share your ‘personal best’. Maybe you will be challenged to think of someone else you can help to reach their ‘personal best’.

This is just one of the themes we discuss at our monthly ‘Latté’ meetings.

An open invitation is given to anyone who wants to join in for a coffee, muffin and conversation on many of life’s issues. Popular past themes have been based around Max Lucado’s book “You are Special” and our recent



topic “Restoration” inspired us to think about experiences of restoration in our lives.

A small group of regulars attend ‘Latté’ each month and are joined by a variety of staff, clients, parents who have children in the Early Childhood Centre or who are involved with training programmes at Te Aroha Noa Community Services or who live in the area. Two of the counselors, Bev and Barbara lead the discussions. They encourage us to ‘think outside the square’ and to discover new ways of looking at our world and what is happening in it,

For some of us sharing our thoughts and feelings does not come easily, however, Latté is a place where it is okay to peel back the mask a bit without fear of being judged or thought stupid – it is a place of safety and remarkable trust between the people that come along.

It has been an encouragement to see growth and progress in some of the people who come regularly to the group; either by taking up new training or work; or who have ‘hung in there’ during the trials of life. It’s amazing that the right people seem to come along at the right time to share how they’ve come through tough times, just when someone else in the group needs it.

A thread of care and support is weaved into each meeting and we always leave feeling challenged and inspired to be there next month.

There have been some changes within the team this year, firstly, saying goodbye to Janet who has been with us for the last two years, then to Kiri who has finished her training at UCOL and had worked with us on placement the previous year. We welcomed Mary on to the team. Mary is on placement as part of her training at Massey University. We are delighted to say that Kate has returned after taking her family back to England for five months. Cath is continuing her placement here as part of her training at Bible College and Makerita continues her work mainly with Pacific Island clients.

More opportunities have arisen to pass on some of our work and experiences to those who are in the beginning stages of counselling. Some of us have provided workshops for the UCOL counselling students, we have shared with the Bethlehem College students during their intensive week at Te Aroha Noa Community Services and worked with students at Bible College. Not only are others benefiting from these opportunities but it also consolidates the work we do here.

Our team continues to be busy with counselling referrals from many agencies and individuals. We are working with families, couples, individuals and currently have three ACC and Family Court accredited counselors. It has been exciting to see Katrina strongly develop her work with children and their families and Bev work so diligently with individuals and couples and now more increasingly with groups.

What a great team we work within. Thank you to each and everyone of you for your dedication to the people you work with, the skills you so generously share with us all and your commitment to the work of Te Aroha Noa Community Services as a whole.

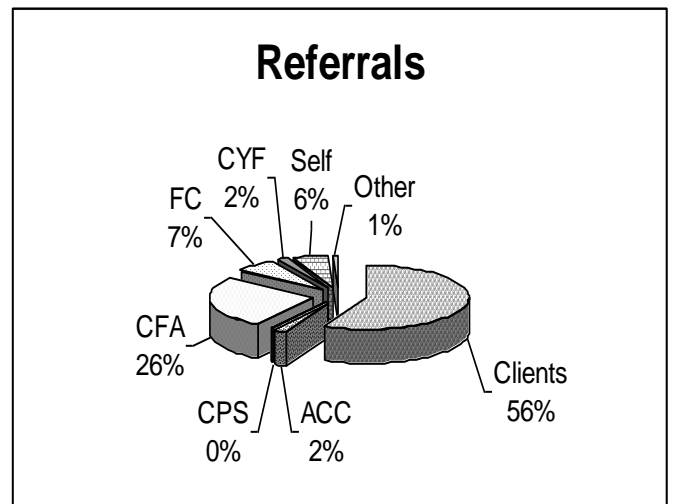
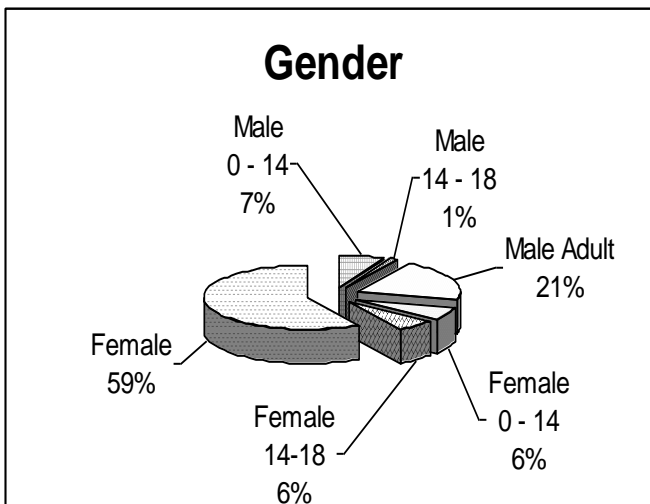
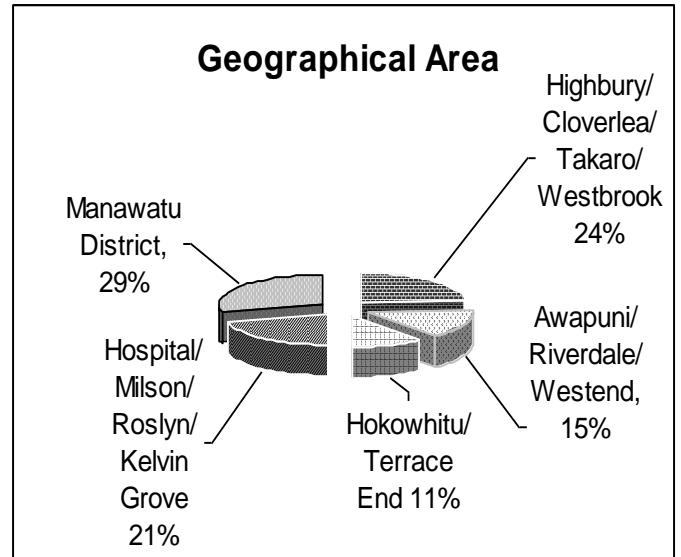
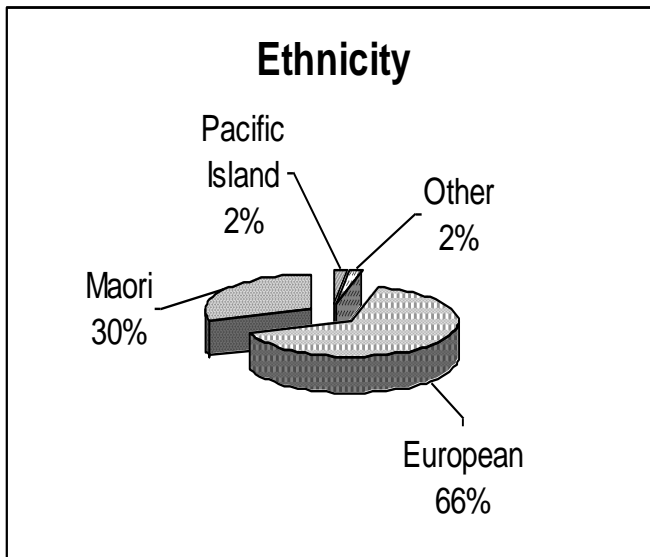
A huge thank you is extended to all those people who diligently help to make this work successful. The reception team is so gracious and welcoming towards our clients making them feel more at ease. The administration staff keeps us all on our toes to be more accountable and effective in our practice. What a tremendous help this is to us. Underpinning our work is the



