



te aroha noa  
COMMUNITY SERVICES

# THE VOICE OF THE TANCS COMMUNITY

  
**CALENDAR**

  
**ANNUAL  
REPORT**

**2020**



te aroha noa  
COMMUNITY SERVICES

# THE VOICE OF THE TANCS COMMUNITY

12-28 BRENTWOOD AVENUE, PO BOX 7141, PALMERSTON NORTH

PHONE (06) 358 2255

FAX (06) 358 2258

EMAIL [RECEPTION@TEAROHANOA.ORG.NZ](mailto:RECEPTION@TEAROHANOA.ORG.NZ)



te aroha noa  
COMMUNITY SERVICES

# CEO'S REPORT

## 2020

### KO NGĀ PAE TAWHITI, WHAIA KIA TATA KO NGĀ PAE TATA, WHAKAMAUA KIA TINA

**'THE POTENTIAL FOR TOMORROW DEPENDS ON WHAT WE DO TODAY'**

#### NGĀ MIHI NUI KI A KOUTOU,

Over the past year our Deputy CEO, Theresa Chick, and I have had the privilege as the 'new leadership' of Te Aroha Noa over what has been a very unpredictable first year. Of course it goes without saying that this has been the case for the entire world. However, for Te Aroha Noa it has been a year of learning, uncertainty, vulnerability, courage, reflection, celebration and new growth. A moment in time that has given the opportunity to reflect and turn to each other to seek comfort and support and to do that it appears we have found it within our whānau and communities.

**I want to acknowledge the innovation, courage and commitment of the staff of Te Aroha Noa. Their passion for tamariki, rangatahi, whānau and community shone as we quickly adapted to bubbles, the importance of connectedness, different ways of working and responding to the voice of our community. Te Aroha Noa was identified as an essential service throughout the Covid-19 lockdown while continuing to deliver our regular services, albeit from a distance. In order to achieve this outcome acknowledgment and thanks must also be given to the support of our stakeholders and the many friends and supporters of Te Aroha Noa.**

Although it has been a year that was not anticipated, the Te Aroha Noa Strategic Plan remained relevant and the quietness created by Covid-19 lockdown provided an opportunity for our community to connect, ask questions and explore Te Aroha Noa ability to support and guide. This has resulted in a number of initiatives being borne out of our community's voice over lockdown. For example, our Tū Hāpainga Men's Group which was created at the request of the men in our community and the Computers in Homes training for kaumatua who, prior to Covid-19, were not included in the recruitment demographic due to their age. Kaumatua and whānau quickly identified that IT connectivity was a real need and they asked Te Aroha Noa if we could assist. Both of these programmes are now ongoing and the feedback for both initiatives has been **"life-changing"** for some.

**The 'new normal' has seen IT connectivity become part of our lives** and our wonderful ECC, He Ngākau Rangatahi, He Ngākau Mātua (Young Parents), Social Workers, Counsellors, Play Therapists and Community Development Teams have all adapted and added the IT options to our skill base and for our whānau to stay connected. I highly recommend that people link in to our newly built **Te Aroha Noa website** and our **Facebook pages**. These are wonderful examples of **positive social media influences and communication tools** that we honed through the times of Covid-19. The Te Aroha Noa Early Childcare Centre and He Ngākau Rangatahi Facebook pages are just wonderful.

**TE AROHA NOA IS A PLACE WHERE COMMUNITY COME TO BE HEARD, A PLACE WHERE VOICES OF COMMUNITY ARE SOUGHT AND VALUED, AND WHERE COMMUNITY ARE ABLE TO SHARE IN A SPACE THEY FEEL THEY BELONG TO.**

A place where people from birth to kaumatua can access opportunities, Te Aroha Noa will continue to respond with confidence to community driven need by creating and delivering programmes alongside community. With the support of the Te Aroha Noa team I look forward to leading Te Aroha Noa into the new post-Covid world of community development and support.

