

North Shore Women's Centre



Annual Report 2022/2023



“Supporting and Strengthening Women Since 1987”

Executive Summary

The North Shore Women's Centre continue to work with vulnerable women and their whanau. The Board and staff have continued to effectively deliver quality services, strengthen its governance structure, and regularly reflect on the services it provides for local women to ensure we meet our strategic priorities.

Vision

Women having the resilience and the self-determination to live the life they choose

Mission

Providing support for women to make free and self-determined choices by:

- ***Creating an environment to connect with other women***
- ***Providing relevant holistic services in response to changing needs***
- ***Being a credible advocate for women's issues and welfare***
- ***Working in accordance with the principles of Tiriti O Waitangi***

Our strategic priorities are to provide

- ***An effective and sustainable organisation***
- ***Delivery of quality, holistic services for women and children***

Values

Tika, Kotahitanga, Manaaki, Mana Taurite

The NSWC has updated our objectives in our Constitution which came out of our Annual Planning Day 2022. The changes being:-

A) To create an environment whereby North Shore Womens' Centre is delivering quality holistic services to women including information, referral, assessment, social work, legal advice, counselling and classes that build resilience and self-esteem.

B) To provide information on women's rights and issues affecting their lives.

C) To advocate at a local and national level on women's issues including networking with key community groups with the aim to support women realizing their full potential in all walks of life.

D) To further all other intentions for the attainment of the trust objectives.

There are ongoing challenges with the COVID 19 Pandemic and the ongoing consequences. NSWC has remained an essential service and worked providing clients with wrap around support remotely and onsite including supporting vulnerable wahine and tamariki with high levels of anxiety and depression and fear in regard to COVID 19. The lock down has also affected the NSWC funding landscape as it has for agencies and business across the country. Our experienced Board of Trustees and Staff have managed this well and we have adapted to changes using innovation using technology, working collaboratively and responding to new challenges to the best of our ability.

The predominant and complex issues women presented with continue to be domestic violence, sexual violence, separation, parenting orders, court issues, parenting, depression, poverty, mental health, addictions, unemployment, housing and relationship difficulties. The Women's Centre's range of wrap-around, integrated services are unique within the community to meet these ongoing demands. We pride ourselves on responding to women and their issues in a caring professional environment.

Our stable, experienced and resourceful Board, staff and volunteers have done an outstanding job in the last year in a challenging environment. Julie Bremner who has been sitting in the Chair will continue to lead the board and the staff through the next year. We have farewelled longstanding Board Members Maria Lafaele and Anuschka Meyer and wish them well for the future. We welcomed on to our Board of Trustee's Elisiva Paumolevuka. The NSWC farewelled Justine lotua - she has been a fantastic social worker and now we have the pleasure of having her on our Board of Trustees. Our board members continue to have a high level of business acumen and skill.

We also farewelled our counsellor Claire Gard and we wish her all the best. We have welcomed social worker Kerstin Guenther to our team focusing on whanau violence.

The North Shore Women's Centre continue to pay homage to the many women and children that we work with, to their strengths and their capacity for resilience.

We would like to thank our funders, staff, contractors and volunteers, for their continuous support of women and the amazing job that they do.

Julie Bremner

Tracey Swanberg

Chairwomen

Manager

INFOGRAPHIC SNAPSHOT - 1ST APRIL 2022 TO 31ST MARCH 2023

52

Social Work Clients

365

Social Work Sessions

95

Counselling Clients

417

Counselling Sessions



Legal Clinic
appointments

130

The lawyer answered every
question I had so clearly and
helped me to understand my
next steps

Volunteers in the NSWC
Volunteer Programme

21



190 Age with Flair
group attendances



Assessment Service - **186 Clients**



61

Art Studio Attendances

"Appreciated the help and really grateful for the
support this service has given me. Amazing
service."

