

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

### THREE CUPS OF TEA

We live in a world demanding results, deliverables and measurable outcomes and yet these results can only be achieved if we invest in building quality relationships – one at a time. At the heart of Te Aroha Noa Community Services, beyond the many services, activities and projects is a commitment to engaging in quality reciprocal relationships. Relationship building takes time, in fact a great deal of time and it involves both parties in a learning and changing journey. The following excerpt from a remarkable story about the visionary interaction between a western man and the headman of an eastern culture illustrates this essential truth. It is our hope that this story and the stories of the mahi (work) of Te Aroha Noa Community Services will challenge you to give quality space to investing in relationship building.

In 1993, a mountaineer named Greg Mortenson, stumbled emaciated and exhausted into Korphe, an impoverished Pakistan village in the Karakoram Mountains after a failed attempt to climb K2 the world's second highest mountain. Moved by the villagers' kindness, the inaction of the Government, and the sight of the children of the village learning outdoors in this inhospitable climate with a teacher they shared with another village, Mortenson promised to return and build a school. Over the next decade Mortenson built not one but fifty-five schools, especially for girls in this forbidding terrain. This remarkable story of one man's tenacity against all the odds is told in the book 'Three Cups of Tea'. The book tells how after many difficulties and soul crushing setbacks Mortenson finally began the construction of his first school. In a chapter titled Haji Ali's Lesson, this period is described:

All through June, the school walls rose steadily, but with half the construction crew missing on any given day as they left to tend to their crops and animals, it progressed too slowly for Mortenson's liking. "I tried to be a tough but fair taskmaster" Mortenson says. "I spent all day at the construction site, from sunrise to sunset, using my level to make sure the walls were even and my plumb line to check that they were standing straight. I always had my notebook in my hand and kept my eyes on everyone, anxious to account for every rupee. I didn't want to disappoint Jean Hoerni (my sponsor), so I drove people hard".

One clear afternoon at the beginning of August, Haji Ali (the village headman) tapped Mortenson on the shoulder at the construction site and asked him to take a walk. The old man led the former climber uphill for an hour on legs still strong enough to humble the much younger man. Stopping on a ledge high above the village, Haji Ali instructed Mortenson to look at the view where he saw K2 and the ice peaks of the inner Kakakoram Mountains in all their majesty and a thousand feet below Korphe which looked like a small and vulnerable life raft on a sea of stone.

"These mountains have been here for a long time" said Haji Ali "you can't tell these mountains what to do. You must learn to listen to them. So now I am



asking you to listen to me. By the mercy of Almighty Allah, you have done much for my people, and we appreciate it. But now you must do one more thing for me”.

“Anything”, Mortenson said

“Sit down, and shut your mouth,” Haji Ali said “You’re making everyone crazy” Then he reached down and took Mortenson’s plumb line, level and account book and walked back down to Korphe where he asked his wife, Sakina, to bring tea.

With the porcelain bowls of scalding butter tea steaming in their hands, Haji Ali spoke. “If you want to thrive in Baltistan you must respect our ways. The first time you share tea with a Balti, you are a stranger. The second time you take tea, you are a honoured guest. The third time you share a cup of tea you become family, and for our family, we are prepared to do anything, even die”, he said laying his hand warmly on Mortenson’s own.

“Doctor Greg, you must make time for three cups of tea. We may be uneducated. But we are not stupid. We have lived and survived here for a long time”.

Mortenson writes “That day, Haji Ali taught me the most important lesson I’ve ever learned in my life. He taught me to share three cups of tea, to slow down and make building relationships as important as building projects. He taught me that I had more to learn from the people I would work with than I could ever hope to teach them”.

Three weeks later, with Mortenson demoted from foreman to spectator the walls of the school were finished and all that remained was putting on the roof.

Penguin Books: (Three Cups of Tea - Greg Mortenson and David Oliver Relin)



## **CHAIRMAN'S REPORT**

The Te Aroha Noa Community Services Trust has been operating now for 21 years. From small beginnings, the organisation has grown into a significant organisation which is now recognized throughout New Zealand. This last year saw Te Aroha Noa featured in many national newsletters. The Ministry of Social Development National SKIP, published a quality newsletter profiling Te Aroha Noa, with a two page article on how conversations and story telling can transform people's lives and indeed a whole community. The ACE Aotearoa newsletter featured our research report 'The Spinafex Effect – Developing a Theory of Change for Communities'. This report was publicly launched in March 2009. This is the result of a three year research programme that examined the processes used by Te Aroha Noa to help bring about positive changes in families. We are indebted to the Families Commission who have commissioned this research for their ongoing support and encouragement of this study. Te Aroha Noa was also featured on the Tindall Foundation Calendar for 2009.

During the year a new Trust Deed was adopted. This is a significantly altered Trust Deed, which gives greater autonomy and community responsiveness to the Trust Board, and still honours the founding relationship with Palmerston North Central Baptist Church. The new Deed gives the Trust a sound platform for the future.

This last year saw the Trust go through some changes. Three new Trustees were welcomed onto the Board. These being Margaret Bates, Michele Mock and Heather McClean. We also accepted the resignation of Lew Marsh who resigned from the Board and Chairmanship in February 2009. Lew had been Chairman for two and a half years, and his thoughtful and wise comments are sadly missed. We also said farewell to Keith Aitken and Vaughan Dennison. We would like to formally thank each of these three members for all their support and devotion to the role of Trustee they have contributed during their years of service to Te Aroha Noa. As a Trust member we not only attend monthly meetings, we are also called upon to be a representative on a team for interviewing prospective new staff members. As well, we conduct Staff Reviews and update Policies on a regular basis. I would like to personally thank all committee members for their part in helping God's Kingdom.

In conclusion, a huge thank you to Bruce Maden, Chief Executive Officer and all staff members, for making Te Aroha Noa such an amazing place. Bruce is a visionary, and can see the bigger picture. He is totally dedicated to the role of seeing the community grow and develop. He has a highly qualified and skilled staff of 54, plus 150 volunteers, all committed to seeing Te Aroha Noa reach even greater goals. The Trust wants to thank you all for doing your part in assisting Te Aroha Noa by reaching out to the Community in which we live. It is by sitting and sharing, listening and laughing, that walls and barriers are broken down, and hearts are softened and mended.

We also want to express our appreciation to all our Funding Providers who include Eastern and Central Community Trust, Palmerston North City Council, Central Baptist Church, Government Agencies, and the individual donors and volunteers who have given of their time and resources, during this last year.

On behalf of the Trustees  
Margaret Bates  
Chairperson



## **CHIEF EXECUTIVE OFFICER'S REPORT**

Nga mihi ki a koutou katoa, Greetings, Talofa lava, Kia orana, Malo e lelei

Te Aroha Noa Community Services as a community has been on a tumultuous roller coaster ride in the last year where we have experienced some of our greatest achievements and suffered our most tragic outcomes in our twenty year history. However these events have contributed to greatly enhancing the depth and resilience of the organisation. As a result we have become a much more sustainable community and the catalytic benefits will shape our future for many years to come.

The great high point of our year was the culmination of our three year research project, conducted in a collaborative partnership with Professors' Robyn Munford and Jackie Sanders of the School of Health Sciences and Social Work at Massey University. The Project involved critically analysing the core elements of the practice of Te Aroha Noa in order to elucidate the 'Theory of Change' underpinning our practice. This research, 'The Spinafex Effect – Developing a Theory of Change for Communities' was handed over to the Families Commissioner, Mr Kim Workman, in a public launch at Te Aroha Noa in March 2009. This publication, which captures the distillation of twenty years of refining our practice, we hope will make our own practice even more conscious and intentional and influence other practitioners, organisations and institutions to critically reflect on their own practice and develop their own theory of change.



Similarly visits by the former Prime Minister, the Rt. Honourable Helen Clark, the Mayor of Palmerston North, Mr Jono Naylor, the then National Party spokesperson for Early Childhood, Ms Paula Bennett, the Honourable Steve Maharey and Mark Gosche, the Chief Executives of the Families Commission, Family and Community Services and the Tindall Foundation, Mr Paul Curry, Mr Richard Woods and Mr Trevor Grey respectively, as well as senior staff from Child, Youth and Family, the Ministry of Social Development and the Ministry of Education, all gave the opportunity for Te Aroha Noa to show-case a model of how a Community Centre or 'Hub', using community development principles, can support communities to discover and implement their own solutions that advance their well being. Seeing some of our parents speak so passionately and fluently about the changes happening in their lives in front of manuhiri was an incredibly inspiring moment.