mighty faith of our prayer group who meet regularly to pray for us all welcoming God's grace, power and love into our lives and all those who enter this place.

Barbara Stuckey and the Team
Counselling Coordinator

Demographics of Counselling Clients





COMMUNITY EDUCATION - DEVELOPING **A LEARNING COMMUNITY**

Perhaps of any area in Te Aroha Noa Community Services this area has undergone the greatest development in 2007-2008. We have continued to focus on developing First Steps Adult Education not as a separate area of mahi/work but by infusing the all encompassing idea of a 'Learning Community' into every initiative and Programme we were offering.

We are only in the early stages of piloting this concept but it is exciting to see the range of initiatives that have begun to take place. They have included developing further our Parent Educator training in both HIPPY Programme and the Early Childhood Centre, a very significant range of wananga (learning) activities and courses under the SKIP (Parenting Enhancement) Programme including our Little Angels – Highbury Style, Train the Influencers seminars, Latté Club mornings, TODL (Teaching our Toddlers to Learn), Computer and Guitar classes, Kapa Haka, Harakeke, Nutrition classes, Parenting and 'Cooking on a Budget' courses.

With the assistance of the Ministry of Social Development, Enterprising Communities Fund, and other Charitable Trust donors such as the Dudding and Page Trusts, J.R. McKenzie and T.G. McCarthy Trusts, sufficient funds were raised to employ a full time Adult Learning Facilitator. This area of work was initially enhanced by Mrs Ripeka Kaipuke and after her resignation we were excited to appoint, Mr Phil Cullen, a primary trained teacher who has had extensive experience in adult education. With a full time Facilitator we have seen enormous advancement of the concept of the Learning Community in the last two and half months. Milestones have included 14 learners being scaffolded in external tertiary training courses, three people participating in literacy development and 409 learners engaged in adult learning activities.

One of the outstanding achievements has been the development of a Computer Learning Café with assistance from the Massey University, Students in Free Enterprise (S.I.FE.) Club, KPMG and local business, Palmerston North Computer Recycling Ltd and Inspire Net. With both their generous assistance and the assistance of volunteers one of our houses has been given a make over and a computer suite of six linked computers installed. This has already significantly engaged our local community with the first two courses being completed and three further courses commencing. Such is the enthusiasm of the local businesses that a 'Computers in Homes' Project is being envisaged and planned for to ensure our community can fully participate in Information Technology.

As part of the launch of this new Learning Centre, and the raising of the profile of the First Steps Adult Education Project an Open Day was recently held, an article was published in the local newspaper and a mini graduation was held to celebrate the achievements of the first adult learners on the Computer and Guitar classes. It has also been exciting to recently be informed that Te Aroha Noa has been awarded a Tertiary Education Commission, Innovation and Development Grant. With this funding assistance increasingly we are developing a sustainable future for our Learning Community.



One of the exciting projects that Te Aroha Noa Learning Community participated in this year was that of being one of five case study community organisations in research into the economic value of community based adult education conducted by PriceWaterhouseCoopers. This was a very stimulating exercise that greatly contributed to build our research capacity and to assisting us to even more clearly clarify our focus in the area of adult learning.



In addition a second exciting project Te Aroha Noa is commencing is of structuring our existing Parent educator training so that the community participants will gain NZ Qualifications Authority recognised credits and qualifications. We are indebted to Dr Ann Balcombe for her generous assistance and encouragement of this Project. She has a great skill in helping make daunting tasks become feasible and achievable. Thank you Ann.

In September 2006 Te Aroha Noa Community Services was awarded a national Dynamic Community Learning Award (one of three awarded). Even though we are only at the beginning of our 'Learning Community' journey this was tremendous encouragement for our emerging vision 'Communities must take responsibility for their own education'. Encouraged by our developing national partnership we look forward in great anticipation to the ongoing development of a Learning Community in the 2008-2009 year.

Bruce Maden



TE AROHA NOA EARLY CHILDHOOD CENTRE

*Whāia te iti kahurangi
Ki te tuohu koe me maunga teitei.*

*Pursue that which is precious and do not
Be deterred by anything less than a lofty mountain.*

This year we have seen the fruition of our dreams; additional staff, full rolls, parents widening their educational horizons, educators enhancing their practice, children excited about learning and families/whanau having fun together.



The following stories capture the learning journeys of educators and parents.

Parent Educator: Emma Mills

“I started coming to Te Aroha Noa three years ago. Initially I sat quietly on the couch watching and wondering if I really belonged here. Then I got busy in the kitchen cooking toast and organising morning tea for the children. One day I was asked if I would like to become a Parent Educator and I accepted this new challenge. I enjoyed interacting with the children, attending training sessions and participating in activities organised by the wider TANCS community. As my own children started school I realized that I needed to educate myself so that I could help them with their homework. I had left school at 14 so I started with N.C.E.A. level 1 Maths. So far I have gained 14 credits. My next goal is to complete my certificate in Early Childhood Education. What an impact this has had on my family. We are all now very aware of the importance of education and we recently made the decision to move our children to a country school so that they had greater opportunities and success in their learning.”

However let’s not forget the past. As I prepared my speech for the Prime Minister’s visit I was reminded once again of our small beginnings. One Wednesday morning March 1992 in a cold hall we sat with one carpet square, one box of toys and nobody turned up. We were not deterred and would like to acknowledge those in subsequent years who in a variety of ways have supported the development of this work.