NGĀ MIHI,  
**DONNA MACNICOL**  
CHIEF EXECUTIVE OFFICER

# CHAIRPERSON'S REPORT

## 2020

### E NGĀMANA, E NGĀ REO, E NGĀ KARANGATANGA MAHA. TĒNĀ KOUTOU KATOĀ

**Looking at the year that was, it has certainly been a year of newness and challenges. For Te Aroha Noa, 2019 definitely made its mark in history and 2020 doesn't pale in comparison. The below picture of our TANCS noticeboard tells a story.**



Since my last report, it has been both encouraging and exciting to work alongside our CEO, Donna MacNicol and our Deputy CEO, Theresa Chick - two very competent women. Theresa commenced her role as Deputy CEO in May 2019 and Donna commenced her role as CEO in August 2019. Both appointments have brought strength and experience to our organisation. They have led and continue to lead, well. It has been my privilege to work with them.

As we have all experienced, the pandemic and subsequent lockdown has brought about many changes and challenges, and continues to do so. As a Board we have appreciated the resilience our TANCS whānau (both staff and management) have shown during this period. For many, lockdown meant ceasing much of their work and/or working from home in a limited capacity.

Providing essential services saw TANCS getting busy with helping and supporting the neighbourhood, community and city that we serve. We were able to anticipate where lockdown interruption would occur which could cause families to struggle. It was rewarding to see our TANCS whānau adapt to each of the challenges as they arose, thinking and working both creatively and innovatively to provide solutions and essential support to whānau.

We were considered in our response, observing how other organisations were supporting the community and finding the gaps in support being offered, and stepping into those gaps. Firstly, I want to acknowledge Donna, our CEO, who led the team well in times of uncertainty and to all of our TANCS whānau, particularly those who stepped up to the plate and gave stunning love, care and support to those who needed it.

The challenges haven't stopped. The effects of Covid-19 are still present amongst our community. There are added challenges for TANCS, too. Our funding providers are being careful about how they use their funding and how much they spend. As an experienced NGO, we are thankful for the many relationships of trust that we have developed and nurtured over the thirty years that we have served. We ask for your continued partnership, trust and support.

We are calling on our funding providers even more so now, to partner with us to enable us to provide physical, mental, emotional, spiritual and whānau support to those who need it.

**If you are reading this report, then I would ask you to consider how you can help us.**

**Not sure how you can help?** I would encourage you to contact us. We have an experienced, capable TANCS whānau with the capacity and willingness to listen to whānau in our community and to find solutions, together. We invite you to support us by partnering with us.

*Thank you to our community that we serve, for trusting us. Thank you to staff and management for the trust you have developed within our community. Thank you to our funding providers and stakeholders for trusting us enough to invest finance and resources.*

**TOGETHER, WE MAKE A DIFFERENCE.**

Finally, thank you to my fellow Board members. It has been a privilege serving alongside you all this year. I appreciate your skill sets, energy and enthusiasm that you bring to the Board. I have enjoyed serving as Chair.

MA TE ATUA KOUTOU E MANAAKI  
NGĀ MIHI

**JOSIE TE KAHU**

CHAIRWOMAN - TANCS TRUST BOARD.



te aroha noa  
COMMUNITY SERVICES

# COMMUNITY ENGAGEMENT



## TŪ HĀPAINGA

"Creating a safe space for men to talk"

**OUR KAUPAPA:** Tū Hāpainga is a 12 week men's group that provides a safe space for men to meet together once a week to build friendships, share their challenges and support each other.

Our facilitators will support men to grow their sense of personal identity, leadership skills and ability to maintain their mental wellbeing.

We wanted to share some of the direct quotes from our tāne and their experience being a part of the Tū Hāpainga men's group.

**#1** "This group has been a safe container for me, to be open and share my troubles and pain. It is good being around like-minded men who are looking for positive change in their lives and families. This men's group and the facilitators have helped

my mental health in a positive way. It has created stronger connections with more men who will help me grow as a person"

**#2** "The group is a safe space for me to open up about my troubles or fears or even is a place to just listen. I look forward to coming every week because I know that it's helping with my family life and work"

**What has this men's group meant to your whānau?**

"Well I know that my wife loves me coming here. She said she can see the change in the way I deal with everyday problems"



Our **NEW KIWI CLUB** is a group established to help our former refugee and migrant children feel a sense of **belonging** and **connection** in our community.

