

Thanks to our funders!

Catholic Social Services wishes to thank all our funders for their incredible support. In particular we would like to thank the following:

- Donovan Family Charitable Trust
- Catholic Foundation
- Good Shepherd NZ Trust
- Sisters of Mercy
- Sisters of Compassion
- Little Company of Mary
- New Zealand Lottery Grants Board
- Tindall Foundation
- Caritas
- T G Macarthy Trust
- James K Baxter Trust
- Ministry of Social Development
- Department of Corrections

In this last year we have received overwhelming support from primary and secondary schools and parishes in the Archdiocese towards the work we are doing to help former refugees settle in Wellington. Thank you; we are most grateful.

And special thanks to our 1000 Club members and other donors who regularly donate to the agency each year. Your ongoing support assists us to help others.

Hospital Chaplaincy

Hospital Chaplains, priests and volunteers continue to play a vital support role in public hospitals throughout the Archdiocese. They work alongside the social workers, health professionals and other staff to provide care for those facing hardship or loss.

They carry out this work: visiting people, listening, praying, providing support, and being a welcome presence of the healing of God. This often means being called out at any hour to administer the

sacraments or to be with someone in need. The chaplains see the amazing standard of care on so many levels, with the involvement of the social workers and whanau working alongside the health professionals. A chaplain attended a palliative care meeting recently with the doctors, surgeons and nurses. They talked about the patient's needs, including spiritual needs and at the end of the meeting they lit a candle which was really beautiful and amazed the chaplain.

We are blessed with our chaplains, priests and the volunteers who spend time with those who are sick and dying in our hospitals, and we are grateful for the time they give to this ministry.

Visiting the sick is a fundamental part of Christian life.

Being a chaplain is not really a job, it's a privilege, a tiring one at times that requires boundaries and a good supervisor, but a privilege nonetheless.

Prison Chaplaincy

In this Year of Mercy, Pope Francis asks us to rediscover the corporal works of mercy by visiting the imprisoned. Chaplains and the volunteers who work alongside them in Rimutaka and Arohata prisons are there to serve in any way that brings life and promotes well-being to the prisoners. This ministry is both inspiring and challenging and as has

been said, 'We are not to think that we are to bring Jesus to the prisons; Jesus is already there!'

The Chaplains and volunteers (our ministry is inside the prison gate) provide pastoral care, spiritual insights, wisdom and guidance to the prisoners; they lead and support church and worship services and scripture and bible studies. They

need to work within the rules of the prisons but they keep their focus on who they are ministering to and who often minister to them. The sacredness and beauty of the prayer of the imprisoned always reminds them that the spirit of God is present, and the knowledge of the scripture never ceases to remind them of the 'presence of the word of God'.

Catholic Social Services staff as at March 2016

Lesley Hooper	Director
Trish Heward	Senior Social Worker
Liz Mahoney	Senior Social Worker
Linda Knowsley	Senior Counsellor
Gail Teale	Senior Counsellor
Fleur D'Souza	Counsellor
Juliet Simpson	Student Counsellor on Placement
Maria Noonan	Community Organiser
Patricia Cooper	Volunteer
Vivien Chiu	Receptionist/Administrator
Linda MacGregor	Clergy Care Co-ordinator
Anne Mansell	Personal Assistant



CSS team members include from left Gail Teale, Lesley Hooper, Vivien Chiu, Trish Heward, Liz Mahoney, Anne Mansell, Patricia Cooper. Front row: Linda Knowsley, Linda MacGregor and Fleur D'Souza.

Hospital Chaplains

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

Prison Chaplains

David Wootton	Rimutaka & Arohata Prisons
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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.*



Catholic Social Services

people helping people āwhina tātou

Annual Report 2016



Our call to respond

Pope Francis in this Year of Mercy has asked us to open our hearts to those living on the outermost fringes of society. He has called us to *'open our eyes and see the misery of the world, the wounds of our brothers and sisters who are denied their dignity, and let us recognise that we are compelled to heed their cry for help!'* He has asked us to *'reach out to them and support them so they can feel the warmth of our presence, our friendship, and our fraternity and for their cry to become our own, and that we work together to break down the barriers of indifference.'* (Pope Francis, *Misericordiae vultus*, 15)

Over this last year Catholic Social Services has continued to journey with people so they can live and flourish in communities characterised by charity. We have lived Pope Francis' call to *'rediscover the corporal works of mercy: to feed the hungry, give drink to the thirsty, clothe the naked, welcome the stranger, heal the sick, visit the imprisoned, and bury the dead.'* (Pope Francis, *Misericordia vultus*, 15)

During the year our counselling and social work team have worked with many individuals and families who have been struggling with the challenges of living, from dealing with depression and anxiety, to managing their anger, relationship issues, and violence in their families. They have been there to support these people so they can build resilience and start to flourish again in their families and communities.

Our hospital chaplains have been with patients and their families at vulnerable stages in their lives and our prison chaplains have been there for those in Rimutaka and Arohata prisons to meet their spiritual and emotional needs, to provide the 'listening ear' and to provide pastoral care.