Lead Educator: Cindy Hammond

“One of my first opportunities to work with Te Aroha Noa Early Childhood Centre was as a Professional Development Facilitator with Massey University in 2007. The team were beginning the process of reviewing their philosophy. Their motives for doing this were to assess whether the current statement was reflective of the aspirations of the centres learning community (whanau, children, parent educators, and educators). Twelve months on and I am now part of that team as an educator and the philosophy has been transformed into a living statement that all stakeholders have contributed to and own. Many dimensions of the new look philosophy are unmistakably visible in the centre programme and practices and others are progressively being breathed in to life as the team create spaces for these to be realised. The process has been amazingly empowering to all involved. The centre



now has a self determined meaningful, relevant and purposeful framework by which to gauge and evaluate teaching and learning in our context.”

Te Aroha Noa Early Childhood Centre values and provides a learning community which supports all who participate to discover their learning potential and to be confident in who they are.

In our recent E.R.O. report the reviewers commented on many aspects of the programme that have been driven by the philosophy. Aspects such as empowered learners on all levels, significant and meaningful whanau involvement, quality interacting between children and adults, and a thriving example of a ‘community of learners’. The full report can be read on the website www.ero.govt.nz .

Our current staffing team;

Kirsty Chapman, Margaret-Anne Cook, Vicky Duckmanton, Holly Daniels, Shaleena Durston, Vikki Gibbs, Wendy Gillard, Janine Girling, Cindy Hammond, Bree Lind, Regan Marsh, Emma Mills, Katie Ross, Cynnel Spring, Margaret Steedman, Makere Taitapanui.

Look forward to the future as we embark on our next dream: the building of another Centre.

Elizabeth Maden
Team Leader
Te Aroha Noa Early Childhood Centre



HIPPY

I have a strong belief in the strength and knowledge of family/whanau as the foundation of our children's early educational experiences. I also believe our children's struggles through education are, at times through circumstances, out of their control and perhaps of the family/whanau. While attending the College of Education, my thoughts about the future of our children developed and I was passionate that my 'Dream work' would be based around working alongside families with diverse backgrounds, equipping our children with the right tools and knowledge they would need to start school and educationally to not be labelled as 'Disadvantaged'. We have too many labels in this world; children do not need these as they embark on their journey of becoming life long learners.

'Dreams Become Realities' is my favourite phrase that brings me to where I am today. When I spotted an advertisement for a HIPPY Coordinator Position at Te Aroha Noa Community Services in November last year I thought this is my dream job. Dreams can indeed become realities – especially at Te Aroha Noa!

As a newcomer to Te Aroha Noa Community Services, I have had great pleasure in meeting people within the community that have been involved in HIPPY throughout the last twelve years it has been a part of Te Aroha Noa. Everyone speaks so highly of HIPPY and attribute their children's successes educationally to the foundation work that HIPPY assisted the parents to attain.

The Home Interaction Programme for Parents and Youngsters (HIPPY) continues to increase the chances of positive early learning experiences throughout our communities. Parents take an active and positive role in their commitment towards being their child's first and best teacher. HIPPY helps parents empower themselves as their children's first teacher by giving them the tools, skills and confidence they need to work with their children in the home. The Programme was designed to bring families, organisations and communities together and remove any barriers to participation that may include limited financial resources or lack of education.

Tutors

HIPPY and I have been blessed with a fantastic team of tutors for 2008. As a team we have connected well and continue to provide each other with the support and encouragement you would expect from a family/whanau. Each member of the HIPPY team brings something unique and beautiful to HIPPY and as we embrace this we become stronger. Being a HIPPY tutor requires that you are currently enrolled with your child, have enrolled when you begin your work or your child has graduated within the previous twelve months. The HIPPY tutor role is a two year contract while their child/children are participating in the programme and is seen as a stepping stone towards furthering oneself in education or in gaining full time employment.

Karen Te Puni; I am grateful to have had Karen as a part of the team this year. Karen is the team's senior tutor as she is in her second year. Because of logistical reasons we had to pass some of her families on to another tutor, but Karen has kept her connections with the families strong. Karen works hard at keeping her families on task and is a great role model for us as we strive to achieve the same. Karen will be largely missed when she departs at the end of 2008 but we wish her well in her dream to achieve excellence in her chosen area of study.

Paula Atua; Paula is a fantastic part of our team; she brings six years of HIPPY experience as all three of her children have been through the programme. Initially I was given her name; the next step was to find Paula, which was not an easy feat to find such a busy woman. Paula talks of



being previously asked to be a HIPPY tutor which she always has had an excuse to not do, but this year was different and I am very grateful that the time is right for her to be a part of this team.

“Being part of your child’s future is worth more than 15 minutes a day, it is a continuous journey” Paula Atua 2008

Marion Hales; I have been blessed that Elizabeth Maden chose to share Marion with HIPPY this year. Previously, Marion was an Educator within the Te Aroha Noa Early Childhood Centre. Marion brings an excitement and excitable passion for education to the HIPPY team. She began HIPPY with her twins at the beginning of the year and works hard at being highly organised between home life, HIPPY families and delivering to the twins. To my delight Marion has taken on the families who were scattered between year 4 week 9 to year 4 week 20, this meant a lot of extra work but is doing this with what seems like ‘great ease’.

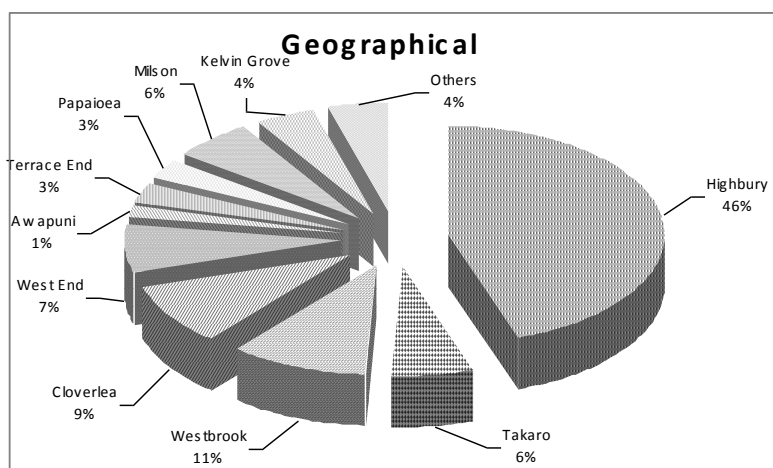
Tracy Peake; as a tutor Tracey has grown in leaps and bounds, from entering the unknown and embracing her commitment to HIPPY. I am grateful and excited to be a part of Tracey’s first job and my own learning around how to support Tracey as she has grown into the role of HIPPY tutor. Tracey comes with prior experience as her oldest son was on the HIPPY programme and has now engaged her youngest son with HIPPY. Tracey works hard to balance life at home, delivery to her HIPPY families, organising her daughter’s babysitter and delivering to her son also. I acknowledge ones first job is not easy but to Tracey’s credit she is doing really well.