"Counsellor was so wonderful, supportive and I felt really
listened to and cared for. She provided me with coping
tools and techniques as well



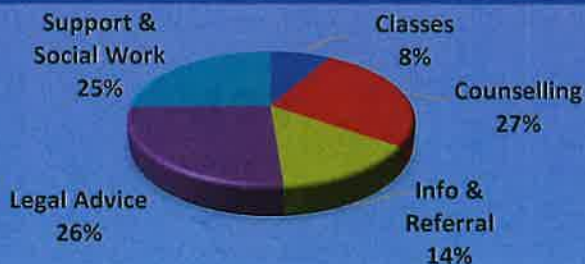
Incoming phone/web calls to our helpline



Attendances at Beginner's

Tai Chi sessions

473



I now understand why I was putting up with the violence and psychological abuse. If not for this service, I would have continued to. The women's centre has played an instrumental role in my life and I am indebted to everyone there for the rest of my life."

The Centre is brilliant "Special Team – Special Place"



STRATEGIC PLAN 2014 – 2023

VISION

Women having the resilience and self-determination to live the life they choose.

MISSION

Providing support for women to make free and self-determined choices by:

- Creating an environment to connect with other women
- Providing relevant holistic services in response to changing needs
- Being a credible advocate for women's issues and welfare
- Working to Tikanga Maori principles in line with Te Tiriti O Waitangi

VALUES

Tika, Kotahitanga, Manaaki, Mana Taurite, Aumangea
Integrity, Respect, Diversity, Equality, Resilience

Critical Success Factors

- A financially sustainable organisation
- Services remain relevant to meet changing needs
- North Shore Women's Centre is a well-respected advocate for women
- The women who interact with the Centre feel strong and resilient

Critical Challenges Facing North Shore Womens Centre

- Financial sustainability and liquidity with high reliance on contracts and grants
- Having sufficient resource to employ staff in critical management, administration and front-line service roles
- Changed legislation with focus on women with children, step-children or grandchildren under 17 years of age
- Reduced resources created challenges in meeting the demands of women who don't meet the criteria

Overall Strategy to address the critical challenges facing the North Shore Womens Centre

- Achieve the vision through collaborating with other agencies and fundraising to ensure resilient and self-determined women remain the centre and focus of our work

STRATEGIC GOAL AREA	STRATEGY TO ACHIEVE GOAL (what we will do to achieve the Goal)	MEASURE (How we will know we have been successful)
1. An effective and sustainable organisation	<p>1.1 Broaden the income base and remain financially stable</p> <p>1.2 Evaluate all levels of the organisation to achieve efficiencies, with an independent review of the agency every 2 years</p> <p>1.3 Maintain strategic partnerships with government and philanthropic organisations</p> <p>1.4 Increase service delivery capability by collaborating with a range of community agencies to deliver the best possible services for women</p> <p>1.5 Fulfil contractual obligations to funders and partners</p> <p>1.6 Maintain an effective planning framework</p> <p>1.7 Maintain a strong and effective governance board</p> <p>1.8 Achieve good governance and management practices aligned with the Organisational Policies Manual</p> <p>1.9 Results based accountability</p>	<p>1.1.1 Annual budget revenue targets are met and expenditure targets are not exceeded</p> <p>1.1.2 A long-term-financial plan is updated annually</p> <p>1.1.3 Robust financial policies align with the Operational Policies Manual</p> <p>1.2.1 NSWC is operationally efficient</p> <p>1.2.2 A Strategic Risk Register enables NSWC to mitigate or address strategic or operational risks</p> <p>1.3.1 MSD remains a supportive and committed partner to NSWC</p> <p>1.3.2 MSD approvals audits every 2 years</p> <p>1.4.1 More services are reaching more women for the same cost ratio per client</p> <p>1.5.1 Funder and partner contractual obligations are 100% met</p> <p>1.5.2 Contracts are renewed at the same or an increased level each year</p> <p>1.6.1 The strategic plan aligns with the business plan and budget</p> <p>1.6.2 The business plan aligns with the Manager and staff KPIs</p> <p>1.7.1 All positions on the board are filled</p> <p>1.7.2 A succession plan is in place</p> <p>1.7.3 The Board is culturally diverse and includes Tangata Whenua</p> <p>1.8.1 Governance practices are aligned with the Organisational Policies Manual</p> <p>1.8.2 Management practices are aligned with the Organisational Policies Manual</p> <p>1.9.1 Results based accountability implemented in all accountability reporting to funders</p>
2. Delivery of quality, holistic services for women	<p>2.1 Create a safe place for clients, staff and volunteers</p> <p>2.2 Provide consistent, culturally appropriate, relevant and high quality counselling, social work services and programmes for women with dependent children and without dependent children</p> <p>2.3 Advocate for women on issues affecting their health and wellbeing</p>	<p>2.1.1 90% of clients, staff and volunteers are highly satisfied or satisfied that North Shore Womens Centre provides a safe place for women</p> <p>2.2.1 Achieve rates and volumes in accordance with Oranga Tamariki Contract</p> <p>2.2.2 The client base is representative of the target markets</p> <p>2.3.1 Achieve 90% satisfaction rate from client surveys</p> <p>2.3.2 The client base is representative of the target markets</p> <p>2.3.3 North Shore Womens Centre is recognised as a credible agency representing women's interest and issues</p>