We have worked with our parish communities through our response to welcoming the stranger, by setting up the homes for the former refugee families who have arrived in Wellington, and we welcomed beneficiaries to St Joseph's parish church in Upper Hutt so we could offer help and support to address issues with their core benefit entitlements.

All of this work is only possible with the wonderful team of social workers, counsellors, hospital and prison chaplains, community organisers, and support staff at Catholic Social Services. We are grateful to the volunteers in our parish communities who have so willingly given their time and talents to visiting the sick and those in prison, and helped collect the household items and then set up the homes for the families from refugee backgrounds.

We would not be able to do the work without the generous financial support from those who make donations through our 1000 club, the grants we receive from philanthropic trusts, and the money we receive from the government contracts with the Ministry of Social Development and the Department of Corrections. We are also grateful to the many individuals, parish communities and religious orders who have made donations to enable us to continue our work.

Lesley Hooper
Director



Message from the Archbishop

"Mercy is the very foundation of the Church's life ... Mercy is the force that reawakens us to new life and instils in us the courage to look to the future with hope." (Pope Francis, *Misericordiae vultus*, 10)

These encouraging words of Pope Francis, inviting all to celebrate a Year of Mercy, are visible in the generous and compassionate work of the Catholic Social Services of the Archdiocese of Wellington. In this Annual Report, some of these works are briefly described. They are all Works of Mercy that heal, that restore dignity, and that invite all to live the fullness of life God wants for us.

Two particular aspects of mercy shine through this report. The first relates to the great feat of organisation that has gone into the welcome and resettlement of former refugees making Wellington their home. Catholic Social Services, in collaboration with the Anglican Diocese of Wellington, the Islamic Community, the Red Cross and other agencies have provided household goods, kitchen supplies, and a warm welcome to 220 people, including over 60 family groups who have arrived since December 2015. Above all, they have given these former refugees "the courage to look to the future with hope."

Catholic Social Services have also spearheaded the development of policies and formation programmes for Safeguarding children and vulnerable adults in our parishes. A Child Protection Policy has been approved by the New Zealand Catholic Bishops and is being implemented throughout the country.

These two outstanding achievements perhaps tend to mask the ordinary daily work of Catholic Social Services - counselling, social work, hospital and prison chaplaincy - everything that makes its contribution to being "the face of mercy" in the Archdiocese of Wellington.

I am deeply grateful for all that the staff of Catholic Social Services does in the service of the most needy and vulnerable in the Archdiocese.

With best wishes and every blessing.

+ John A Dew
Archbishop of Wellington



Benefit Impact – Transformational change

Catholic Social Services (CSS) in partnership with St Joseph's Parish, Upper Hutt, Caritas and Benefit Education Services Trust (BEST) hosted a Benefit Impact event in May this year which was aimed at assisting and advocating for those in the Wellington Region on a benefit. Cardinal John Dew held a special Mass on Tuesday, May 10 to launch the Benefit Impact where he spoke about the Impact contributing to the Jubilee Year of Mercy called by Pope Francis this year by reaching out to struggling households in our communities, we are being true to our mission to become 'a poor church for the poor.'

The Benefit Impact gave beneficiaries the opportunity to be supported in checking that they were receiving their full and correct entitlement. People currently receiving a social welfare benefit were able to check their benefit details with a trained benefit advocate, and if they then needed to meet with Work and Income an interview was set up for later in the week and the advocate accompanied them to provide support. The Upper Hutt office of Work and Income were supportive of the Benefit Impact and ensured they had additional staff available to see any people who required help.

The Parish provided a safe and welcoming atmosphere for over 60 beneficiaries to discuss their benefit entitlements and receive assistance from more than 40 trained benefit advocates. Many beneficiaries had not entered a church before, and many advocates had not previously encountered the benefit system. It was a transformative experience in many respects. It was inspiring to see beneficiaries, volunteer advocates, and Work and Income staff working together for the common good. The Benefit Impact was able to give beneficiaries time to tell their stories to the advocates, and at times to the staff at Work and Income.

CSS, Caritas and BEST took the experiences of the Benefit Impact to the Social Services Select Committee who were reviewing the Social Security Legislation Rewrite Bill. We were able to tell the Committee in our submission how the Benefit Impact was an eye-opening experience for many in our parishes and communities. It revealed to many people the complexity of the benefit system and helped us to understand why so many people have difficulty accessing the assistance that is available to them.

The beneficiaries we met included many people playing a positive role in their families, their communities, their marae and our parishes, despite facing significant difficulties in their lives. They are our neighbours and friends. We wanted to ensure they can live lives of dignity.

In this Jubilee Year of Mercy, the Benefit Impact gave a concrete example of how we can both reach out to people in need, and provide a welcome for them in our church communities.



Lisa, Teresa & Lesley after making our submission to the Select Committee. Thanks to Caritas for the photo.