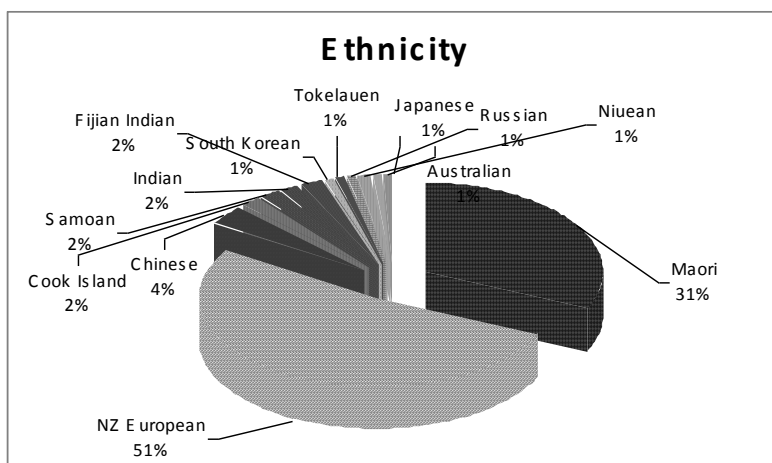
“HIPPY has helped me gain independence and quality time with Charlie”
Tracey Peake 2008

HIPPY Families/Whanau

Families/Whanau who are participating with HIPPY have taken a fantastic step towards providing the best start they can to ensure their child’s/children’s future success in education. Currently we are delivering to 70 families throughout the western suburbs and also further, due to people moving away from the catchments area. I am grateful to those families who are able to attend HIPPY hui every second Tuesday. At the beginning of the year the families were asked what they would like for enrichment activities as a part of our hui, and with these in mind we have done our very best to provide the parents with the knowledge they seek. We have started a van run for those families who live further away as well as using the HIPPY car that was donated to us to pick up families and transport them to HIPPY hui.

The following provides a picture of those families currently enrolled on the HIPPY programme;





Where would HIPPY be without these people

I would like to commend and congratulate those families who are working very hard at completing the workbooks with their children, the end of 2008 is very near which means graduation is coming! This will be a very proud moment for the HIPPY children and their family/whanau and the HIPPY team.

HIPPY is blessed to have a wonderful volunteer Madeline Dittmer who graces us with her kind presence on a Tuesday afternoon and works very hard at organising the work books and story books for us. We would also like to thank the Tuesday morning Prayer Team for their prayerful encouragement.

Many thanks to 'Great Potentials' who provide their full support to HIPPY Palmerston North, we wish you all the best with your new contract based within the Ministry of Social Development. Finally thank you to COGS and T G McCarthy for your financial support in the past year; you are truly helping a community to strengthen and build its knowledge and experiences which in turn empowers people beyond limitations and expectations.



Theresa Lambert
Palmerston North HIPPY



Strategies with Kids | Information for Parents

SKIP is a programme designed to promote proactive parenting of children 0 to 5 years old.

Skip is an exciting Programme intended to promote proactive parenting of children from 0 to 5 years of age. Because of the freedom to design creative programs relevant to this community we believe we have been able to meet the needs of the people more effectively. Every new initiative is birthed out of a desire to address an area of concern and is driven by the people for the people. An example of this is.....

During one of our monthly Collaborative meetings with local Preschool teachers and health professionals the observation was made that people in this community were not being given opportunities to broaden their own or their children's experiences. As a group we feel it is important to expand knowledge and encourage all involved to dream big dreams for their futures and not be limited by lack of opportunities. It was decided exposure to a wide range of activities for the children would be a good place to start.

380 children and adults were brought together from all over this community from 11 preschools to a central facility and in groups engaged in four hands-on activities. Art, Dance and Drama, Sports and Creative Storytelling. The day was a great success and community awareness had begun.

Before our next collaborative meeting within our community we began seeking out people that could already have the skills to begin to train both parents and children in an area that had been noted as a future opportunity. Something exciting happened. For a while it had been noted that very few of our children could swim and many parents had little confidence in this area either. Over a period of time a parent with a past history as a swimming instructor was approached and in conversation we found out her dream was to work with children teaching once again but didn't know where to begin. Together we have worked with her and helped her find the finances to up skill and are at present waiting to finish this process before the next step can begin. Funding for this project is being explored as we intend to pay this parent to train other parents to coach as well as work with the children. Every time we meet up her passion to make her dream a reality is evident.

Communities talk and in the mean time money has been gifted for a small group of children to begin swimming training through an aquatic school. We are now into the fifth week and the children absolutely love it. This small beginning has created a real desire in other family's looking on to have their children learn to swim as well. In time hopefully we can open doors that will provide many areas of future training in wide range of areas such a drama, dance, music and many more. We believe every adult and child deserves the opportunity to learn new skills and have great experiences encouraging their full potential to be released.

Another example of an initiative is in conversation we discovered many of our families have never been away as a group to a camp. It was with real sadness that experiences some take for



granted appeared often to have never been offered or taken up by others. Together with community consultation we decided to make it happen.

With much planning we took 95 people away to a camp at Foxton Beach for the weekend. Half of this number were children under seven years. It was an amazing experience. One woman in her twenty's with five children less than five years had never been to the beach before. It was worth having the camp just for her and her children alone. Some of the comments were how some parents never would have believed it possible to take their children away and feel they could cope with behaviour issues and other concerns, but how they had formed special relationships with other families and staff as we supported each other. So many positive memories were made. At least two camps are planned for next year and we know they will be just as successful because of the sheer enthusiasm held by our families.

It is so exciting to see how dreams of a better future where anything is possible can become a reality in this small community of Palmerston North. People are catching on. I personally have had two people come to me lately and say, "This might sound stupid" or "Where do I start" these are the beginnings of big dreams waiting to become realities in people's lives. These are where our SKIP initiatives start.