We currently have 35 children enrolled and around 20 Youth Mentors from high schools around the city who meet together every Monday after school to engage in a variety of fun activities together.

This group embodies our **value of ako**, as we see both children and youth mentors **learning from each other**.



## INTERVIEW WITH ISSY WILLIAMS

- NEW KIWI CLUB YOUTH MENTOR FROM PALMERSTON NORTH GIRLS HIGH SCHOOL

"I joined as a youth mentor in late 2019. Jasmine asked me to come along and I did, and ended up really enjoying it. My favourite part is when you arrive and the kids run up to you all excited to see you and shout 'Issy let's play badminton!' or 'let's make paper planes!'."

"I think being a youth mentor has helped me to come out of my shell more. I understand kids more too. I think that is a **good skill to have**. I think I am more open to volunteering for other things now too. It has made me see a bit more outside of the bubble of my own life."

## LET'S HEAR FROM THE NEW KIWI CLUB KIDS THEMSELVES

**How long have you been a part of the New Kiwi Club?**

- H** I have been coming to the club for one and a half years.
- E** Me too!

**What is your favourite part of being a member of the New Kiwi Club?**

- H** My favourite things to do are playing around, playing games, playing with grown-ups and badminton.
- E** I like meeting new people and playing with the teenagers! It is fun and exciting.
- H** I love Jas's Mum's cooking.
- E** Yes! Kathy's cinnamon buns and popcorn!

**What do you like about having Youth Mentors as part of our New Kiwi Club?**

- H** They give me food!
- E** They are nice and kind.
- H** They are not bossy, they like to play around!
- E** They play with you and listen to you ... they are good role models.

**Have you made any new friends at New Kiwi Club?**

- H** I have made new friends like Josh, Jas, Jake, Liz, Marion, Ashleigh, Zoe, Stew and Jacob!



1 MON	Auckland/Nelson Anniversary
2 TUE	
3 WED	Nelson Anniversary
4 THU	
5 FRI	
6 SAT	Waitangi Day
7 SUN	
8 MON	Waitangi Day Observed
9 TUE	
10 WED	
11 THU	
12 FRI	
13 SAT	
14 SUN	
15 MON	
16 TUE	
17 WED	
18 THU	
19 FRI	
20 SAT	
21 SUN	
22 MON	
23 TUE	
24 WED	
25 THU	
26 FRI	
27 SAT	
28 SUN	

1	MON
2	TUE
3	WED
4	THU
5	FRI
6	SAT
7	SUN
8	MON
9	TUE
10	WED
11	THU
12	FRI
13	SAT
14	SUN
15	MON
16	TUE
17	WED
18	THU
19	FRI
20	SAT
21	SUN
22	MON
23	TUE
24	WED
25	THU
26	FRI
27	SAT
28	SUN
29	MON
30	TUE
31	WED

Taranaki Anniversary

Otago Anniversary



**WELL, WHAT A YEAR 2020 HAS BEEN.**

With **COVID** shutting the Centre down for eight weeks we really had to think about how we could **KEEP CONNECTED** with our Centre whānau and continue to provide strong relationships where children, whānau and kaiako learn alongside one another. It was decided the best way to do this was through **Facebook**.

So ... we set up a private page **inviting every enrolled whānau to join**, and it turned out to be a **real success!**

As well as this allowing whānau and their children to continue to connect with teachers, friends and one another, **new connections and relationships were also developed.** It would be fair to say we all got to see and interact with each other in such a different way, with a good insight into family's lives and meeting family members we may have not otherwise had the chance to meet.

At level 4 - a **daily challenge** was set for families to have fun together with the incentive of a prize for the best performance. At level 3 - teachers set up daily tasks, activities, adventures and bedtime stories for everyone to enjoy. Whānau then shared their experiences of doing these tasks with their children by posting videos, photos and comments.

*Oh wow, they totally enjoy the challenges, thank you so much for the fun activities they do each day, we always look forward to doing the challenges and just the fun side of things. Thank you." (Parent voice)*



Through this **online learning approach** the parents/whānau have learnt new ways to make learning fun and visible in the home and that so many wonderful learning experiences can happen throughout play and everyday experiences, such as making dinner together.