Although perhaps less visible another highlight was the "Violence Exposed" Wananga (learning event) which was attended by 55 community members in August 2009. Organised by a group of 'Community Consultants' (community members who have experienced 'VIOLENCE') who have been meeting for two years to share their powerful stories of VIOLENCE and critically reflect on these stories. This Wananga was designed to engage a wider group in achieving the objective of a 'Violence Free' community. This Wananga was an incredible success and was deeply infused with creative, inspirational stories and challenge. Further it illustrated the power of transformative conversations.

While these were the soaring heights, the year was also marked by several difficult and even tragic events. The death of one of our fathers, and partner of one of our staff, while swimming with the children at our family/whanau camp deeply pierced the heart of our community. However, the strength of Te Aroha Noa was discovered as everyone rallied to support the whanau and each other through the tangihana.

The decision to close our Clothing Shop, after our Shop Coordinator suffered a heart attack, along with the almost simultaneous occurrence of a serious accident involving a child in the shop car park was also a difficult period. This team, many of whom had completed up to twenty years of faithful and committed service had raised an estimated \$350,000 to support the wider work of Te Aroha Noa throughout those years. We can only acknowledge our indebtedness to all those who served in the Shop over that span of time.



In addition several core staff have suffered, or close family members have suffered, serious ill health or deaths in their families and this has necessitated lengthy leave arrangements which has put additional strain on the remaining team.

However, as indicated, these difficulties have resulted in a stronger and more resilient community. Many of our community parents and local community staff saw the 'gaps' and stepped up. As a result, we have seen that we have truly developed a community of leaders, who in quite an outstanding way, are remarkably taking the mahi to whole new levels of community engagement with their passion, commitment and developing professionalism.

Amongst our roller coaster ride we have continued to more strategically implement our plans to create a sustainable, innovative and adaptable organisation. The adoption of our new significantly revised Trust Deed which gives greater autonomy to the Trust and creates a partnership relationship with the originating Church, Central Baptist, was a developmental milestone in the life of the Trust. The more recent appointment of a Business Manager, after prolonged difficulties in replacing the previous Executive Officer, should give greater organisational depth and strength to Te Aroha Noa. Similarly the implementation of our new Client Management Database, in partnership with Manchester House Social Services, should assist in the running of an increasingly complex organisation.

We have also continued to strengthen our commitment to collaborative community led development approaches. It has been exciting to see the growth in collaborative partnerships with a wide range of organisations and institutions. The Incredible Years Parenting Programme, which we are conducting in a collaborative partnership with Group Special Education at Te Aroha Noa, is an excellent example of how these partnerships can bring great benefit to local communities. Parents on the Programme speak very highly of the impact of this Programme on both their lives and those of their children. Similarly we have developed a very respectful and mutually beneficial partnership relationship with the local Child, Youth and Family office which we believe is resulting in better outcomes for family/whanau in our community. The SKIP Parenting Enhancement Project has also continued to strengthen strong collaborative partnerships with a large number of local institutions and organisations and this has resulted in us, together, being able to stage huge community events that celebrate the strength of the western suburbs communities and enhance positive parenting.

Lastly we are continuing our role as an innovative, responsive, community led organisation. Building on the growing presence of men in the activities of Te Aroha Noa we will shortly be employing a Community Development worker to primarily engage with men. Our existing facilities have now become so over utilised that the Trust has embarked on an ambitious project to purchase adjoining houses and properties to give us sufficient space particularly for the exponential growth of adult education activities. Our Practice Research and Training Centre continues to grow and we are currently awaiting a decision on a research grant to assist us to study how community development approaches could be used to assist Family/Whanau Violence reduction. We are also in the planning phase to develop professional development courses in partnership with the Practice Research and Professional Development Hub in the School of Health Sciences and Social Work. Linked to this, we are also increasingly providing consultancy services to a widening group of Churches and community organisations.

In conclusion through these examples of activities undertaken by Te Aroha Noa Community Services in the last twelve months we have continued to demonstrate 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.

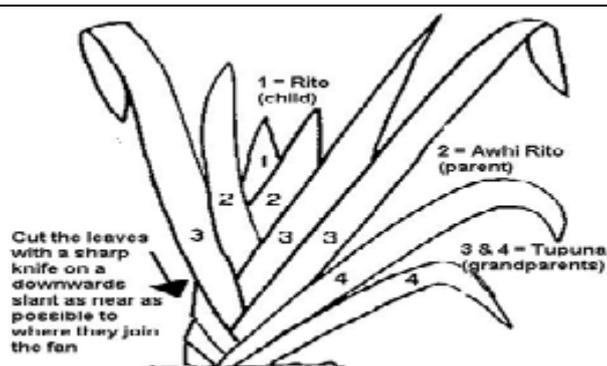
Bruce Maden  
Chief Executive Officer

I believe that unarmed truth and unconditional love will have a final work in reality. That is why, temporarily defeated is stronger than evil triumphant.  
Martin Luther King



## FAMILY/WHANAU DEVELOPMENT

### Family/Whanau Development – Home Based



*Māori speak about the harakeke bush (flax) as a whānau (family group). Harakeke grows in a fanlike pattern - the rito or 'baby' leaf at the centre of the fan is identified as a tamaiti 'child', and the awhi rito 'parent' leaves which flank it on either side are the guardians. This group of leaves are never taken - waihotia te whanau (leave the family at the centre). Only the leaves third or preferably fourth from the centre, considered as the tupuna 'grandparent' leaves are cut. The matua or awhi rito are left to protect the pepe. This way the whakapapa of the plant is protected because the rito 'baby' and its awhi rito 'parents' are retained to produce further 'generations' of growth - through sustainable harvesting the plant will continue to flourish. The whānau share common roots and derive strength and stability from forming part of a larger whole.*

([www.harakeke.info](http://www.harakeke.info))

Here in the Family/Whānau team our way of working is grounded in the harakeke plant and the learnings derived from te whānau o te pa harakeke. It is about strengthening the whānau at the centre – the baby (rito) and the parents (awhirito). It is about strengths-based practice. It acknowledges the role and responsibilities of others - the tupuna (grandparents) in helping to strengthen the whānau – it is about developing community. It is about whakapapa and protecting whakapapa. It is about regenerating generations. It is about valuing children as a taonga and supporting parents to be the best parents they can by keeping the baby as the focus. It is about growing strong and healthy whānau - this is the base of the work we do here at Te Aroha Noa .

We are privileged and humbled to be able to walk alongside whānau in their journeys of change and we thank all the whānau who have allowed us to travel this journey with them. We also thank our own whānau who have given us the lessons and learnings that we are continually growing from and developing our own practice frameworks from.

The following story of a family we have worked with illustrates how the learnings we have incorporated from 'te whanau o te pa harakeke' are infused throughout our practice.

A year ago Mum walked with her head down; she would describe herself as shy and not engaging with the world. She found parenting her three teenagers demanding, hard work and often wouldn't follow through with what she said she would. The teenagers knew that of Mum and had found other ways of



getting their needs met. One had become quiet and would speak under his breath, another had become very excitable and yelled and the third found another family to belong to. The teenagers also learned that they could gang up on Mum and thereby render her powerless.

Mum had learned some hard lessons in life and found it hard to take herself out of her comfort zone. Mum started seeing a counsellor to help her deal with her past and this started to change the path her life had taken. By the time our team started working with the family she had started to hold her head up higher and was able to discuss what was going on with her family.

We asked the family what their hopes were of us working with them. They told us they wanted to spend more time with each other, learn new skills, to be happy and to get on with one another, to build closer relationships and stronger bonds within the family.

We started to use games and fun as a tool to help teach the family new ways of doing things and new ways of managing life. We played Pictionary, videoed playing feelings charades and later went through the video with the family, went out on 'field trips' where the kids and Mum could share experiences together, had joke sessions, and discussed rules and boundaries. We tried to find new ways to communicate in the family that included ways to communicate positively. During this time, Mum discovered that speaking with the children, individually, provided an opportunity for successful interactions to occur.

Recently, Mum rang me and discussed an incident that had taken place within her family. We discussed this incident thoroughly and explored strategies. We came up with a plan, "Consequences". This became the key word in our approach. Mum's job was to talk with each child, individually (using the skill she had already learned) and tell them what their consequence would be.

This is how it works. If Mum does not approve of the behaviour her children are displaying, she says the word "Consequence"; the children then have a choice, stop or continue. If they stop, great, if they continue, the consequence is put in place.

The children thought Mum would not follow through on this. – They were wrong!! In fact, Mum has adapted this strategy, whereby, if a child is hurting someone physically they receive an automatic consequence.

The family has talked about some of the changes they have noticed through our mahi together.

15 year old daughter:

My family has changed in a way I never thought it would. In August last year my family used to fight all of the time – yell and scream at each other and used to get away with a lot more things. But now we hardly ever fight. We don't yell and scream and now we have got consequences put in place and we have changed so much that my family gets a lot more fun times and we get on a lot better and I like my family now.