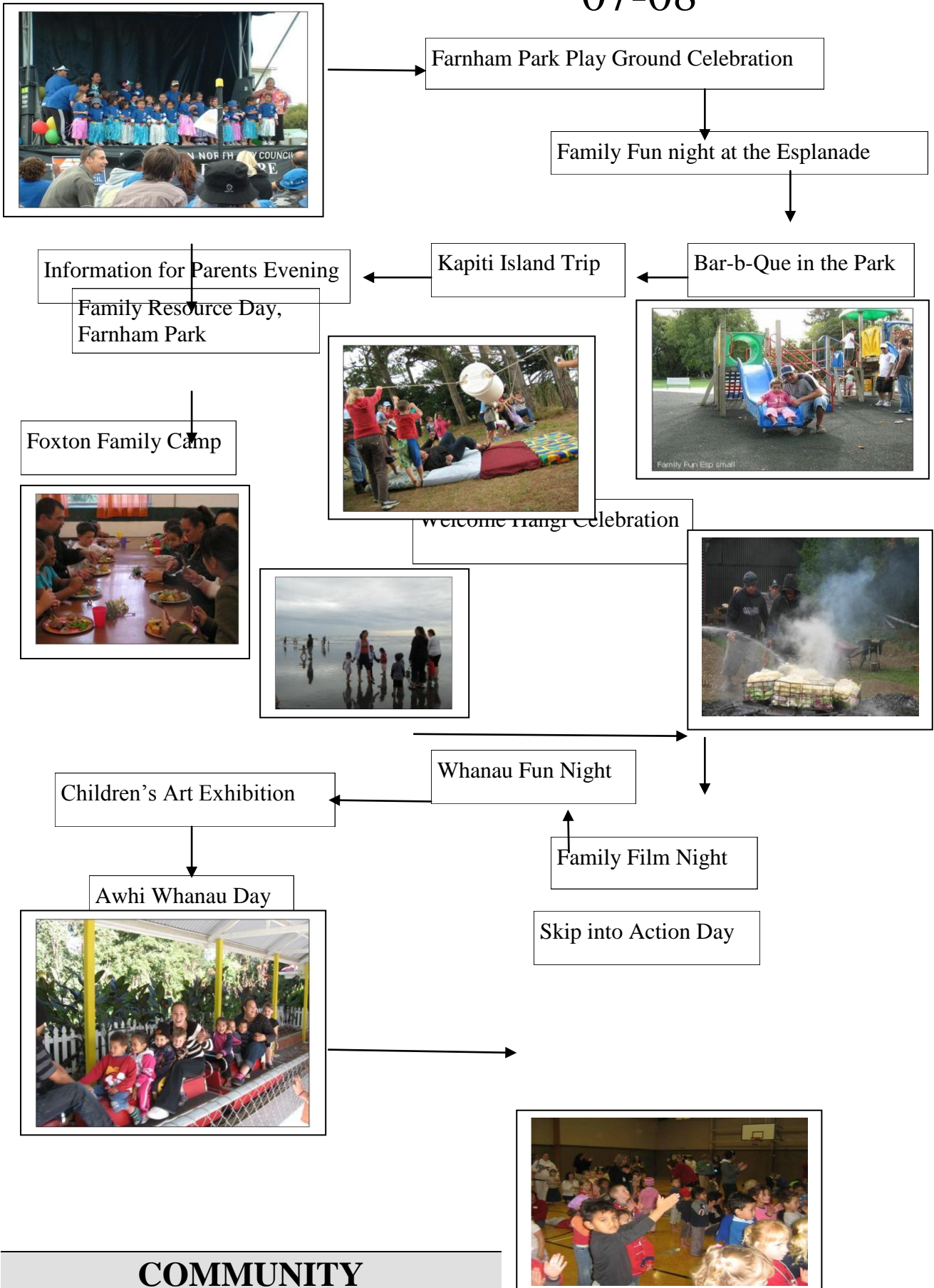
Te Aroha Noa is a place where dreams for people are valued, supported and reached. We foster a belief in people that they can achieve anything they set their hearts to do in order to better themselves and their families

We believe Highbury parents can lead the way in Palmerston North when it comes to promoting positive parenting. Underneath it all every parent wants the very best for their child so with the right support and resources anything is possible.

Mehema ka moemoea ahau
Ka ahau anake mehemea
Ka moemoea tatou ka taea tatou.

If I dream I dream alone
If we all dream together
The dream will come true.

Donna Hyland
SKIP Co-ordinator



COMMUNITY



DEVELOPMENT

A VIOLENCE FREE COMMUNITY

Arising from the SKIP Parenting Enhancement Initiative the SKIP Project Team became increasingly aware and concerned that despite the tremendous growth in positive parenting of children in our community there was a very significant and hidden ‘elephant in the room’ that was constraining so many families. The ‘elephant’ was family/whanau violence. Te Aroha Noa Community Services therefore began to reflect on how we could assist to make this elephant visible and begin to reduce its dominance. With support from the Ministry of Social Development’s Community Action Fund a Project Team has been formed to develop strategies that would assist to bring about a Violence Free Community. In our discussions we discovered we wanted to move beyond perpetrator/victim dichotomies and take a whole of community approach.

One of the most exciting and often harrowing initiatives undertaken by the Project Team has been the formation of a Community Consultants group whereby community members with experiences of family/whanau violence have been invited to help us develop a complex understanding of VIOLENCE. Meeting fortnightly for 2.5 hours they have told in depth stories of family violence and then as a group we have become ‘critical friends’ about the story. It has had many very painful and poignant moments and sometimes it has been difficult to return to the critical friend position but slowly we have been building up a complex understanding of VIOLENCE. However what we have begun to notice is that somehow in having these conversations transformation has begun to happen in the lives of the Consultants, their families/whanau and even into the wider community. We therefore are beginning to expand our ‘transformation conversations’ approach to see if even greater community impact can be achieved.

One of the exciting components of this Project has been the willingness of the Ministry of Social Development National Office to enter into a learning community partnership with Te Aroha Noa Community Services over this approach. We greatly appreciated being asked to make a presentation at a hui in Wellington with National MSD staff and their subsequent visit to Palmerston North to further develop joint understandings. We believe this collaborative approach between Government and community organisations has a strong potential to help communities solve even very complex problems and issues.

As will also be seen from comments in another part of this Annual Report we are seeking funding to allow us to conduct further research into community development approaches to creating Violence Free communities.

VIOLENCE robs our children/tamariki of so much security, safety and enjoyment. It also causes so much distress for the adults involved. We dare to believe that a Violence Free Community is possible.

