

Annual Report 2015

Our call to respond

When Pope Francis visited a favela in Rio de Janeiro in July 2013 he said "Let us always remember this: only when we are able to share do we become truly rich; everything that is shared is multiplied! The measure of the greatness of a society is found in the way it treats those most in need, those who have nothing apart from their poverty!" How do we, in our faith communities respond to this call?

Our work at Catholic Social Services is to be there for the poor and vulnerable in our communities. Our vision is for all people to be able to live and flourish in communities characterised by charity.

Every day we are reminded of the struggles that individuals and families have to face. On a daily basis we will respond to the call for help by walking alongside people, providing counselling and social work support from our base in Mount Victoria, or from our chaplains based in the hospitals and the prisons.

How do we help the homeless in our communities; the refugees as they begin to start their new lives in New Zealand, and families who want to live in violence free relationships? Over the last year our counsellors and social workers have worked with over 500 individuals and families to find safe and secure accommodation, help with budgeting, work with anger management, grief and loss, anxiety, help with parenting, and deal with bullying to help them build resilience so they can live and flourish in their communities. Our hospital chaplains have visited, listened, prayed and provided a welcoming presence of the healing God to the patients and their families in the public hospitals in the Archdiocese. Our prison chaplains have provided spiritual and pastoral care to Catholics and others in the Rimutaka and Arohata prisons.

We can't do this work by ourselves. We continue to build relationships with other agencies, and reach out into our parish communities to seek support. We are grateful for the support from our funders: the government agencies, philanthropic trusts, and individual donors through our 1000s Club. Without their on-going support we would not be able to do the work.

Lesley Hooper
Director

CSS vision: All people live and flourish in communities characterised by charity - love in action

"The measure of the greatness of a society is found in the way it treats those most in need, those who have nothing apart from their poverty."

Pope Francis



Message from the Archbishop

The world, and not just the Catholic world, continues to be surprised and challenged by Pope Francis. On Pentecost Sunday this year he put before the world the encyclical, *LAUDATO SI* on "Care for our Common Home". It is about care for the world, our common home, because of the ecological crises we face today.

However, in the context of this Annual Report for Catholic Social Services of the Archdiocese of Wellington I quote one part which I believe is important and essential for all of us. The Holy Father is speaking of the fact that in densely populated areas a feeling of asphyxiation is brought on, but then he says, "warm relationships develop, if communities are created, if the limitations of the environment are compensated for in the interior of each person who feels held within a network of subsidiarity and belonging." LS 148.

I am delighted and I thank the Director and Staff of Catholic Social Services for all they do to create "networks of subsidiarity and belonging" for "the warm relationships" created by the way they care for and serve the needs of the vulnerable and lonely members of our society. We can all be justified in being proud of Catholic Social Services and the work they do, they are the face of Christ, the face of the Church for so many in our society who struggle in one way or another, they give hope to others.

I am grateful for all the work done by staff and volunteers at Catholic Social Services and for the work of our chaplains in our hospitals and prisons, whose work comes under the supervision of this great agency which builds communities of subsidiarity and belonging.



My sincere thanks to all who support the work of Catholic Social Services.

+ John A Dew
Archbishop of Wellington

People we work with from refugee and migrant backgrounds are achieving their goals and on are on a path to participating in their communities.

Each year a number of new refugees settle in New Zealand. Some will come under the Refugee Quota (750 per year), some under the Family Reunification programme (approx. 300 per year), some as asylum seekers and some under emergency intakes such as the Government recently announced with the Syrian refugees. Some will be separated from their families - some left behind in refugee camps, some in their home country. Some will struggle to settle in New Zealand until they have been re-connected with their families.

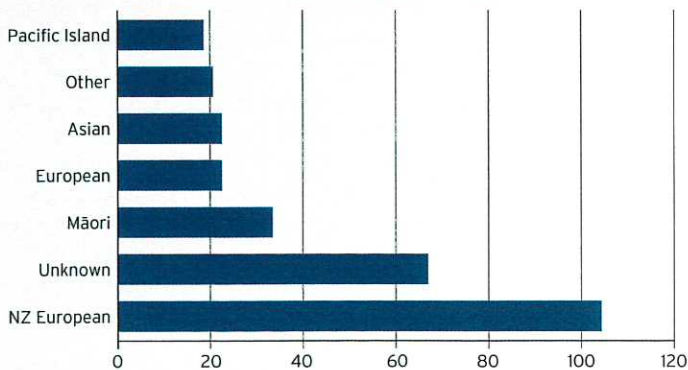
How have we responded to the call

We worked with some families who have come to New Zealand under the family reunification category. When they first arrived in New Zealand we helped them with housing and benefit advocacy.