16 year old son:

Things have changed in our family because there is not as much fighting as there used to be and if we do something then we get consequenced for that naughty behaviour.

12 year old son:

Use of punishments, less fights and we spend more time together. I loved meeting up with Brucie and Elizabeth again, who have helped me when I was a little boy. It was nice meeting Bill the grounds man too.

Mum:

For me things have changed personally since last year as I have more confidence in myself and am pushing myself out of my comfort zone with going to the gym and doing courses. I also feel our



family is a lot closer now and I have also put in rules and using consequences, which never happened a year ago. Te Aroha Noa has helped our family heaps.

Mum has started coming to the gym training through Te Aroha Noa. She often talks about how this puts her out of her comfort zone – especially as one day they had to go for a run out on the streets. She has joined the beginner’s computer course and started learning about computers and the world that this could open up for her.

Mum often walks or bikes to Te Aroha Noa three times a week and has been doing so for many months now. She is a different person now – physically she has toned and lost weight, mentally she is realising that she is strong and capable and can do lots more than she may have thought possible. She is stronger in her parenting at home now – the kids know that she will follow through with consequence when necessary.

We wish to take this opportunity to acknowledge the financial support we receive from the Department of Child, Youth and Family Services. It is only with the financial assistance they provide that we are able to continue with our work. . Thank you.

The growing numbers of families referred to our service has resulted in us welcoming Pania Taylor-Millar back into our team. Pania has been a long standing supporter of this mahi and her employment has not only given us the opportunity to work with more families, but has also offered some relief time for Ange to engage in co-facilitation of the Incredible Years Parenting Programme.

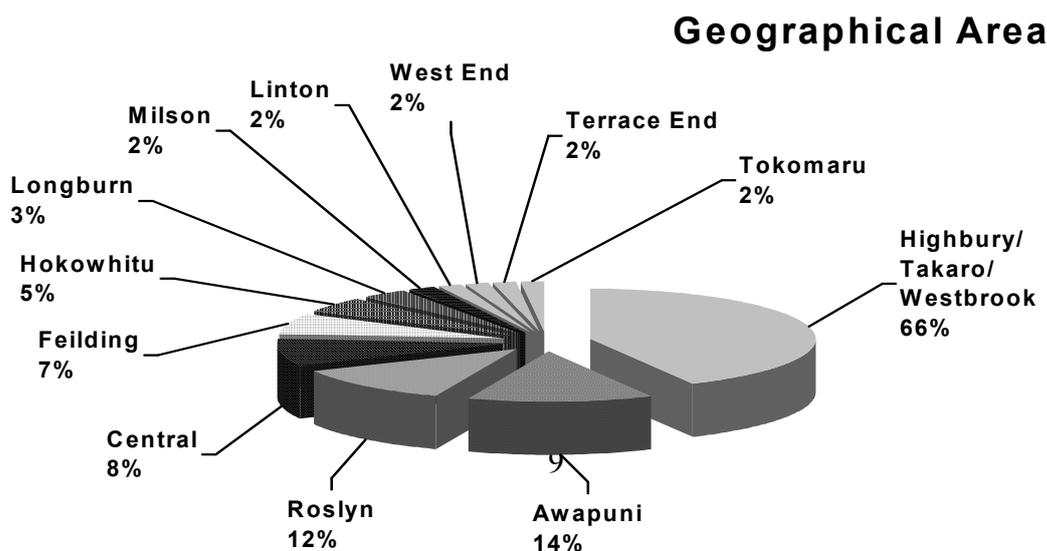
### **THE TEAM:**

Bruce Maden	-	B.Sc (Psych), M.A. Social Work Applied.
Elizabeth Maden	-	Diploma in Teaching.
Sheryll Horn	-	Diploma in Counselling
Ange Watson	-	Bachelor of Social Work
Beryl Reynolds	-	Registered Nurse
Pania Taylor-Millar	-	Diploma in Social Work

The team bring different strengths and knowledge not only to the families they work with but also to the team as a whole. Further professional development of staff is supported by Te Aroha Noa Community Services. This has resulted in Ange undertaking her Post Graduate Diploma in Social Service Supervision and Sheryll continuing to undertake her Bachelor of Social Work with the assistance of an NGO Study Award.

### **GEOGRAPHICALLY:**

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





### **REFERRALS:**

While families are still self-referring or being referred through other branches of Te Aroha Noa Community Services, the growing trend this year has been for families to be referred through other agencies.

### **OUTCOMES:**

- Parents are more able to articulate their wants and needs more effectively.
- Collaborative partnerships with families/whanau and other agencies are producing an effective support network for families/whanau.
- Families describe the changes they are taking as “baby steps”. Families are recognising that change does not happen in leaps and bounds but does happen over time.
- Families are realising they have strengths and are actively looking for opportunities to utilise these in other areas of their lives.
- Families/Whanau are seeing themselves in a different light through the video work and noticing the changes they can make. They have then gone on to actively make these changes for themselves.
- 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 are pro-actively engaging with the opportunities afforded to them.
- Families/whanau in the community are committed to supporting each other more.
- Parents are taking risks, or as they describe it, a leap of faith, to respond in a different ways to situations and people.

### **FAMILIES GIFTS TO US:**

Families teach us to be flexible, respectful and patient. 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 practice and 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

*The marvelous richness of human experience would lose something of rewarding joy if there were not limitations to overcome. The hilltop hour would only be half so wonderful if there were no dark valleys to traverse.*

Helen Keller (1880-1968)

To be fully alive as a human being is one of our greatest goals and joys in life. Helen Keller, through her amazing lifetime of blindness and courage, has inspired the world. Against a society that preferred to hide people with 'afflictions behind closed doors, she was able to stand tall and discover that although she had a limitation she could be liberated. Through this she assisted in liberating others with blindness to realise a fulfilling future.

Repeated evidence of this occurring in people's lives continually inspires each one of us in the counselling team. So often people will come feeling downcast and powerless and struggle to have a say in their personal lives, let alone when dealing with professionals who seem to have all the say and power. They feel dictated to on how parenting should be and that unless they are like that they are in danger of not having their children at all.

*Georgia and her family were referred for counselling. This was to involve family counselling, couple counselling and individual counselling for her, her partner and each of the children. The counsellor began by wondering how the family must feel. Were they feeling overwhelmed by the need to have all this counselling? Were they feeling as though they were being told they were completely dysfunctional, hopeless, in need of experts to tell them what to do?*

*The counsellor initially met with the mother who was able to inform the counsellor that the report that requested the counselling was written at the time of her separation from her husband when the children were naturally unsettled. The children had now been working well at school and there was not the discipline issue that there had been. However, she wished to be allowed shared care of the children between herself and her husband.*

*Until she had met with the counsellor she felt she had no voice and that no one was hearing her, particularly the people who she considered were in authority over her and her children on these matters. Having been encouraged that she was a caring parent and that she did have grounds to see more of her children she felt empowered to take charge of her situation and achieve her goal. She now has shared care and she is so much more confident and secure as a person.*

This is an account of, and one example of, a person needing someone to walk with them on their journey for awhile until they felt confident and stronger.

What an exciting and dynamic team we have. What a privilege it was to see the special strengths and interests each counsellor has at a recent afternoon organized for that purpose. We saw the way videoing family interactions and showing it back to them can encourage and enhance the attachment between the main caregivers and their children and the development of an assessment model to ensure that the way we work will provide appropriate assistance to families. We were treated to the use of puppets, in this case with a cute rabbit, to help people express themselves more easily and to provide safety to dare to have a voice. We were shown different children's books that can be used as a therapeutic tool for adults and children that demonstrate different ways of being. Finally we were given sheets of paper with a song written on them and, accompanied by a guitar, we sang this to a well known tune. The words were written as part of a client's journey that was meaningful and enhancing to them. What a great tool to use. Since then the uses of this have been considered and enlarged upon.



That afternoon has been a launching pad for developing courses and groups that parents can come to and grow their creative side to bring fun and purpose into their homes. We look forward to developing these ideas further.