NORTH SHORE WOMEN'S CENTRE

PROVIDING ESSENTIAL SUPPORT FOR WOMEN

Identified Problem, Need, Core Services only	Services. People and Stakeholders involved	Outcome 1-6 months average	Outcome Indicator Projected 100% expected to be achieved Goals achieved	95% ACHIEVED	Measurement Tool How did we measure it?	Frequency of Data Collection and Reporting
(1) Planning	(2) Intervention	(3) Intervention	(4) Intervention	(5) Impact	(6) Accountability	(7) Accountability
Crisis Management, Assessment, Information and Referral Women present with high and complex needs such as:- Domestic and/or Sexual Violence Parenting Issues Mental Health Issues e.g. Post-Traumatic Stress, Financial Hardship, Drug and Alcohol issues, Homelessness etc	Information Advocacy Support Counselling	Women make informed choices Empowered to make better decisions Safety Plans Reduced isolation Improved self-awareness	Disrupting generational abuse and trauma Ability to make informed decisions Independence regained Increased mental health wellbeing Improved parenting skills Drug and Alcohol education	Freedom from abuse and trauma Independence regained Improved parenting skills Parents have tools and clear boundaries for a healthier home life Safe and healthier families	Signed Client Agreements and Consent Goals set Client notes Referrals (self/ external Agencies/ word of mouth) Evaluations Personal comments Internal target and indicator tools	Exess – Client Management System Monthly statistics Final evaluation Accountability to funders MSD Audit Internal/External Audit Oranga Tamariki Audit Reporting to Board of Trustees
Counselling / Social Work Services	Signed Client Agreement and Goals set	Increased mental health and wellbeing Increased knowledge on domestic violence and impact on children	Child Support / Beneficiary Education and Advocacy Financially independent			IRD Charities Commission Annual Report
Legal Clinic	30 minutes free consultation with community lawyer	Clarification, explanation and direction on legal issues	Employment support	Appropriate Legal Orders are in place		

Courses and Support Groups

The courses available at the Centre continue to be attended by women in our community. Classes and groups focus on building resilience and self-esteem whilst also catering for women that are feeling isolated as well as general interest groups. Most classes are provided at very low cost – usually a Gold Coin donation.

A sample of Classes held over 2022/2023

Age with Flair This group meets regularly on a Tuesday afternoon with about 10 to 15 women attending. There is a very real sense of support and enjoyment of being together and discussing issues which are relevant to those 60 years and over. The group chooses subjects they wish to discuss and regularly have speakers informing them on issues such as finances, wills, health, books, movies and many other topics. The women all have a strong sense of community and often help out with events at the Centre.

