

North Shore Women's Centre

Annual Report 2023/2024



“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 wahine***
- ***Providing relevant holistic services in response to changing needs***
- ***Being a credible advocate for wahine issues and welfare***
- ***Working Tikanga Māori principles in line with Te 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, Aumangea

Integrity, Respect, Diversity, Equality, Resilience

There are ongoing challenges with the economic downturn and the ongoing consequences of rising living costs. NSWCC 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, depression and uncertainty. Our experienced Board of Trustees and Staff have managed this well and we have adapted to change by using innovative 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, increased living costs 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. Our board members continue to have a high level of business acumen and skill.

We have welcomed Counsellor, Seno Tu'Inukuafe to our team. She brings the added strength of being able to provide counselling in the Tongan language for the benefit of our Pacific community.

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 (QSM)

Chairwoman

General Manager/Social Worker

NSWC INFOGRAPHIC SNAPSHOT

1ST APRIL 2023 TO 31ST MARCH 2024

Women accessing service – 486

Total Children in their care – 460

52

Social Work Clients

224

Social Work Sessions

"This is a great service and staff here are extremely supportive. It was a string of support that pulled me out of a dungeon and gave new life. Keep up the good work."

119

Counselling Clients

432

Counselling Sessions

"The counsellor was so warm and caring. She seemed like she really cared about the work she did and was so supportive of me. I felt really heard and accepted"

Assessment Service - 200 Clients

"The time and support that I received was particularly helpful. I could not have achieved what I did. I am so grateful. I did not expect so much help. This is a great service and staff here are extremely supportive."

Legal Clinic - 161 appointments

"Answered all the questions that I had and gave me ways to move forward"
"Very insightful, gave me much confidence to make my next steps"

Age with Flair Group

Attendances 143

Food Parcels – 119

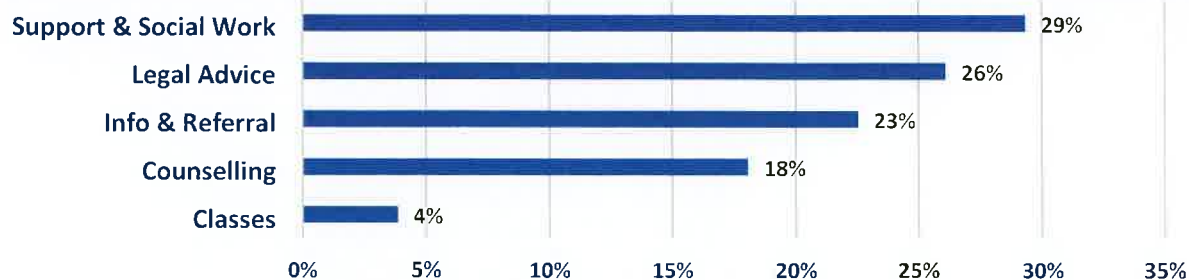
Supporting 20 families

Volunteers

16



Incoming phone/web calls to our helpline



"You provide a beacon of hope, strength and solidarity to women who may feel isolated and vulnerable. Your efforts not only help them navigate through difficult circumstances but also inspire resilience and courage.

Thank you!"

The Centre is brilliant "Special Team – Special Place"



STRATEGIC PLAN 2014 – 2024

VISION

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

MISSION

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

- Creating an environment to connect with other wahine
- Providing relevant holistic services in response to changing needs
- Being a credible advocate for wahine issues and welfare
- Working to Tikanga Māori 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 wahine
- Wahine who interact with the Centre feel strong and resilient

Critical Challenges Facing North Shore Women's 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 wahine with tamariki (children), tamariki takakau (step-children) or mokopuna (grandchildren) under 17 years of age
- Reduced resources created challenges in meeting the demands of wahine who don't meet the criteria

Overall Strategy to address the critical challenges facing the North Shore Women's Centre