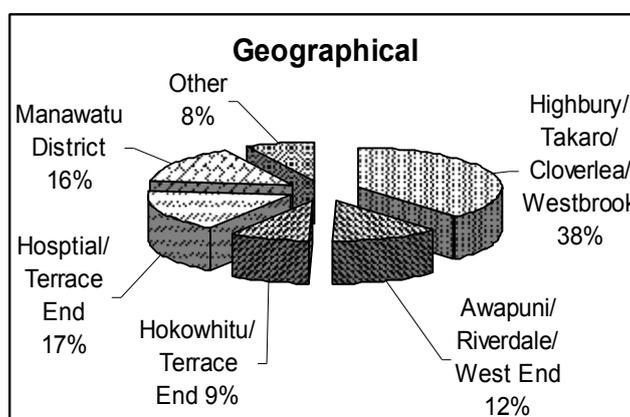
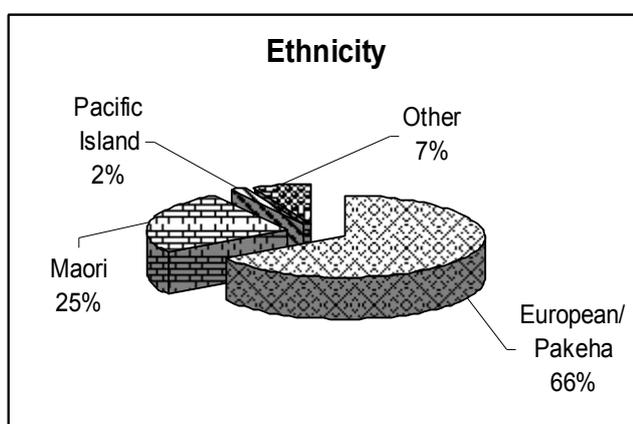
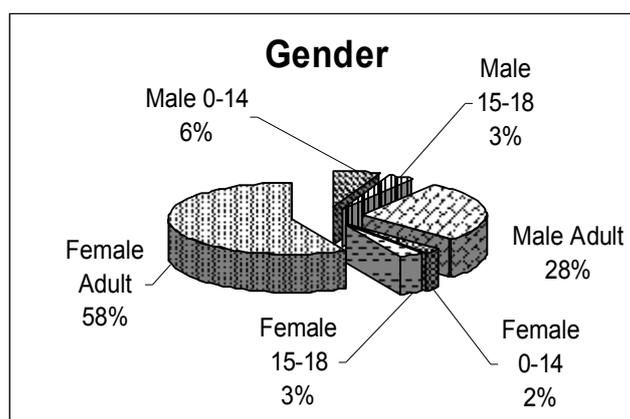
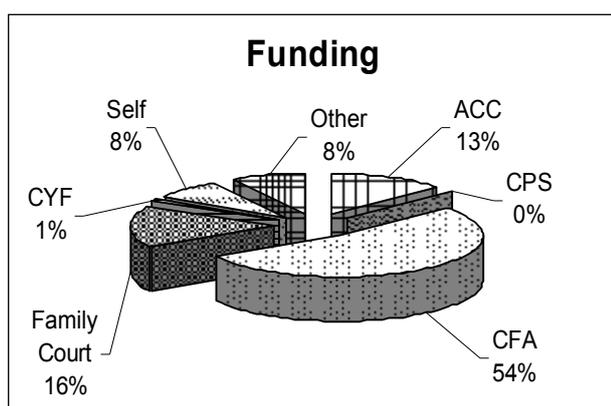
The counsellors are committed to furthering their learning and are either continuing their study towards further qualifications or seeking out seminars and workshops that are relevant to the work they are doing here. With the broad range of interests and learnings we find our regular team meetings are vibrant and thought provoking, stretching our thinking and ideas.

I want to take this opportunity to thank our awesome team, Bev Marsh, Makerita Auta, Kate Ferguson, Mary Procter, Nici Scott-Savage, Shirley Jourdain, for their commitment and passion to walk along side people as they grow and choose different and sometimes difficult paths in their lives.

Special thanks must also go to the administration team for the effort they put into keeping us and our client's accountable and to the welcoming manner of the receptionists who greet each client as special. We greatly appreciate the commitment of the prayer team as we evidence God's work daily.

Barbara Stuckey  
Counselling Coordinator

## Demographics of Counselling Clients





## **COMMUNITY EDUCATION - DEVELOPING**

### **A LEARNING COMMUNITY**

**“He kura tangata, he kura whānau,  
A person educated, a whānau educated”**

In the same book as the story in the Introduction section of this Annual Report is this quote from the village headman of Korphe as he holds up his dog eared, grease spotted Koran:

“I can’t read it” he said. “I can’t read anything. This is the greatest sadness of my life. I’ll do anything so the children of my village never have to know this feeling. I’ll pay any price so they have the education they deserve”

And just prior to saying this he had paid over the equivalent of half the wealth of the village to a regional headman who was threatening to stop the construction of the school being built in the village.

As Greg Mortenson, the writer of the book said “Here was this illiterate man, who hardly ever left his little village in the Karakoram– yet he was the wisest man I’ve ever met”.

In Te Aroha Noa, in our Learning Community, we have the same dogged commitment to seeing adults in our Community reach their potential through second chance education. In this period where the funding for Adult Education seems to be taking a battering, we are having to dig deep to maintain our foothold in our desire to see adults in our community, who have had negative experiences of education, be scaffolded along learning pathways to reach their learning potential. In a Adult and Community Education (ACE) research study conducted by Pricewaterhouse Cooper that Te Aroha Noa Community Services as a case study group participated in, it was found that each dollar invested in adult education had a return on investment of between \$54.00 - \$72.00 with community education providers like Te Aroha Noa working with disadvantaged communities being at the high end of this range. These figures are so astounding that as a society we cannot afford not to invest in second chance adult education. We are particularly indebted to two innovative Trusts, Eastern and Central Community Trust and the J.R. McKenzie Trust who have heavily invested in our Learning Community this year to support second chance adult learners to begin reaching their learning potential.

First Steps Adult Education has become the fastest growing area of work in Te Aroha Noa during the last year. Aided by our new Adult Coordinator, Janice Stephenson, who had previously worked in the Māori Studies Department of Massey College of Education, students have begun a whole range of new and interesting learning pathways. These pathways are developing greater variety and depth as our Coordinator innovatively extends the possibilities for first steps learners.

Generally students have begun study by identifying what **‘spins their wheels’** (what their life passion is) and after research and investigation a particular course is developed or found that supports and strengthens their dreams and goals. Community tutors have been trained to ask questions such as: what are the needs of learners and what is the best way to cater for those needs. It is generally through these relational conversations between tutors and learners that the needs and what they want to learn become known. The learner then joins with the tutor in investigating the opportunities and choosing their own educational pathway.

Through this methodology we have seen some of our learners begin new and interesting study pathways. For example, one of our students has begun a Certificate of Equine Study which requires placement work at local stables. The horses at the stables are prize race horses and seem gigantic



close up – however this does not faze our student at all as she mucks in to complete her studies. Another student is completing a Certificate in Secretarial Studies while yet other students are completing the National Certificate of Computing Studies and the National Certificate of Business Administration and Computing. Again another student has begun studying the National Diploma of Science where she wants to specialise in forensic science. This student identified through her ‘conversations’ that she loved watching C.S.I. and had had childhood fascination for human biology and forensics.

Not all our new first steps adult learners are initially ready to embark on formal courses with external tertiary education providers. And, so we have developed our own ‘Introduction of Computers’ course to assist these students to develop familiarity with computer technology. We have had several students come to the Centre who have never used computers and who now travel competently on the technological highways of the internet and are able to keep up with their children and grandchildren. The Learning Centre is very grateful for the four computers that have been generously supplied by UCOL and which this year were upgraded to the VISTA operating system.

As part of developing the initial learning options for first steps learners, the Te Aroha Noa Learning Centre has been working with Dr Ann Balcombe to develop our own Parent Educator Certificate which will allow parent educators from our Early Childhood Centre, SKIP and HIPPIY Programmes to gain NZQA credits which will in turn, on completion, allow them to be eligible for further tertiary study at any institution. This is an exciting initiative which has recently received generous funding from Eastern and Central Community Trust and the J.R. McKenzie Trust and it is hoped this Certificate will be in operation by mid 2010.

Another core part of our approach is to equip para-professional community tutors to play a key role in advancing community education. During this year, there has been a very significant expansion of the number of community tutors who are running learning activities such as: Guitar and Singing classes, Fitness and Wellbeing, Computers and Study Skills, Literacy, Mathematics, Cooking and Nutrition and Kapa Haka. The latter has had valuable input from Brenda Soutar and Milton Rauhihi who have been assisting them to learn Rangitāne waiata and some very intricate poi.

We are also constantly exploring new pathways to engage adult learners and some of the new courses conducted this year have included: Tivaevae (Cook Island quilting) with tutor Nohorangi Puleosi and Sculpture in Oamaru Stone with local artist Darren Gosling. The sculpture class was generously supported by Creative Communities, New Zealand and Palmerston North City Council funding. Other new classes have been in Singing and Te Reo Māori.

This huge range of learning activity wouldn’t be possible if we didn’t have the invaluable support of our Crèche team which is ably led by Rose Davey.

Alongside our first steps learning activities we have also been committed to developing our education infrastructure. We received a very encouraging report from our first New Zealand Qualifications Authority Audit which was conducted in December 2008 and have focussed this year on developing a Tutor Guide Pack to assist us to increase our professionalism. As we try and infuse adult learning into many areas of Te Aroha Noa’s work this Guide Pack will assist us to further develop our course planning, data gathering and evaluation and ensue greater uniformity throughout the organisation.