Open Art Studio A core group of women meeting on a weekly basis sharing their interest in creative art. This is a self-supporting group where women share ideas, skills and knowledge. No experience required. Due to low attendance towards the end of 2022, the decision was made to discontinue this activity as a number of creative art groups were available in the community.

Tai Chi Beginner Classes

Thanks to funding from **Comprehensive Care Ltd in association with Waitemata Health PHO**, Tai Chi classes were well attended by the women and men in our community. Classes were run in Devonport and Glenfield with experienced tutors, Joan Smith and Marie Mills.

Regrettably, the Contract was not renewed at 1st July 2022 due to funder having other focusses “post-Covid”. We thank Comprehensive Care for supporting these classes over a number of years.

OTHER SERVICES

INFORMATION AND REFERRAL SERVICE: Providing information to women in our community on the issues they are facing

Social Work Service

Justine, Chris and Kerstin continued to be busy with the NSWC community based Social Work Service. The focus is the strengthening of women, but also considers clients' individual needs. We have strong links to specialist agencies within the community, to many of whom we make or receive referrals. The Women's Centre holds a strong analysis in regard to Domestic Violence, women, equity and supports women through difficult life experiences.

The service can be tailored to accommodate each client's differing needs and cater for someone whose requirements would normally fall outside the criteria of other organisations. The service is flexible and Justine and Chris make every effort to be accessible to women.

"I was feeling so overwhelmed. I have achieved so much more than I could have done on my own"

"Was given a lot of information on domestic violence and impact on children. Also gave me info to look at online which was very powerful"

"I am feeling less isolated after getting support"

Counselling Service

Our amazing counsellors, Claire, Jenni and Julia continued to provide professional confidential counselling to women from across the North Shore.

The Counselling Service continues to be an integral part of services with many referrals from GP's and services across the North Shore. Women may have a total of 6 subsidised sessions. Women with children, aged 17yrs or under, pay between \$15-\$35 per session. All other women pay \$50-\$90 per session based on a sliding scale.

"I felt in crisis when first separated. Now anxiety and depression has improved and no longer have anxiety attacks."

"I am feeling less anxious, more hopeful, more positive outlook of self/world and less depressed."

"Everything was helpful, new coping strategies – learnt more things"

ASSESSMENT SERVICE

The Assessment Service has been developed to provide women with support in times of need. An appointment is arranged to meet with our Community Resource Worker, assess which service may best suit her needs, provide information and develop a short-term plan. This service has seen a **42%** increase in client levels from last year **(131)** with **186** Assessments.

LEGAL CLINIC:

Separation, Domestic Violence, Care of Children, Relationship Property and other family-related issues dominated the Legal Clinic over the past year. We are still very grateful to our team of volunteer Lawyers who support this service to women in our community. Women, without representation, are given 30 mins free legal advice at our legal clinic held twice weekly.

Women also respond in their evaluations as to how much they appreciate this service with comments such as: -

“Good response to legal questions in time provided”

“Gave me sound advice as to my next steps”

Once again, we say a very heartfelt “thank you” to all the women lawyers who have contributed to the Legal Clinic over the past year:

- | | |
|---------------------------|-----------------------------|
| * Ashika Ramphal | * Natalie Schumacher |
| * Judith Moore | * Helen Walsh |
| * Isabelle Russell | * Alice Strang |
| * Anuschka Meyer | * Steph Hilton |
| * Diva Gopalan | * Roshni Bava |
| * Anna Graham | * Julia Warrington |



The Team:

Tracey Swanberg QSM- Manager

Justine lotua- Social Worker

Chris Frew – Social Worker

Kerstin Guenther – Social Worker

Dawn Hutchison – Operations
Manager/Community Resource Worker

Pauline Matherson – Community
Resource Worker, Administration

Jude Moffatt – Community Resource
Worker

Claire Gard – Counsellor

Julia Kwon - Counsellor

Jenni Pollock – Counsellor

Lorraine Owens – Age with Flair -
Volunteer Facilitator

Susan Moyle – Accountant

Board of Trustees:

Julie Bremner (Chairwoman)

Maria Lafaele

Anuschka Meyer

Shannon Robinson

Prachi Mittal

Rana Moir

Justine lotua

Ellie (Elisiva) Paumolevuka

'The Lovely Team' - North Shore Women's Centre staff 2022/2023

Tracey Swanberg QSM is Centre Manager. Tracey is a qualified Social Worker with over 20 years' experience and background of management in the NGO sector. She worked at de Paul House then had 10 years of experience with Women's Refuge (3 of these for National Office) and has been with the NSWC since 2010. Tracey's passion is working to alleviate family violence and to improve the welfare of women and children. She is mother to Ben and grandmother to Jasper.



Dawn Hutchison is NSWC's Operations Manager/Community Resource Worker. Born near London in the UK, she emigrated to New Zealand with her family in 1998. As a mature student, she gained a Diploma in Violence & Trauma Studies at AUT. Married with three adult children, her aspiration to work with women was realised when she joined the North Shore Women's Centre in August 2010.



Jude Moffatt, Community Resource Worker joined the Centre in 2019 year and works part-time. Jude has expertise in family violence abuse and trauma. Before joining us, she spent 20 years managing a Women and Children's safe-house. Jude is passionate about supporting and advising woman so they can make informed choices to improve their lives. She enjoys working with women who have anxiety and complex needs. Jude is an advocate for managing stress, in conjunction with, a holistic view to self-care. At present conducting initial assessments for clients.



Pauline Matherson joined the Centre in March 2021 as a part-time Community Resource Worker. She is following her passion for helping women and community and is generally the first point of contact. Pauline is currently studying Te Reo Maori and really enjoying it. Pauline lives on the Hibiscus Coast with her husband.



Chris Frew, joined the Centre in November 2020 and is working part-time. She is a registered Social Worker with over 20 years' experience and has a background of working with older adults, particularly focused on elder abuse. She is married with one adult son. Chris works toward providing a safe and supportive environment for women to explore their options to achieve their full potential.



Julia (Min-Kyeong) Kwon joined the Centre as a Counsellor in 2009. She is mainly supporting clients Korean (and other Asian clients) and she has experience as a school counsellor. She works with a wide range of issues including depression, anger, grief & loss, self-esteem and relationship issues. She has a passion for empowering people and working in a Client-Centred way. She graduated B. Counselling at Laidlaw, PGDip. in counselling, and Master of Social Practice (Hons) at Unitec.



Kerstin Guenther joined the Centre in 2023 as a Registered Social Worker. She has over 15 years experience working in different areas of the social work field; including schools, care and protection and residential services. She feels passionate about empowering women and families to be the best they can be. Working from a strengths-based, solution focused and trauma informed approach. Outside of work she loves spending time with family and being in nature as well as reading, being creative and doing puzzles.



Claire Gard, MNZAC and ACC registered was originally from the UK and moved to New Zealand in 2003 with her family. Claire's passion is to provide support and counselling to help clients effectively address personal life challenges, helping them find their inner strength. Claire resigned from the Centre early in 2023 to



Jenni Pollock, MNZAC has been a Counsellor and Group Worker with over 30 year's experience working for several NGO's. Jenni works in practical creative and holistic ways with a variety of issues including Anxiety, Grief, Depression, Family Violence and Anger.

Whanau and friends, the bush and the sea, feed her soul.



Lorraine Owens (Volunteer) has been involved in Community work for more than 35 years. Her wealth of experience includes various roles within the Centre over the years including Co-ordinator as well as Chair of the Board of Trustees.



Susan Moyle has a long involvement with non-profit organisations in a wide range of both voluntary and paid roles. Susan has been providing financial support to the NSWC (through ANCAD) since early 2018. Susan is married with three adult children and has lived on the North Shore for over twenty years.