We have strengthened our relationship with the other agencies who support refugees. We have worked with the Refugee Family Reunification Trust and the Salvation Army in Newtown to support the families who have come through the family reunification programme.

We are looking at what we can do to work with Red Cross and other support services and our parish communities in Wellington to support the increased number of refugees who will be settling in Wellington.

New clients by ethnicity
Year ended 31 Mar 2015



People we work with who are vulnerable are connected to their community and on a path to achieve their goals.

“The most terrible poverty is loneliness and the feeling of being unloved”. *St Teresa of Calcutta*

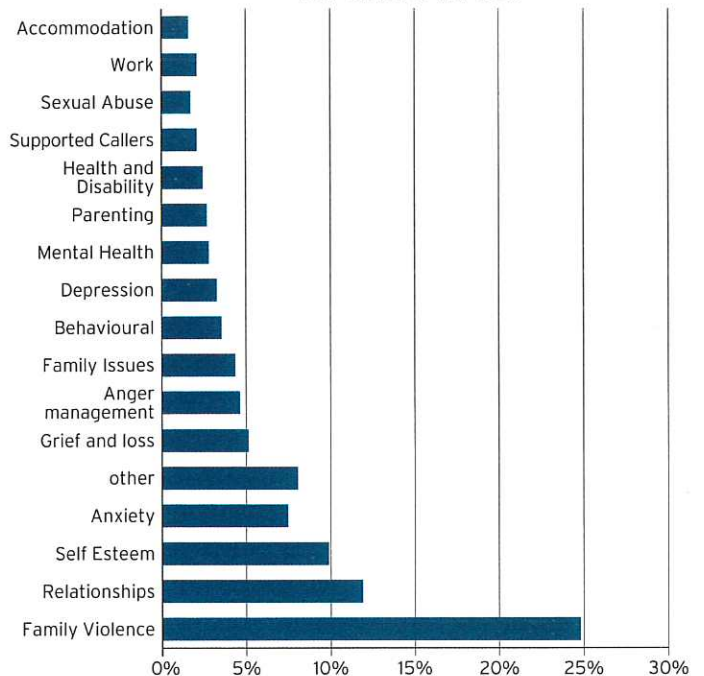
Having strong trusting relationships with extended family; the strength of the relationship between parents, supportive neighbours and people to talk to when times are hard - having a sense of community and not being alone, as well as practical support, all help build resilience in families and individuals to be able to deal with crisis and to flourish in their communities.

How have we responded to the call

We have provided counselling to individuals and couples to help them with depression, anger management, anxiety, and relationships.

We worked with primary school children who have experienced problems like bullying, or grief with the loss of a family member through death or separation.

Types of issues
Year ended 31 Mar 2015



People we work with are safe, secure and violent free in their family/whānau relationships.

New Zealand has an unacceptable level of family violence. The Auckland University's Family Violence Clearinghouse reported that in "2014 there were 101,981 family violence investigations by New Zealand police, more than 5,000 protection order applications and more than 6,000 recorded breaches of protection orders. Last year economist Suzanne Snively estimated that the loss of productivity to workplaces because of domestic violence was \$386m a year. The wider cost to the economy, once you factor in police, CYF, the courts, Corrections, the health system and so on, has been estimated as high as \$8 billion a year."

How have we responded to the call

We have worked with males who have committed family violence. They complete a 13 session Department of Corrections Community Family Violence Programme. It targets key dynamic risk factors including attitudes and beliefs, emotion regulation, substance abuse, relationships and parenting.

We have supported families where there are violent relationships and they have wanted to bring positive change and become violence free.

We have provided input into the evaluation of the Department of Corrections pilot Community Family Violence Programme.

Some of us attended the Dignity 2015 Stopping Violence Conference

Have we made a difference, feedback from some of our clients

"I cannot express just how skilled, caring and lovely my counsellor has been. The most significant and uplifting feature is her total acceptance and non-judgemental approach."

"The sessions I have had have given me strength to face difficult things and move forward."

"Without really knowing the help I needed my counsellor seemed to intuitively know, and we quickly built a way to work together from there."

People we work with have a safe, secure place to live so they can access the resources they need to live well in their community.