Achieve the vision through collaborating with other agencies and fundraising to ensure resilient and self-determined wahine 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	1.1 Broaden the income base and remain financially stable 1.2 Evaluate all levels of the organisation to achieve efficiencies, with an independent review of the agency every 2 years 1.3 Maintain strategic partnerships with government and philanthropic organisations 1.4 Increase service delivery capability by collaborating with a range of community agencies to deliver the best possible services for women 1.5 Fulfil contractual obligations to funders and partners 1.6 Maintain an effective planning framework 1.7 Maintain a strong and effective governance board 1.8 Achieve good governance and management practices aligned with the Organisational Policies Manual 1.9 Results based accountability	1.1.1 Annual budget revenue targets are met and expenditure targets are not exceeded 1.1.2 A long-term-financial plan is updated annually 1.1.3 Robust financial policies align with the Operational Policies Manual 1.2.1 NSWC is operationally efficient 1.2.2 A Strategic Risk Register enables NSWC to mitigate or address strategic or operational risks 1.3.1 MSD remains a supportive and committed partner to NSWC 1.3.2 MSD approvals audits every 2 years 1.4.1 More services are reaching more women for the same cost ratio per client 1.5.1 Funder and partner contractual obligations are 100% met 1.5.2 Contracts are renewed at the same or an increased level each year 1.6.1 The strategic plan aligns with the business plan and budget 1.6.2 The business plan aligns with the Manager and staff KPIs 1.7.1 All positions on the board are filled 1.7.2 A succession plan is in place 1.7.3 The Board is culturally diverse and includes Tangata Whenua 1.8.1 Governance practices are aligned with the Organisational Policies Manual 1.8.2 Management practices are aligned with the Organisational Policies Manual 1.9.1 Results based accountability implemented in all accountability reporting to funders
2. Delivery of quality, holistic services for wahine	2.1 Create a safe place for clients, staff and volunteers 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 2.3 Advocate for women on issues affecting their health and wellbeing	2.1.1 90% of clients, staff and volunteers are highly satisfied or satisfied that North Shore Women's Centre provides a safe place for wahine 2.2.1 Achieve rates and volumes in accordance with Oranga Tamariki Contract 2.2.2 The client base is representative of the target markets 2.3.1 Achieve 90% satisfaction rate from client surveys 2.3.2 The client base is representative of the target markets 2.3.3 North Shore Women's Centre is recognised as a credible agency representing wahine interest and issues

**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	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 Assessment on safety of women and their children Referrals to external agencies	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 IRD Charities Commission Annual Report
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			
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.

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.

SERVICES

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

FOOD PARCELS With the cost of living affecting many women and their families in our community and, in collaboration with Kiwi Harvest, we now offer families weekly food parcels. The food is collected by Kiwi Harvest and distributed to local NGO's. The food is generally a mixture of fruit, vegetables and some meat. Over the last year, we have supported **20** families engaged with service(s) here at the Centre.

Social Work Service

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 Chris and Kerstin make every effort to be accessible to women.

“Guidance to OSCAR services, parenting education, self-motivation and strengthening were extremely helpful”

“You do amazing work and I have been helped so much. I am so grateful and hope that you are able to support more women in my position who need help”

Counselling Service

Our amazing counsellors, Jenni, Julia and Seno continue 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 really appreciate how Julia has listened to me and showed her respect to all my feelings so I could feel safe and valued throughout the counselling."

"I became aware that I am an important person in my life"

"Talking about issues and events in my life. Having someone independent to talk about 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.

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: -

"I got all the information I need for my query. I got to be treated with respect in a non-judgemental way"

"Very insightful, gave me much confidence to make 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
* Judith Moore
* Alice Strang
* Anuschka Meyer
* Anna Graham**

*** Natalie Schumacher
* Helen Walsh
* Julia Warrington
* Diva Gopalan**



The Team:

Tracey Swanberg QSM- General Manager/
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

Julia Kwon - Counsellor

Jenni Pollock – Counsellor

Seno Tu’Inukuafe - Counsellor

Lorraine Owens – Age with Flair -
Volunteer Facilitator

Susan Moyle – Accountant

Board of Trustees:

Julie Bremner (Chairwoman)

Shannon Robinson

Prachi Mittal

Rana Moir

Justine Iotua

Ella (Elisiva) Paumolevuka



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.

 <p>FOUNDATION NORTH <i>Pūtea Hāpai Oranga Funding to Enhance Lives</i></p>	 <p>Lottery Grants Board <i>Te Puna Tahua</i> LOTTO FUNDS FOR YOUR COMMUNITY</p>
<p>COGS Community Organisation Grants Scheme</p>	 <p>ORANGA TAMARIKI Ministry for Children</p>
 <p>MINISTRY OF SOCIAL DEVELOPMENT TE MANATŪ WHAKAHIATO ORA</p>	 <p>THE LION FOUNDATION</p>
<p>Auckland Foundation</p>	 <p>Four Winds FOUR WINDS</p>
<p>Kaipātiki Local Board  <i>Auckland Council</i></p>	<p>Upper Harbour Local Board  <i>Auckland Council</i></p>



**Love Grace Handbag Appeal
New Zealand**



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**waitemata
pho**



Lister Presbyterian Health Trust



'The Lovely Team' - North Shore Women's Centre staff 2023/2024

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 year's 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.



Seno Tu'Inukuafe (MNZAC) joined the Centre in 2023. Born in Tonga, she migrated to NZ in 1986 and has been a counsellor since 2011. Seno holds a Postgraduate Diploma in Counselling from University of Auckland and recently completed a Master of Psychotherapy degree from AUT. Seno values diversity and works with ethnic communities on a variety of issues including relationship, trauma, grief, anxiety and depression and works to help women address personal life challenges. Her hobbies are gardening, reading, crafting travelling, music, culture and anything relating to spirituality and soul care.



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.



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 Iotua 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.