In conclusion 2008-9 has seen remarkable growth in our ‘First Steps Learning Community’ with 180 adult learners having participated (many in several courses) in a wide range of adult education this year. Furthermore we have seen an exponential growth in the number of our learners graduating through external tertiary providers (six students).



Ka rawe, kei runga now atua koutou!  
Awesome you are right up there!

Janice Stephenson  
Adult Education Coordinator

The Team

Tutors: Toni Bidlake, Darren Gosling, Lena Gregory, Sheri Hirawani, Regan Marsh,  
Mary Procter, Nohorangi Puleosi, Zubeda Sharif, Tangi Tairakena,

Crèche Cordinator  
Rose Davey





## TE AROHA NOA EARLY CHILDHOOD CENTRE



On Friday 26 June 2009 approximately 80 adults and children gathered at Te Aroha Noa Community Services to celebrate Matariki. After sharing tea together the children entertained us all with Kapa Haka, sharing their mihi and showing their art work.

Matariki is an open cluster of very bright stars that can be seen in the New Zealand sky in June. The name Matariki can be translated in two ways:

**Mata Riki – Tiny eyes**

**Mata Ariki – Eyes of God**

Either way the eyes are thought to watch over the land and its people. Based on early traditions Matariki is something special for all New Zealanders to share. It connects us with our unique Māori, heritage, nature, creativity and expression. For many Māori, Matariki signals the beginning of a new cycle of life and a time to reflect on the previous year. This has inspired us as a team to use the Matariki calendar to reflect on our mahi this year and to illustrate the underpinning kaupapa of our Centre by highlighting particular activities and events that illustrate this.

**July:** We were visited by a team from the Education Review Office who evaluate the quality of education children receive. The full report which can be read on the website [www.ero.govt.nz](http://www.ero.govt.nz) included the following comments:

*Children's learning and development is well supported in a welcoming and inclusive environment. Children engage purposefully in activities, enjoy the company of others and have fun.*

**August:** The Funky Monkeys performed at the Highbury Whanau Centre and their songs and dances have become favourites. These community wide SKIP Initiatives provide opportunities for Early Childhood educators in the Western suburbs to work collaboratively to ensure pre-schoolers have access to educational opportunities and that their parents are valued as their children's first and best teachers.

**September:** Helen Goodall joined our teaching team. Helen has nurtured the children's interest in the environment by creating a science centre where we can display our discoveries. This has led to an interest in gardening and it has been exciting to see children going home with their produce. We continue to explore the possibility of developing community gardens and Bunnings staff have offered to run training courses in all aspects of Horticulture.

**October:** Learning became more visible in the centre. Educators recorded comments on the children's achievements on star shapes displayed on the back wall. Parents are now able to read these and extend their children's learning at home.

**November:** Vicky Roberts led an informative workshop for educators on the Treaty of Waitangi. Through out the year educators, as a team or individually have participated in the following courses as part of their professional development: C.E.C.E.A.A. Conference, First Aid training, Introduction to Strengths Based Training, Te Hinatore and Music Workshops.

**December:** Christmas in the Park. Whānau gathered at the Esplanade for games and fun. Santa surprised all the children by arriving on the train and giving them all gifts. Similar events are held through out the year ensuring our children have the support of their family/whanau.





**February:** Emma and Joe who have supported their children in the Early Childhood Centre over the last four years brought family and friends together to celebrate their wedding in the Gathering Space. Te Aroha Noa has become the hub of our Community, a place where dreams for people are valued, supported and reached.



**March:** As a community we grieved for the tragic passing of Mike the partner of Regan one of our staff. Mike had been part of the construction team who built the Early Childhood Centre. The centre closed enabling staff and families to support Regan and her whānau at the tangi.

**April:** A group of children are outside on top of the boxes practising the Haka. Regan has continued to develop concepts of Te Ao Māori and many such as morning karakia and hīmene have become an integral part of our daily programme. A highlight this year has been to awahi our five year olds on their first day at school with a simple powhiri.

**May:** Kristi a third year student from Massey College of Education joined our team for four weeks along with her pets: guinea pigs, lambs and birds. Teacher trainees and students are now part of the centre on a regular basis. They have added a different dimension to the centre as they grapple with our unique kaupapa providing excellent reflection for our educators.

**June:** Thomas celebrates his fifth birthday proudly wearing a korowai which was designed by his mother. Margaret-Anne has introduced the K.E.A.S programme (Kids Excited about School) which has given parents the opportunity to share with one another, accompany their children on school visits and to share in their birthday celebrations. This initiative has highlighted the importance of supporting children and their whānau as they embark on the next step in their learning journey.



Finally a big thank you to our staff who ensure our Early Childhood Centre provides a quality learning environment:

Margaret-Anne Cook, Holly Daniels, Vicki Duckmanton, Sha Durston, Vikki Gibbs, Janine Girling, Helen Goodall, Jamaica Hodgetts, Regan Marsh, Alinna Nagel, Emma Pakome, Jessica Rabone, Margaret Steedman, Makere Taitapanui.

Ma te wheturangi o Matariki,  
E tiaki mi, e manaaki mai I a koe,  
I a koutu ranei, mo te tau e taka mai ana.  
May the gentle light of Matariki guide and inspire you all this year.

Cindy Hammond, Elizabeth Maden  
Team Leaders



## HIPPY

Te Aroha Noa Community Services chose 13 years ago to invest in HIPPY (Home Interaction Programme for Parents and Youngsters) for the community of Highbury. HIPPY is an intergenerational programme that educationally supports families. HIPPY provides a structured way of delivery that enables parents to recognize their strengths, add to their prior knowledge base and also obtain new knowledge and skills to teach their children at home. This in turn aids them to support their children throughout their formal education at school.

This home based pre-school programme enables parents and family members to grow in the knowledge that they are their child's first and most important teachers and to be better equipped in the task of being a First Educator. HIPPY provides the resources and tutor time for the parent and child and this assists in eliminating barriers such as limited resources and finances for our families. When asking the community about HIPPY many attribute their child's successful entry to school and academic achievement to HIPPY. Most parents also comment that the programme is successful in their homes because it requires and celebrates one on one time between the two generations. Many parents are surprised at the knowledge their child possesses and also how well their child can acquire new information and learning when provided the opportunities. The HIPPY workbooks are set out like lesson plans and designed to ensure a successful learning experience for the parent and child working together.

The parent meets with their tutor fortnightly in their own home and in the alternative week the parents visit Te Aroha Noa for HIPPY Hui. Home visits allow tutors to enter an environment where the parent is comfortable and welcoming of new knowledge. HIPPY Hui allows parents to join together in sharing experiences and visions for their children. HIPPY offers a safe, non-judgmental learning environment for teaching and learning, between the tutors and parent and then parent to child. Whether it is at a home visit or HIPPY Hui the child is celebrated for their successes during the week and similarly the parent's achievements are also celebrated and they are offered support and ideas. Parents are encouraged to build on the information given through HIPPY and extend it into conversations in all areas of their children's lives.

HIPPY Hui has been an exciting highlight of the year for the team. We have seen a growth in the attendance roll of HIPPY Hui where the parents are engaging more with each other, their tutors and the wider Te Aroha Noa Community Services. The enrichment activities have been parent driven and at times parent led. We have received positive comments from those who attend about the support from other parents and the activities that are helpful for them and also extending their child's learning in the home.

### THE TEAM

HIPPY is grateful to have a fantastic team of tutors for 2009! We started the year with two senior tutors; Marion Hales and Paula Atua and then welcomed into the team Corrina Roe and Bree Lind. Each member brings a different strength to the HIPPY team which is embraced and utilized to help HIPPY run smoothly and efficiently within Te Aroha Noa and in the community. The HIPPY team is very supportive and encouraging about their work, passionate about the philosophy of HIPPY and the families they work with. The following are the thoughts around what our tutors see as exciting aspects of their work;

***“There is great satisfaction in hearing progress stories from the parents and to see and hear their excitement about their own children”***                      **Marion Hales 2009**

***“To see the excitement in new families who are joining, hearing about their goals for their children and why they chose to have HIPPY in their homes. Also meeting a good***



*group of parents who are positive, excited and amazed at how the HIPPY programme works in their homes.*

**Paula Atua 2009**

*“It is encouraging to be able to take education into the home because as parents I believe we rely on the education system too much and don’t recognize our important role as the first educator in our children’s lives”*

**Bree Lind 2009**

*“It’s most exciting when you see the results of the children and how involved and enthusiastic the parents are about HIPPY especially at the HIPPY Hui. It’s more rewarding and challenging than previous jobs I’ve had”*

**Corrina Roe 2009**

I have been very privileged to have had the opportunity to work alongside this wonderful team of women, educators, mothers and professionals. It is with great sadness that I will be discontinuing my role as HIPPY Coordinator in the near future.