Philippa Howden-Chapman, Sarah Bierre and Chris Cunningham in the report "Inequality: A New Zealand Crisis", 2014 talk about "Those most likely to suffer greatest housing stress continue to be households with a single parent (usually female), a single income, beneficiaries and aged pensioners." There are 34,000 New Zealanders considered to be living in severe housing deprivation. 34.5 percent are Māori. New Zealand homes are significantly colder than the World Health Organisation recommendation of 18 degrees Celsius, and one third of New Zealand homes have visible mould (New Zealand College of Public Health medicine 2013). In one medical study of children admitted to hospital with respiratory infections, 27 percent lived in homes with no source of heating. (<http://www.caritas.org.nz/resources/social-justice-week/poor-housing-good-home>)

How have we responded to the call

We have worked with individuals and families to find safe and secure housing. We have helped people find emergency housing when they have had to leave their homes.

We have worked with elderly people who have needed help with moving into supported accommodation or have advocated for them to ensure they are able to access the services to enable them to stay in their own homes.

We continue to be part of the Street Outreach team who check in with the street community in Wellington.

We attended the New Zealand Council of Christian Social Services Housing Summit that was held in Feb 2015. The summit was an opportunity to discuss the proposed changes to the provision of State housing and the move by Government to provide Income-Related rent subsidies to non-government organisations to support community and social housing.

We have formed a partnership with Caritas and the Benefit Education Service Trust in Upper Hutt. We are planning to hold a Benefit Impact event in Upper Hutt in early 2016. The aim of the event is to have a number of groups come together to support beneficiaries in their dealings with Work and Income New Zealand.

Summary of Financial Performance for the 12-month period ending 31 March 2015

Income	31/03/15	31/03/14
Professional Fees	162,358.98	166,673.83
Bequests	30,000.00	57,548.83
Grants - Other	100,979.86	90,103.70
Fundraising	62,287.18	59,520.04
Other Income	74,259.97	80,472.58
Total Income	429,885.99	454,318.98
Expenditure		
Office Rental	45,000.00	45,000.00
Personnel & Professional Development	427,639.79	431,515.84
Operational	45,133.42	50,151.79
Administrative	1,244.44	3,765.13
Total Expenditure	519,017.65	530,432.76
Deficit	(89,131.66)	(76,113.78)
Catholic Social Services Deficit Funded by:		
ADW Subsidy (including Depreciation)	49,131.66	36,113.78
Catholic Foundation Grants	40,000.00	40,000.00
Reserves	-	-
Total	89,131.66	76,113.78
List of Funders	2015	
Sisters of the Good Shepherd	20,000	
W&M Bear Trust	7,000	
McCarthy Trust	18,333	
NZ Lotteries Grants Board	59,145	
Tindall Foundation	9,500	
Sisters of Mercy	5,000	
James K Baxter Trust	-	
COGS Grant	-	
Donovan Trust	-	
	118,977.86	

Catholic Social Services staff as at March 2015

Lesley Hooper	Director
Trish Heward	Senior Social Worker
Cathy Agnew	Social Worker
Linda Knowsley	Senior Counsellor
Gail Teale	Counsellor
Tracey Burge	Counsellor
Mandy Down	Counsellor
Vivien Chiu	Receptionist/Administrator
Fleur de Souza	Counselling student on placement



CSS team members include, from left Gail Teale, Vivien Chiu, Trish Heward, Tracey Burge, Lesley Hooper, Linda Knowsley and Cathy Agnew. Absent Mandy Down and Fleur de Souza.

Hospital Chaplains

Fr David Orange	Hutt Hospital
Esther Saldanha	Hutt Hospital
Sr Sia Otuhiva	Wellington Hospital
Michele Lafferty	Wellington Hospital
Fr Dennis Nacorda	Wellington Hospital
Audrey Bakulich	Nelson Hospital (volunteer)

Prison Chaplains

Jackie Jansen	Arohata Prison
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Support your Catholic Social Services

Catholic Social Services relies on the continued support of the 1000 Club and the local community. If you would like to support us, you can:

Talk to your friends about joining our 1000 Club

Assist with our Street Day Appeal

Leave a bequest

For more information, please contact Lesley on (04) 385 8642, reception@wn-catholicsocialservices.org.nz



Catholic Social Services of the Archdiocese of Wellington (CSS) is the Church in action. We envision a day when all people live in communities characterised by charity.