Teresa from Hutt Valley Best, one of the partner organisations in the Impact. Thanks to Caritas for the photo.



Sharing stories about benefit concerns.

What Social Work means to me in 250 words or less? Now there's a challenge!

Social It may sound obvious but we often forget that every one of us is part of a big picture, from our culture and family, to what policies the government is pushing. We link **social** issues affecting us to the social context in which they are created.

Open Relating to people whatever their situation, without making assumptions. Seeing strengths in people to consider solutions together.

Change Always about believing in, holding hope for, celebrating and encouraging positive **change**. **Challenging** inequity is **core** for **change** to happen.

Integrity Steadfastly adhering to personal and professional principles and standards.

Advocating and Aligning with people to **access** the things that make for a dignified life.

Love Authentic **love** is about deep respect for diverse peoples' diverse lives, not 'helping' people to make ourselves feel good.

Whanau, whakapapa, whanaungatanga. Maori and Tauitiwi have unique relationships, histories, beliefs, values, practices and aspirations. Social work has to connect with these.

Other To talk about "The Poor", "The Disabled", "The Homeless" is to set people who experience these things as **Other** than us. Social work doesn't make this separation.

Respond Trusting that people have expertise in their own lives, and can work things out. Building a **relationship** of **respect** helps this to happen.

Korero When people who don't usually talk, talk, and people who don't usually listen, listen, amazing things happen.



The overwhelming generosity from our communities. Household items filling Loaves & Fishes.

Welcoming the stranger

We continue to witness on our television screens and in other media reports, thousands of refugees fleeing war-torn Syria. This brings into a sharp focus the plight of all refugees, including those already in camps, and many fleeing oppressive governments and the destruction of their homelands. For some, the sights bring back echoes of what happened in Europe at the end of World War Two when a similar migration of people occurred. Cardinal John, representing the New Zealand Bishops' Conference, along with the Anglican Bishop Philip Richardson, spoke about how we could collaborate together, both national and locally, with the existing refugee agencies to welcome more refugees to New Zealand.

Our first response was for Catholic Social Services to host three workshops in November last year, when over 200 people from different denominations came together to share their generosity and willingness to work together. A partnership was formed between the Catholic Archdiocese of Wellington, the Anglican Diocese of Wellington, and Red Cross to work together

in collaboration to support the settlement of former refugee families in Wellington.

February was an amazing, if somewhat chaotic, month as we worked together preparing the homes for families arriving to settle in Wellington, Hutt Valley and Porirua. What was wonderful was to hear from Red Cross the stories of joy from the families when they arrived in Wellington, and their appreciation of the welcoming homes that had been created for them through the kindness of so many people from the churches and general community.

Hundreds of people have been involved in welcoming the families since February. Our parish communities, along with those from the Anglican and other faith communities, and other organisations, have helped by collecting household and pantry items and then setting up the homes. In February we set up approximately 25 homes for 90 former refugees, predominantly from Syria. The generosity was overwhelming and since then we have set up a further 42 homes for former refugees from countries

like Syria, Colombia, Iran, Afghanistan, Myanmar, Sri Lanka, Iraq, and Palestine. Our parish communities along with other faith communities, schools, and many other groups and individuals, have donated household items, money, and given their time to help check and prepare the household lots, and set up the homes ready for the families arriving in Wellington.

Catholic Social Services has also continued to work with the Refugee Family Reunification Trust and Salvation Army to support families who come to New Zealand under the Refugee Family Support category. We are also taking part in a pilot project with Red Cross and other organisations to provide ongoing support to these families.

Over the coming year the partnership between Red Cross, and the Catholic and Anglican Churches which began last year in response to our Bishops calling us to welcome refugees, will continue as we prepare to welcome several more groups of families from many war-torn parts of the world.

Summary of Financial Performance for the 12-month period ending 31 March 2016

Income	31/03/16	31/03/15
Professional Fees	219,781.87	162,358.98
Bequests	9,000.00	30,000.00
Grants - Other	154,507.50	100,979.86
Fundraising	63,401.58	62,287.18
Other Income	40,011.24	74,259.97
Total Income	486,702.19	429,885.99
Expenditure		
Office Rental	45,000.00	45,000.00
Personnel & Professional Development	465,144.88	427,639.79
Operational	50,926.62	45,133.42
Administrative	2,199.58	1,244.44
Total Expenditure	563,271.08	519,017.65
Deficit	(76,568.89)	(89,131.66)
Catholic Social Services Deficit Funded by:		
ADW Subsidy (including Depreciation)	36,568.89	49,131.66
Catholic Foundation Grants	40,000.00	40,000.00
Reserves	-	-
Total	76,568.89	89,131.66
List of Funders	2016	
Sisters of the Good Shepherd	20,000	
W&M Bear Trust	7,000	
McCarthy Trust	25,000	
NZ Lotteries Grants Board	77,078	
Tindall Foundation	10,748	
COGS Grant	1,725	
Caritas	12,957	
	154,507.50	