Bruce Maden
Project Team Leader



COMMUNITY PRACTICE RESEARCH

For several years Te Aroha Noa Community Services has had the dream of establishing a Community Practice Research and Teaching Centre. As part of advancing this dream we have continued to evolve and formalise a research partnership between Te Aroha Noa Community Services and Professor Robyn Munford and Dr Jackie Sanders of the School of Social Work and Social Policy at Massey University. Over the past four years we have engaged in both small research projects into family/whanau change processes and into a larger study conducted under a contract with the Families Commission into identifying the 'Theory of Change' infusing the family/whanau and community development processes of Te Aroha Noa. This research project and the methodology developed to conduct it are providing an excellent opportunity for practitioners from several different disciplines to reflect on their practice and identify the key elements. As we enter the final phases of this two and a half year research project our mahi (work) has demonstrably become more conscious, intentional and focussed as a result of working continuously with an external research team.

With their assistance we have begun to link our mahi with international research into the impact of Community Centres as a way of influencing and strengthening family/whanau and community development. This increasing awareness of the value of this approach has led us to take up opportunities to present some of our emerging thinking at several National Conferences over the last twelve months. These have included presentations on:

- 'Parents as Involved Educators'- National Conference of the Christian Early Childhood Association
- 'Building Self Evaluation Capacity as a Medium for Social Change' Aotearoa New Zealand National Evaluation Conference
- An Integrated Family/Whanau and Community Development Approach – Social Services Providers Aotearoa Association National Conference
- 'Strengthening Social Services Organisations through the Building of Evaluation Capacity'- Social Services Providers Aotearoa Association National Conference

Increasingly we are also recognising that Te Aroha Noa has an important responsibility to attempt to influence Government policy. In this regard we are also indebted to Professor Munford and Dr Jackie Sanders who, as part of their overall research have written a journal article, which has been published on the impact of blending family/whanau development with early childhood education. We continue to hope that this may influence Government to see how Early Childhood Centres operating with a 'Parents as Involved Educators' model can play a key role in family/whanau and community change processes.

We are very appreciative of the sensitive and responsive manner in which Robyn Munford and Jackie Sanders are conducting the research. Their attention to developing respectful partnership relationships is ensuring that the qualitative data gathered contains the nuanced depth necessary for it to be effective. In addition it is giving key staff the opportunity to gain experience in research methodology. Such has been the growth in this area that recently Te Aroha Noa Community Services has been able to employ a part time research assistant, Kathryn Handley, to enable us to ensure that we are being able to more fully capture the extent of the innovative approaches, events and 'stories of change' that are occurring.



Kathryn's comments –

“I continue to be an ‘outsider witness’ of meetings, programmes and activities with my role being to notice, record and build up a progressive picture of the unfolding stories of Te Aroha Noa’s involvement with its community.

Initially I thought that my role was simply the ‘data collector’ or the ‘story holder’ but increasingly as I develop my role I am beginning to grow my critical friend role and find myself asking questions such as: what are the critical elements that can make conversations transformational? Is the ‘story catcher’ or ‘researcher role’ adding new dimensions that aid transformation in the lives of community participants/ What makes story telling so transformational? What turns a story into a transformational conversation?

My continued participation in the ‘Consult the Consultants’ Violence Free Community Project has continued to expand my questions about the transformational processes occurring in Te Aroha Noa who wouldn’t be prompted to ask critical questions when you see the significant transformations occurring in the lives of the Consultants as they share their stories of change” .

Te Aroha Noa hopes that its work on community development approaches to Family/Whanau Violence will gain research funding in the coming year so that we can more fully understand the critical elements of this approach.

It was also exciting in the last year to be involved as one of the five case study organisations in research conducted by PriceWaterhouseCoopers into the economic value of community based Adult Education. The findings that a dollar in could be equated to outcomes ranging between \$54 and \$72 were simply astounding.

Our continuing commitment to practice research is attracting involvement from other researchers. We are continuing to quietly develop the early stages of a research project into transformative change processes occurring with adult learners. This Project is being developed in partnership with Dr Penny Haworth and Ms Gloria Slater of the Education Department of Massey University. It is hoped that as these partnerships develop that cross disciplinary conversations between researchers into Te Aroha Noa’s practice will provide an even more fertile ground for growth in the development of our practice.

Bruce Maden



COMMUNITY DEVELOPMENT /LIFE SKILLS **PROGRAMMES**

Aerobics

Yet again it is inspiring to see these women coming along to have fun and get fit. There's no dressing up in the latest fashions, just be yourself and have a go.

Even though numbers have been slightly lower this year as several women have moved on or got jobs there is a great group of dedicated people attending. Social activities are a large part of this group, having meals together at Breakers and get-togethers at my place. This, of course, is the part I love the best as I see there are many people who enjoy greater contact with people and love belonging to a supportive group.

As there are not so many with young children attending we have put the childcare on hold, however, if more attend who require childcare this can be started again.

Julia, our instructor, has worked so hard to deliver aerobics with an appropriate amount of challenge and variety in the activities. I wish to take this opportunity to thank her for her efforts. She is taking some time away from aerobics and so Kirsty is very ably filling in for her. Welcome back, Kirsty.

Karen Morris
Coordinator

Child Care

Here at Te Aroha Noa Community Services we are blessed with an awesome team of childcare workers. Without this team of caring women many of the courses and events could not happen. The Child Care team work in every area supporting each team in some way: ECC, Counselling, SKIP, Adult Education and any other collaborative events. Over the past year approximately 700 hours of childcare has taken place.

Often these wonderful women quietly work in the background coping with all sorts of unspoken dilemmas whether it be tears or tantrums or just vacuuming up left over popcorn. It's all in a day's work. Sometimes they may arrive expecting nine children to find one child instead so being overstaffed they may be required to leave. Another day it may be a last minute panic call to make up for the influx of unexpected children. There is a lot of uncertainty with this role.

I take my hat off to these heroes who so obligingly go about their business and serve humbly behind the scenes.

Thank you to Anne, Nicci, Raewynne, Rose, Trudy, Vanessa, Varna.
You are a team to be proud of.

Donna Hyland
Childcare Coordinator



Community Craft

30-50 People meet each fortnight in the Central Baptist Church Hall for Community Craft. It is good to see the creativity and skills of those who come. The numbers have decreased a little again this year although there are still new people coming. The friendship and fellowship is very evident.

At the end of 2007, both Jill Bambery and Bruce Ladyman 'retired'. Jill taught calligraphy for many years and there are many people who owe their calligraphy skills to her. A big 'Thank you', Jill. Bruce set up the tables and chairs in the hall, usually on a Tuesday afternoon then came back at 11.30 am on Wednesday to put everything away. We are very grateful to Dennis Alve and his team who have taken over this task.