#### HIPPY FAMILIES/WHANAU

It is encouraging to be engaging with families who are passionate about providing the best for their children. Many opportunities for furthering a child educationally are beyond the realms of possibility for the families we are engaged with. HIPPY, however is a fantastic resource that is affordable, accessible, supportive and empowering. It is an honour and privilege to be walking alongside these families as they work towards ensuring their family’s future academic success has a strong foundation within the home.



The following are insights that have been shared by parents who have experienced the benefits of HIPPY in their home;

*“I love the one on one time with my son, it has really helped to bring us closer”*

*“HIPPY has been a great tool that gives me the opportunity to help teach my son and because we have the HIPPY resources he sits and listens to me”*

*My daughter started school this year and is achieving well and has settled into the routine well”*

*“My children are HIPPY kids and all three of them are above their reading levels at school and I believe it is because of HIPPY”*

*“We do not speak English in our house and HIPPY is helping our son to learn how to express himself better in English before he goes to school. It is also exciting listening to his logical thinking and sharing this time with him”*

*“We have a new baby in the house and HIPPY makes me sit and have that one on one time with my son that I may have forgotten to do if we didn’t have HIPPY”*

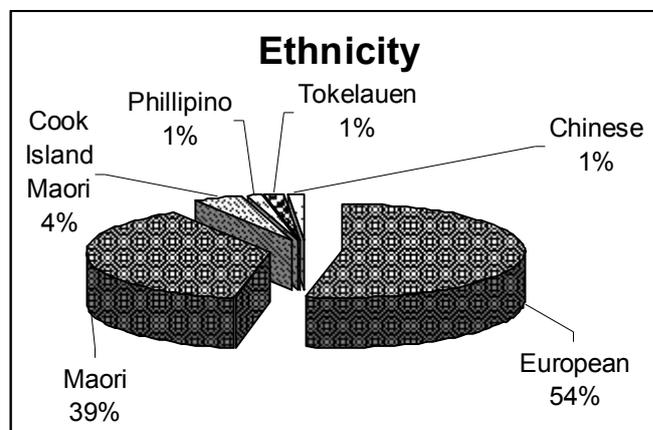
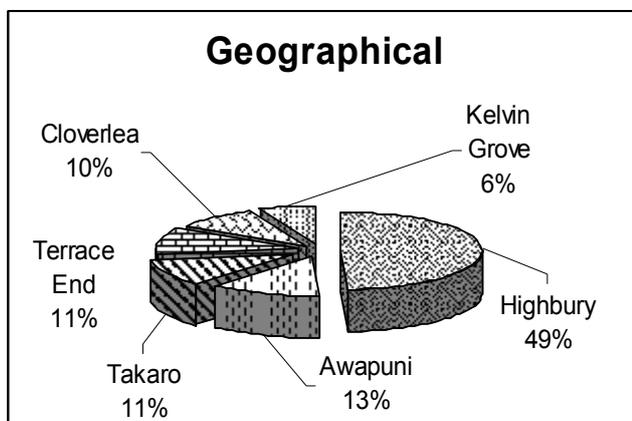
*“I didn’t know my son knew as much as he does”*

As the comments show, HIPPY helps families in many different ways. HIPPY cannot work without the full support and efforts of the parents. Our future generations will appreciate the hard work that is creating the strong foundations now.

During the past year we have had a total of 96 families engaging with the HIPPY programme, some have successfully completed the 60 weeks, others have moved from Palmerston North and for reasons unforeseen others have exited from the program. Currently we have 70 families who are engaging with the programme throughout the western suburbs and further afield.



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



#### WHERE WOULD HIPPY BE WITHOUT THESE PEOPLE?

The HIPPY team would like to thank their colleagues within Te Aroha Noa for their continued support to our team and the families we work with. We are thankfully blessed to have the volunteer support of Madeline Dittmer who works very hard at assisting us with our work and storybooks. Many thanks to the support of Great Potentials, COGS, Dudding and T.G. McCarthy Trusts. We are very grateful to the supporters of HIPPY who share the good news and good stories of how HIPPY works within the community. HIPPY is part of a community that is building the foundations for our future generations to achieve and excel.

Theresa Lambert  
Palmerston North HIPPY Coordinator



# SKIP

## Strategies with Kids | Information for Parents

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

SKIP offers to its community, parenting tools that assist in raising our future generations in a positive, loving and nurturing way. SKIP aims to explore innovative ways of promoting these and effective non-physical discipline for parents of 0-5 year old children. It also aims to promote effective parenting using non physical disciplinary methods. Te Aroha Noa is proud to coordinate the SKIP Collaboration which works through co-partnership with the parenting communities in the western suburbs of Palmerston North. Through these partnerships we are working towards catering for the needs of parents by enhancing their skills and knowledge. The concept of partnership allows us to be more effective in reaching positive parenting goals for all parents because ideas are initiated by community for the community. We believe engagement with the community is paramount to the success of our SKIP Project and here at Te Aroha Noa we embrace the opportunity to grow people in ways designed to reflect their own individuality. Ideas are welcomed and engagement with the community in this process is essential. We believe every parent wants to be the best parent they can be and together we can help them achieve this. The SKIP project has delivered a wide range of community events, workshops, coffee groups and family outings. Te Aroha Noa has as a keypoint of their SKIP methodology influencers to run project activities and to share their understanding of positive parenting with other parents.

The following are some stories about what SKIP looks like in our community...

### SKIP into Action 2009:

The emphasis this year was based on children’s developmental needs. There were 200+ parents and teachers attending. The strength of the community leading this entire event was exciting as many people took on leadership roles for the first time. 15 parents from varying Early Childcare Centres in the western



suburbs received intensive training in preparation for the collaborative event for preschoolers. The teachers commented on how the learning reinforced what they were teaching through their individual centres and that it was a great way to get the messages through to the parents by engaging them in such a way. The skills and confidence demonstrated by the parents as they conducted the activity groups were all of a very high standard. Many of the teachers on the day commented that the highlight was the parents running the event rather than staff. It was exciting also to see men actively taking part in the training day in

preparation for this event. On the day of the big event two of our dads took complete charge of one of the stations. By involving men in the organization of this event other men attending were more ready to participate on the day.

### “Yummy Mummies”

Two Parenting support groups are operating each week, a total of 48 group meetings in six months. These groups are co-led by group members. The leaders are identified and trained to inspire and develop other group members. These groups have become a highlight of the week for the participants. It is encouraging as a facilitator to hear these young women become excited about parenting their children while passing on mature advice to their peers in natural ways. The initial group grew too big to be feasible so another one was birthed in





January. A leader was trained and together this new group of women from marginalized backgrounds became a close supportive group of friends. An example of this was when one of the group decided against moving to a new city because of the friendships and support gained from the group. These groups continue to grow and most of them become involved in other Whanau related activities in Te Aroha Noa providing even greater support. Two of the group members will start to train as parent educators in our Early Childhood Centre next term. Another has shown a passion for leading a third group in the future. Two of the women have partners that have become involved in our family Whanau days and they are possibly looking at beginning a men's group to provide support relevant to their own needs as men. A birthday came for one of the mothers and as a group we supported her to celebrate together with the children, in a restaurant. This was the first time two of the group members had taken their babies out for a meal, a great step with the support of others.

### **The Funky Monkeys 09'**



This was another year of the fantastic children's entertainment group engaging with our community with over 300 adults and 700 children. The Funky Monkeys brought a great show which included Dizzy the dog this year and the children absolutely loved it. This year we also saw more fathers interacting with our children than ever before. SKIP messages were put into sealed envelopes for all the parents. They were then challenged to consciously practice these both for the day and for the rest of their child's life. Some spot prizes were given away based on activities that parents and children could do together. This was a fantastic way to support and present

great parenting strategies to the community.

### **Foxton Family Camp**

This year we ventured off to Foxton Family Camp for the 2<sup>nd</sup> year. We found we had 12 men staying on site this year. The men participated in all the events that took place. Two of our family's had never experienced staying away together as a family unit so it was certainly a highlight for them having the men there. While away on camp we had a devastating and tragic accident that was overwhelming for the immediate family and the wider community. Strength and determination was shown in the way the parents supported each other and continued the planned activities for the children at the wishes of the family. Strong extended family connections taught us there are many hidden strengths within community. This sense of shared experience has continued to grow and enhance the community work we are doing together here at Te Aroha Noa.



### **Trip on Paddle steamer (Whanganui River)**



This was an opportunity for family's to share new experiences. 36 people including 14 preschoolers attended. The children and adults worked together to build a barbeque and share food. Many new friendships were formed.