BOARD OF TRUSTEES

Julie Bremner – Chairwoman Julie graduated from Otago University with a Law and Commerce Degree and works primarily in Family law/Property law/PPPR Law for Gold Legal. Julie is passionate about people and helping them through what can be difficult times. Julie believes it is important to serve in the community that she lives. Outside of work, Julie enjoys movies, reading and live theatre. Julie's partner is Samoan and many weekends are spent on the sideline of local league games and assisting young pasifika players



Shannon Robinson has taught students from 5-13 years old in New Zealand and London for over 10 years, before moving to her current position as Deputy Principal at Murrays Bay Intermediate School since 2004. Shannon holds a Diploma in Teaching, Bachelor of Teaching and Learning, Diploma in Special Education and Diploma in Child Protection. She lives with her husband Terry and variety of animals on a life style block in Puhoi. Travel, design and landscaping are passions.



Anuschka Meyer obtained an LLB from Auckland University in 1996 and an LLM from Victoria University in 2001. Prior to becoming a lawyer, she worked as a primary school teacher for a number of years, as human rights investigator for the United Nations in Africa and the Middle East. She is currently working as a Family Lawyer at the Holbrook Law which she enjoys enormously. She is also a volunteer lawyer at the NSWC. She has 2 teenage children and enjoys spending time with family, reading, going to the beach and playing tennis. Anuschka, after many years on the Board, resigned her position in 2022.



Maria Lafaele born of Samoan decent, Maria migrated to NZ in 2002 to explore better opportunities for herself and her children. She attended and graduated from University of Auckland, majoring in Political Science and Women Studies. She's now working for the Waitemata District Health Board in a funding role. Maria is highly motivated to empower and forward the position of women in life, career, health, education family and community and is highly committed in assisting Pacific women to achieve their aspirations for themselves, fanau and their families. Maria, after many years on the Board, resigned her position in 2022.



Prachi Mittal is passionate about domestic violence prevention and safety of women and children in New Zealand. After arriving in Aotearoa in 2009, Prachi has been working in the domestic violence sector in Auckland. Currently, she is the Coordinator for Te Rito Rodney Family Violence Prevention Project. Prachi has a Masters' degree in Sociology and has a background of working in the child rights advocacy sector in India. Prachi lives on the North Shore with her husband, two beautiful children and a cat.



Rana Moir Rana Moir spent 11 years working at the sharp end of family, intimate partner violence as an advocate for women and children with women's refuge. With a background in administration, funding and office management Rana now happily spends her days, in schools predominantly, teaching girls and women to recognise abuse, to use their very powerful voices and self-defence skills.

Rana has 2 lovely daughters, 4 full on mokopuna, a cat and a new pup



Justine lotua joined the Board in February 2023 after practising as a Registered Social Worker at the Centre since April 2012. She is now working as a Contract Social Worker completing assessment, rehabilitation and disability support services on behalf of Geneva Healthcare. Her husband is Cook Island Maori, she has two adult children and 3 grandchildren. Justine's desire is to provide the support and resources to empower women to reach their full potential



Elisiva Paumolevuka is an Early childhood teacher. Teaching has been a passion of Elisiva for over 15 years. She is now currently a Centre Manager at a small mixed aged, not for profit community early learning centre. Elisiva is passionate about teaching especially in a not for profit community centre. Empowering our tamariki to be confident, capable and inclusive in a diverse environment in all ages is one of her philosophies in teaching. Elisiva's background is Tongan and is number 3 in a family of 7 siblings, she loves a quiet environment, good friends and family and enjoys spending time away as a recharge.





With thanks to our Funders and Sponsors:

Without you we would not be able to continue to provide free and low-cost services to women of the North Shore. Your faith in us encourages us to strive to be the best we can.



Auckland Foundation

Safer Whanau



auckland north community
and development



Lister Presbyterian Health Trust