After morning tea we have a time when someone brings an inspirational 'thought for the day'. This group includes the staff of Central Baptist Church. Thank you to all those who help in this way.

This year Alys Stutter has been coming once a month to teach card making. The group make a different card each time and they have enjoyed the challenge of something new.

We have continued to have lunch meetings for the volunteers twice during they year, usually with an interesting speaker. Community Craft could not continue without the commitment and dedication of the large team of volunteers who assist in all sorts of ways. 'Thank you' to all of you.

On behalf of the Committee
Jennie Parfitt

Committee: Norma Allen, Christina Cade, Jennie Parfitt, Dianne Prain, Gwenda Skett

The Team 2007-2008: Norma Allen, Dennis Alve, Jill Bambery, Graham and Robin Brogden, Veronica Browning, Stan Bryant, Christina Cade, Sylvia Collins, Ngaire Craven, Bruce Ladyman, Jill Middleton, Joan Middleton, Jennie Parfitt, Peter and Rae Patten, Dianne Prian, Gwenda Skett, Pat Smith, Alys Stutter, Beryl Wilson, Winner Wynks



TO TURANGAWAEWAE – (A Place to Belong) **God Saturated Community**

Te Aroha Noa Community Services has increasingly realised that not only must it continue to deepen its links to the wider life of the community but it must become community – To Turangawaewae (A Place to Belong). A place of nurture and safety, a sanctuary, for those who may have few other people to truly support them to become who they truly want to be. As one of my favourite writers, Eugene Petersen, writes of how the Russian novelist, Fyodor Dostoevsky challenged him:

'He (Dostoevsky) refused to take the evidence that the people presented of themselves as truth; he dove beneath the surface of their lives and discovered in the depths, fire and passion and God. He trained my antennae to pick up the suppressed signals of spirituality in conversation, discovering tragic plots and comic episodes, works in progress all around me. I was living in a world redolent (fragrant) with spirituality. There were no ordinary people!'

Eugene Petersen – Underneath the Unpredictable Planet

Throughout every aspect of Te Aroha Noa we too are training our antennae to discover beneath the surface of all those we encounter the suppressed signals of spirituality in the depths, the fire, the passion and God. We have decided to stand against accepting people's version of themselves as the true version. We meet only extra-ordinary people!!

A research paper published last year titled 'God in the Neighbourhood – Equipping community to become aware of their awareness's' (B Maden 2006) gave a greater insight into how Te Aroha Noa enhanced the awareness of the subtle movement of spirituality in the midst of ordinary community life. As one Maori staff member said in response to being asked to reflect on her experiences:

'I notice I korero (talk) with Atua (God) more. I've been more aware of a sense of Atua going before me and bringing events about. I've become more aware of ringaringa aroha o Atua – the loving hands of God, personally guiding my life. I also find myself sometimes being prompted to offer karakia (prayer) – like the other day I had to go and visit a whanau and I felt an inner voice telling me to offer a karakia. I wouldn't normally do that. So before I got out of the car I said a karakia and as I approached the front door of the home I could hear a furious verbal argument occurring inside. Normally I would have felt afraid in these circumstances but this time I felt safe and protected and so I just knocked on the door and I think I helped restore harmony in the home. I'm now thinking about how Atua is in my life on a daily basis. I don't know how this has all happened. Somehow the wairua (spirituality) of this place is deeply affecting me.'

And so through all our everyday encounters, as well as the activities such as the Latté Club, Community Meals and 'Inspirational Moments' we look beneath the surface and discover the deeper language, the unexpressed dreams, the God saturated moments and the hunger for life other than it is. Through sharing our stories in community, networks of relationships are being formed that encourage journeys of unleashing – To Turangawaewae (A Place to Belong).

Bruce Maden
Chief Executive Officer



OTHER SERVICES

Administration and Reception

The Reception/Administration office continues to be “The Hub” of Te Aroha Noa Community Services. We have many “hats” from child minding to a listening ear to catering for different functions. It is our privilege to welcome clients, chat with the children on their way to the Early Childhood Centre and amongst the many and varied duties in our role as administrators to meet with people and share in the work of the various departments.

Joy Brooker and Bernice Collis share the role of Administrators and Karen Welford is Finance Administrator and keeps her finger on the financial pulse of this organisation.

We are very grateful to the assistance from our team of volunteers, Margaret Bates, Noeline Harris, Norma Perry and Beryl Reynolds. These women have a wealth of experience and their dedication to the role of Receptionists in a very busy office contributes to the smooth running of Te Aroha Noa Community Services administration. We thank you for your generosity and willingness to serve in this way and do miss you when you are unable to be part of the team.

As a team we all enjoy the relationships we are building with clients, children and parents whom we have contact with through the various activities we can be a part of or be a spectator to.

Joy Brooker/Bernice Collis

Prayer

A small group has continued to meet with Bruce Maden on Tuesday mornings. We have continued to pray for staff, parents and children and programmes associated with Te Aroha Noa Community Services. It is exciting to be involved in this way and to see God at work in Highbury. Our motivation is well expressed by Jim Wallis, a well known advocate for community work in the United States. He writes, ‘Prayer changes our frame of reference, it is not merely a preparation for action. Rather, it must be understood as an action in itself, not in the place of other actions but the foundation of all other actions’.

Graeme Brogden



Clothing Shop

Four hours a day, four days a week, Tuesday – Friday, Te Aroha Noa Clothing Shop has served the community of Highbury for 19 years. Grateful thanks to the Brethren/Stewart Trust from whom we rent the buildings.

In August, September, October 2007 with such cold temperatures we opened three days: Tuesday, Wednesday, Thursday which still allowed us continued contact with the community and their needs.

The shop had its own Guy Fawkes on 5 November 2007 at 11.00pm when the Nic Nac Room suffered significant interior and exterior damage and the shop and hall contents were badly smoke damaged. A week later the staff were up and operating from the hall, four days a week in a ‘Garage Sale Style’ until Christmas 2007.

In March the shop reopened after the completion of extensive wiring and renovations. The Evening Standard Newspaper gave us front page coverage titled ‘Back from the Ashes’ with a hint of Lavender. This did give us some new contacts for a further four months.