### **February 09 Farm Trip**

We took 15 children and adults to a hobby farm near to Palmerston North. The opportunity to teach adults alongside the children was exciting. Gathering chestnuts and coming home and cooking them was an unexpected adventure of the trip as was the hands on experiences with a new donkey. The families thoroughly enjoyed their time away and sharing these new experiences with others.

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.

During this year one of the constant questions being asked within the ‘Community Consultants’ group was how the knowledge that this group had built up over two years could impact the wider community. As discussions continued about how the group could challenge their surrounding community two key phrases emerged: ‘Exposing VIOLENCE’ and ‘VIOLENCE has a thousand names’. Using these phrases as their theme the ‘Consultants’ then began planning a community hui and came up with creative and dramatic visual effects to ensure the hui had a significant impact in the lives of the participants. The culmination of several months of planning resulted in an ‘Exposing VIOLENCE’ hui being held in August 2009 in the public ‘Gathering Space’ of Te Aroha Noa. 55 community participants attended. Black balloons were filled with helium and they remained suspended against the ceiling creating the effect of a cloud as the korero happened below. A few gold balloons were scattered amongst the black balloons to represent the nuggets of knowledge, character and personal growth that emerge despite the cloud of ‘VIOLENCE’. Participants were encouraged to write some of the thousand names of ‘VIOLENCE’ on the black balloons and the names of the nuggets of courage on the gold balloons as they discovered them in the small groups formed to share their stories. As the morning progressed participants began to realize how much they knew about ‘VIOLENCE’. It was an amazingly powerful experience as ‘VIOLENCE’ was exposed to open scrutiny and participants began to realise how great their common knowledge and experiences of ‘VIOLENCE’ were.



The day after the ‘VIOLENCE Exposed’ hui was held only one balloon was left floating under the ceiling and all the rest of the balloons were on the floor. This dramatic visual metaphor powerfully demonstrated the hope of the ‘Exposing VIOLENCE’ hui.



**Violence will ultimately lose its power, dissipate and no longer have any place in the western suburbs communities.**

As a result of this Wananga a huge new group of ‘community consultants’ have begun to explore their stories of ‘VIOLENCE’. It is the hope of this process that through the power of telling stories, transformative change will ripple out to effect the whole community. For as Pattie La Croix writes in ‘Igniting Engagement: Why Stories Matter’:

The stories that we tell have the power to ignite change and fuel transformation. The stories that we hear open us up to new ways of thinking and steer our analysis in a fresh direction by creating context, meaning and access to our values. They change meaning, revise perspectives, shift behaviour, and in doing so, change the future. Stories motivate one another to act. “We find the courage to take risks, explore the possibility and face the challenges we must face”:

(Pattie La Croix, Catapult Media)

‘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.

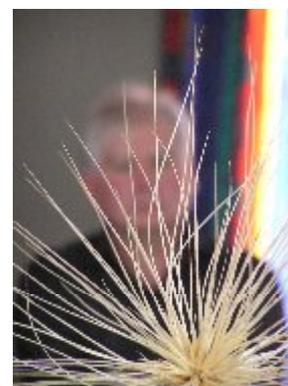
Bruce Maden  
Project Team Leader



## COMMUNITY PRACTICE RESEARCH AND TEACHING CENTRE

For several years Te Aroha Noa Community Services has had the dream of establishing a Practice Research and Teaching Centre. As part of this dream we have continued to evolve and formalise a research partnership between Te Aroha Noa Community Services and Professors' Robyn Munford and Jackie Sanders, of the School of Health Sciences, Social Work and Social Policy at Massey University. Over the past five years we have engaged in both small research projects into family/whanau change processes and into a larger study conducted under 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, provided an excellent opportunity for practitioners from several different disciplines to reflect on their practice and identify the key elements.

After three years of work, it therefore was very exciting on Friday 27 March 2009 to complete this Research Project by handing over to the Families Commission, in a public launch, our report which was titled 'The Spinafex Effect – Developing a Theory of Change for Communities'. We were very appreciative that the Families Commission were willing to support the launch and the handover being able to occur at Te Aroha Noa amongst the community and families that had contributed to and shaped the research. Again this jointly organised and sponsored event by Te Aroha Noa, Massey University and the Families Commission underscored how collaborative partnerships can create greater outcomes for all parties than parties can achieve on their own. The metaphor of the resilient coastal plant, the Spinafex, was used to illustrate how Te Aroha Noa works often in understated and even hidden ways to stabilise vulnerable and chaotic environments and ultimately release their potential. Te Aroha Noa was able to demonstrate its creativity and resourcefulness at the launch by showing a specially developed film of the Spinafex plant in its natural environment. We are very grateful for the



generosity and skills of Elizabeth, Amanda and Jonathon Berkahn who provided the art work that graces the report and the film with a beautiful, specially composed, soundtrack. The launch was tinged with sorrow as it immediately followed the tragedy of the previous weekend's drowning of a father of one of our children and a staff member's partner. We greatly appreciated the sensitive and wise address of the Families Commissioner, Mr Kim Workman, who responded on behalf of the Commission to our presentations. The chaos of the launch week added to the impact of the presentation. As well as the Report sharing our own distillation of what we believe are key

elements that contribute to strong family change outcomes it also challenges other family/whanau, community organisations and even Government institutions to reflect on their own practice and develop their on theories of change in order to become more conscious and intentional about the mahi they undertake.

Increasingly we are also recognising that Te Aroha Noa has an important responsibility to influence International and New Zealand policy and practice. We therefore responded to the opportunity to be one of six groups presenting their innovative practice at an Innovative Practice Conference organised by the Families Commission in May 2009. In addition in collaborative partnership with Professors' Robyn Munford and Jackie Sanders several journal articles about our family/whanau and community



practice have been accepted for publication in international journals during the last year. We are also increasingly being asked to provide consultancy services to emerging Church Community Ministries and community organisations that want to use collaborative community led development methodologies.

Our current research endeavours are centring on a proposal currently before the Community Sector Research Fund of the Department of Internal Affairs, where we hope to evaluate how community development approaches can be used to reduce family/whanau and community violence. It was also exciting in the last year to continue to be involved as one of five case study organisations in research conducted by Pricewaterhouse Cooper into the economic value of community based Adult Education and the development of an Outcomes Based Toolkit.

Lastly the completion of the Research Report – ‘The Spinafex Effect – Developing a Theory of Change for Communities’ combined with feedback from our research partners that there are new elements of practice emerging in our work that move practice beyond existing models, has prompted us to begin exploring how to further our contribution to the professional development of practitioners from multiple disciplines. We therefore have committed ourselves to a partnership with the Practice Research and Professional Development Hub of the School of Health Sciences and Social Work at Massey University and hope next year to expand the professional development and teaching aspects of our work. After twenty years of piloting innovative responses to assist transformative change in families/whanau and communities this is an exciting development.

Bruce Maden  
Practice Research Team Leader



## **COMMUNITY DEVELOPMENT /LIFE SKILLS** **PROGRAMMES**

### **Aerobics**

We continue to have a core group of nine women who attend twice a week. Many have returned to work, however, we enjoy a lovely atmosphere and the support of each other continues.

*One of the women shared that she wanted to start a garden. This idea was taken up by another woman who enthusiastically offered her assistance.*

*Another woman arrived seemingly not wanting to talk to anyone or perhaps was too shy to and came only for the aerobics, she didn't join in the coffee group or interact with another. Eventually she joined in and now has a job and is confident, strong and happy.*

Aerobics is not just aerobics but provides an atmosphere of sharing and caring, not forgetting the coffee afterwards.

Karen Morris  
Aerobics Coordinator

### **Child Care**

It has been an exciting year here at Te Aroha Noa. With an increase in courses and workshop days we have relied heavily on our team of enthusiastic childcare workers to support this growth. The crèche operates 5 days a week now and often caters for more than one group at a time. The new space is working well and having a designated area is certainly much nicer for everyone. The atmosphere is bright and colourful and the DVD player is a real hit playing away in the background

Rose Davey has led this team over this past year. Many skills are needed to successfully coordinate this weekly roster. It is a credit to Rose the way this team has run so smoothly this year.

Our dedicated childcare team have gone that extra mile with the children as was evidenced through a story where some of our parents commented how their children had learnt their colours and shapes from the childcare team. We are truly blessed having this sort of commitment from the staff. One young mum said how this weekly hour and a half is the only time she has away from her child being a single mum. This gives her the space to build relationships with other mums and learn new skills.

Thank you to our team who go about their business and serve humbly behind the scenes. You certainly are a group to be proud of. Te Aroha Noa couldn't function without your contribution.