Our grateful thanks to God, to the shop volunteers, to Central Baptist Church fold for the ‘all sorts’ of donations given constantly through out the year. We conclude with our new theme song sung to the tune of ‘Count your Blessings’:

We are all survivors
At the Clothing Shop
1st April 95
They burnt the Lot
Guy Fawkes blew us up again Nov 07
Praise and thanks to GOD
We’ll keep on singing

Te Aroha Noa Hip Hip Hip Hooray x 3
We’ve got to keep on working
Until Judgement Day

Ruth Mills
Clothing shop Coordinator

Food Bank

It is great having food on hand so that we can put together parcels for those who, for a variety of reasons, are unable to buy any food at that moment.

The number of parcels we have given out this year is thirty-five. This is lower than usual. We have had to be careful as there is not the amount of food available compared to former years. We do give grateful thanks to those who so diligently supply food for us to use.

These parcels have been much appreciated by those who have received them, just getting them over a difficult spot

Karen Morris
Food Bank Coordinator



TE AROHA NOA COMMUNITY SERVICES

PERSONNEL

Trust Board

Chairperson	Lew Marsh
Secretary	Jennie Parfitt
Treasurer	Lyndon Smith C.A.
Trustees	Keith Aitken Elizabeth Berkahn Ngaire Craven Vaughan Dennison Brad Grimmer

Chief Executive Officer

Bruce Maden B.Sc. (Psych Major) M.A. Social Work (Applied),
M.N.Z.A.S.W., M.N.Z.A.C., N.Z.C.C.A. (Clinical), M.A.C.S.D.

Accountant

Lyndon Smith C.A.

Administrator Finance

Karen Welford

Liaison Pastor

Rev Jim Skett

Cleaner

Cynnel Spring

Clothing Shop Manager Ruth Mills

Karen Billington, Sue Booth, Robin Brogden, Lillian Burns, Meg Crawford, Anne Feasey, Delys Finlay, Anne Goodin, Eileen Herrick, Zoe Holloway, Anne Horne, Maureen Huia, Judy Hunter, Jean Innes, Betty Jones, Lorraine Keen, Viv Lauridsen, Joan Manley, Linda Reid, Beryl Reynolds, Sylvia Rowan, Marion Sherriff-Wynne, Sue Wheeler, Sophie Willis, Dave Lauridsen.

Community Craft Committee

Norma Allen, Christina Cade, Jennie Parfitt, Gwenda Skett

The Team

Norma Allen, Jill Bambery, Graham and Robin Brogden, Veronica Browning, Stan Bryant, Christina Cade, Sylvia Collins, Ngaire Craven, Bruce Ladyman, Win Manley, Jill Middleton, Jennie Parfitt, Peter and Rae Patten, Philip Purchas, Gwenda Skett, Pat Smith, Beryl Wilson, Winnie Wynks.

Community Education

Adult Learning Facilitator

Phil Cullen B. Sc. (Maths), Dip. Tch. (Primary)

Aerobics

Karen Morris
Julia Jamieson (Instructor)

Counselling Coordinator

Barbara Stuckey B. Ed., H. Dip Tchg, TTC, Dip. Counselling,
M.N.Z.A.C.

Makerita Autá, Dip. Counselling, M.N.Z.A.C., Janet Baird, Dip. Counselling, Cath Black, Kiri Faiz, Kate Ferguson, Cert. TESOL, B. Ed., Katrina Harper, MB Ch B, FRNZCGP, Dip. Child Health, Dip. Obst., Bruce Maden B.Sc. (Psych Major) M.A. Social Work (Applied), M.N.Z.A.C., N.Z.C.C.A. (Clinical), Bev Marsh Dip. Counselling, M.N.Z.A.C.



Counselling Administrator Karen Welford

Crèche Coordinator Donna Hyland
Rose Davey, Anne Feasey, Trudy Fenn, Raewynne Johnson, Varna Mackie, Trish Smeath. Nikki Spooner

Early Childhood Management Committee
Margaret-Anne Cook, Ngaire Craven, Anne Feasey, Daphne Fergusson-Pye, Marion Hales, Bruce Maden, Elizabeth Maden, Margaret Steedman

Early Childhood Centre
Bruce Maden (Licensee) B. Sc. (Psych Major) M.A. Social Work (Applied), M.N.Z.A.S.W., N.Z.C.C.A., N.Z.C.C.A. (Clinical), Elizabeth Maden (Team Leader) Dip. Tch., Margaret-Anne Cook B.A.(Education Major), Dip. Tch. (Early Childhood), Mary Bridewell-Cook Dip. Tch. (Early Childhood), Cindy Hammond, Dip Tch. E.C.E., Margaret Steedman, B. Ed. (Early Childhood), Kirsty Chapman, T.T.C. Educator, Regan Marsh, Dip. Tch. (Early Childhood). Vikki Gibbs, Administrator.

Early Childhood Centre Parent Educators
Vicki Duckmanton, Anne Feasey, Wendy Gillard, Bree Lind, Emma Mills, Pane Paul, Katie Ross, Karen Te Puni.

Family/Whanau Development (Social Work) Team
Bruce Maden (Licensee) B. Sc. (Psych Major) M.A. Social Work (Applied), M.N.Z.A.S.W., N.Z.C.C.A., N.Z.C.C.A. (Clinical), Elizabeth Maden, Dip. Tch., Beryl Reynolds Registered Nurse, Sheryll Horn Dip. Counselling, Ange Watson B. Social Work (Honours), Cert in Social and Community Work

Foodbank Coordinator Karen Morris

HIPPY Coordinator Theresa Lambert B Ed (Teaching) Primary

HIPPY Educators
Paula Atua, Marion Hales, Tracey Peake, Karen Te Puni

Volunteer
Madeline Detmar

Photographer Bill Neill

Prayer Team Tuesday Morning
Graham Brogden, Meg Crawford, Noeline Harris, Bruce Maden, Marion Sheriff-Wynne.

Reception Team
Joy Brooker (Administration Programmes), Bernice Collis (Administration Assistant), Margaret Bates, Noeline Harris, Norma Perry, Beryl Reynolds.

S.K.I.P. Project Leader Bruce Maden B. Sc. (Psych Major) M.A. Social Work (Applied), M.N.Z.A.S.W., N.Z.C.C.A., N.Z.C.C.A. (Clinical)
Donna Hyland SKIP Facilitator (appointed September 2007), Elizabeth Maden Dip Tch, Barbara Stuckey B. Ed., H. Dip Tch, TTC, Dip. Counselling, M.N.Z.A.C., Sheryll Horn Dip. Counselling, Margaret Jackson Reg Nurse.