Donna Hyland  
Childcare Coordinator



## **Community Craft**

30-50 people continue to meet every two weeks in the Central Baptist Church hall for Community Craft. Numbers have remained steady this year and we have welcomed some new people. There is always plenty of friendly chatter and lots of creativity displayed in what people are doing.

This year we were all saddened when Peter Patten died after a long battle with ill health. Peter drove the van regularly for several years and we all miss him. We are grateful that Kingsley Print has taken over to drive people to and from Craft.

Also during the year Stan Bryant, Sylvia Collins, and Beryl Wilson had to give up working with the team, and due to ill health Dennis Alve had to stop setting up the tables and chairs. However he is still part of the team of people who help with clearing up. This team includes Dennis and Gayle Alve, Bruce and Marion Tolmie and Jim Skett. We are very grateful for their contributions.

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.

We have continued to have lunch meetings for the volunteers twice during the 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. “A Big 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 Browing, Stan Bryant, Christina Cade, Sylvia Collins, Ngaire Craven, Bruce Ladyman, Jill Middleton, Joan Middleton, Jennie Parfitt, Peter and Rae Patten, Dianne Prain, Gwenda Skett, Pat Smith, Alys Stutter, Beryl Wilson, Winnie 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 two years ago 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 Māori 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**

Reception/Administration continues to play an ever increasing supportive role to the growing work of each department at Te Aroha Noa Community Services. We see many people coming to Reception who are involved in the many and varied Adult Education programmes, for example Gym, Guitar, Singing, and Sculpture etc. It has not only increasingly become a growing area of information to the clients coming to Reception but also in the administrative area of funding applications, internal publicity for our courses and hui etc. Much of the work has come about through the effectiveness of the SKIP and Adult Education programmes.

We greatly appreciate the volunteer staff, Norma Perry, Margaret Bates, Noeline Harris and Beryl Reynolds, without whom the Administration Department would not function so efficiently. Sadly we farewelled Norma Perry at the beginning of this year and we would like to sincerely thank Norma for all the years of faithful service and wisdom she has imparted to us at Te Aroha Noa Community Services.

Margaret has stepped in to the role of Finance Administrator after we farewelled Karen Welford in March. Margaret willingly helps out in the Reception/Administration role when necessary. We do miss the invaluable contribution to the smooth running of the office that the volunteers make when they are unable to be with us.

The diverse range of duties and people who are part of the fabric of Te Aroha Noa Community Services make the Administration Department a very interesting and challenging place to be. We continue to enjoy the children and mums passing by on their way to the preschool each day and to say kia ora/morena to them. Their happiness is contagious as they make their way to the Centre.

Joy Brooker/Bernice Collis

### **Prayer**

A small group has continued to meet early on Tuesday morning, Bruce Maden attending when he can. Unfortunately one of our members, Meg Crawford has had to withdraw because of ill health and we would like to pay tribute to her dedication to this group over many years.

In recent weeks we have changed our meeting day to Monday at 10.30am hoping this later time may attract more participants who would be very welcome.

We consider it a privilege and a challenge to be able to pray for all involved with the work at Te Aroha Noa Community Services.

*“The needs of one of us, become the concern of all of us”, Motto – Manawatu Parkinsonian Society*

Noeline Harris



## **Clothing Shop**

Two important thanksgiving luncheon celebrations have taken place:

1. Twentieth Birthday of the Clothing Shop on 16 March 2009
2. Decommissioning and Thanksgiving for the Clothing Shop and the Clothing Shop team.

In 1988 the Central Baptist Church congregation rose to the challenge of continuing a witness in Highbury through the use of the Brethren Hall and Sunday School rooms on the corner of Coventry Street and Highbury Avenue. Preparations for selling pre loved clothing two mornings a week was formed with Ngaire Klein as manager and Eric Klein the maintenance man plus a team of volunteers.

The name Te Aroha Noa evolved from a Hui held March 9 -11, 1990 with Lionel Stewart (Baptist Pastor working with Māori) as speaker. The sign went up:

### **Te Aroha Noa Clothing Shop**

For 20 years the shop has been the means of helping the work of Te Aroha Noa Community Services.

We have estimated that during this period the substantial sum of \$350,000 was raised through the shop. The premises were also used for other significant activities including the Fitness Centre, 1989-1995 and the base of the Playgroup, 1998-2003 bringing these folk and families into the shop and it was great to hear it claimed as **“Our Shop”**.

New Year 2009 brought to a head the decision to close the shop. This was not an easy issue but in consultation with all the team members it was believed to be the season, times of change, no regrets and with the dedication again of all staff a ‘Closing Down Sale’ commenced and the property was entirely empty by March 2009.

We celebrated with the luncheon on 16 March 2009 giving thanks for God’s goodness and for the privilege of service. At the luncheon we celebrated that one volunteer, Mrs Meg Crawford, had served at the shop for these 20 years and that many others had served for 18 years. Well done!

Thank you to the volunteers though out those years. God bless you all.

Ruth Mills  
Clothing shop Coordinator

## **Food Bank**

The Central Baptist Church had a High Tea afternoon recently where each woman contributed one can each to the food bank. For this we are grateful and highly appreciate the support of these people. This has given the food bank a much needed boost.

It is heartening to see that people who really need a boost, as finances do not quite stretch as far as sometimes is necessary, are able to receive a food parcel full to the brim.

Karen Morris  
Food Bank Coordinator



## **TE AROHA NOA COMMUNITY SERVICES PERSONNEL**

### **Trust Board**

<b>Chairperson</b>	Margaret Bates
<b>Secretary</b>	Jennie Parfitt
<b>Treasurer</b>	Lyndon Smith C.A.
<b>Trustees</b>	Elizabeth Berkahn Kenneth Bidlake Ngaire Craven Margaret Jackson Michelle Mock

### **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/Margaret Bates

### **Liaison Pastor**

Rev Jim Skett

### **Cleaner**

Karen Te Puni

### **Clothing Shop Manager**

Ruth Mills

#### **The Team**

Karen Billington, Sue Booth, Robin Brogden, Meg Crawford, Delys Finlay, Zoe Holloway, Anne Horne, Maureen Huia, Judy and Alice Hunter, Jean Innes, Barbara Johanson, Betty and Owen Jones, Lorraine Keen, Viv and Dave Lauridsen, Thea Martin, Beverley Mc Pherson, Beryl Reynolds, Pauline Scott, Marion Sherriff-Wynne, Tau, Sue Wheeler, Sophie Willis.

### **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**

Janice Stephenson B. Ed, Dip Tchg

#### **Tutors**

Toni Bidlake, Darren Gosling, Lena Gregory, Sheri Hirawani, Regan Marsh, Mary Procter, Nohorangi Puleosi, Zubeda Sharif, Tangi Tairakena

#### **Aerobics**

Karen Morris  
Kirsty Bell Rowat (Instructor)

### **Counselling Coordinator**

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

#### **Counsellors**

Makerita Autá, Dip. Counselling, M.N.Z.A.C., Kate Ferguson, Cert. TESOL, B. Ed., Katrina Harper, MB Ch B, FRNZCGP, Dip. Child Health, Dip. Obst., Shirley Jourdain, B. Ed, Tchg Diploma, Secondary and Primary, 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., Mary Procter, B. Ed, TTC, Nici Scott-Savage, B.BS, Provisional Member of NZAC



**Counselling Administrator** Karen Welford

**Crèche Coordinator** Donna Hyland  
Rose Davey, Anne Feasey, Trudy Fenn, Raewynne Johnson, Varna Mackie

**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), Cindy Hammond, Dip Tch. E.C.E. (Co-Team Leader), Elizabeth Maden (Co-Team Leader) Dip. Tch., Margaret-Anne Cook B.A.(Education Major), Dip. Tch. (Early Childhood), Helen Goodall, Dip. Tch. E.C.E., Margaret Steedman, B. Ed. (Early Childhood), Regan Marsh, Dip. Tch. E.C.E., Vikki Gibbs, Administrator, Alinna Nagel (Student).

**Early Childhood Centre Parent Educators**  
Vicki Duckmanton, Holly Daniels, Sha Durston, Jamaica Hodgetts, Emma Pakome, Makere Taitapanui.

**Early Childhood Centre – Kitchen** Janine Girling

**Early Childhood Centre – Cleaner** Jessica Rabone

**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, Pania Taylor-Millar, Dip Social Work, 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, Bree Lind, Karen Te Puni, Corrina Roe

**HIPPY 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, Elizabeth Maden Dip Tch,  
Barbara Stuckey B. Ed., H. Dip Tchg, TTC, Dip. Counselling, M.N.Z.A.C., Sheryll Horn Dip. Counselling, Margaret Jackson Registered Nurse.



**TE AROHA NOA COMMUNITY SERVICES TRUST**

**FINANCIAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2009**