*This online learning page was so successful that we have continued to use it as a way to communicate with whānau, posting daily experiences, upcoming events and general notices.*

We are now looking at investing in online learning and assessment for the future so whānau have a way of knowing what their tamariki are learning and achieving within the Centre.

The nationwide lockdown saw us all going without some simple things in life that we might have taken for granted. A small act of a haircut provided an opportunity for Dr Jeff Brown of the MidCentral District Health Board to give back to the community. Te Aroha Noa ECC was the lucky recipient of this **fundraiser which raised \$4,000.00.** This money was used to enclose our deck area with blinds allowing us to spend more time outside in the winter months, together with new resources for our tamariki. We are **truly thankful** to Dr Jeff Brown and the community for supporting our Centre, whānau and tamariki.

**EARLY CHILDHOOD CENTRE**



1	TUE
2	TUE
3	WED
4	THU
5	MON
6	TUE
7	WED
8	THU
9	FRI
10	SAT
11	SUN
12	MON
13	TUE
14	WED
15	THU
16	FRI
17	SAT
18	SUN
19	MON
20	TUE
21	WED
22	THU
23	FRI
24	SAT
25	SUN
26	MON
27	TUE
28	WED
29	THU
30	FRI

Good Friday

Daylight Saving Ends

Easter Monday

Southland Anniversary

ANZAC Day

ANZAC Day Observed



# FAMILY / WHĀNAU DEVELOPMENT TEAM

Good To Stand **PAI TŪ**  
 Good To Fall **PAI HINGA**  
 Continue On And Eventually The Work Is Completed **WĀWAI RĀ KA OTI**



This very fitting whakatauki speaks to the challenges we as a whānau, community and nation have faced in recent times particularly with the pandemic and in **supporting each other**. As a team we've had the privilege to support whānau with some extra resources they needed to keep bellies full, keep connected digitally and maintain vital practical supports over lockdown.

**HOLDING THE WHĀNAU VISION EVEN WHEN TIMES ARE CHALLENGING IS A BIG PART OF WHAT WE DO AND HELPING TO ACHIEVE THE GOALS THEY SET.**

It has been a time for us to really reflect on what we do, why, and what makes the difference for whānau, some of whom reveal below what they have appreciated about the support.

Mary re-joined the team and Lulu has joined us from the Open Polytechnic to complete her third year Social Work placement. Another successful Māmā Ataahua group was held towards the end of 2019 and this year Kent launched a new Mentoring Academy for boys aged 8-12. The vision of this group is to develop identity, confidence, mana and to grow relationships with the significant people in their lives, all centered around sports and outdoor activities.



*I like the swimming at the river  
 - I learned to be brave. I like the free feed.*

**ACADEMY PARTICIPANT**

*Te Aroha Noa has helped me to achieve goals such as getting my Driver's Licence and provided good parenting advice. Im a hell of a lot more patient and a better father in general.*

**FATHER RAISING TWO CHILDREN**



**KENT MCILRAITH**

**ANNE-MARIE OSBORNE**

**PANIA TAYLOR**

**MARY LARACY**

**KERI RAPIRA**



1 SAT
2 SUN
3 MON
4 TUE
5 WED
6 THU
7 FRI
8 SAT
9 SUN Mothers Day
10 MON Mother's Day
11 TUE
12 WED
13 THU
14 FRI
15 SAT
16 SUN
17 MON
18 TUE
19 WED
20 THU
21 FRI
22 SAT
23 SUN
24 MON
25 TUE
26 WED
27 THU
28 FRI
29 SAT
30 SUN
31 MON

1 TUE
2 WED
3 THU
4 FRI
5 SAT
6 SUN
7 MON Queen's Birthday
8 TUE
9 WED
10 THU
11 FRI
12 SAT
13 SUN
14 MON
15 TUE
16 WED
17 THU
18 FRI
19 SAT
20 SUN
21 MON
22 TUE
23 WED
24 THU
25 FRI
26 SAT
27 SUN
28 MON
29 TUE
30 WED

1 THU
2 FRI
3 SAT
4 SUN
5 MON
6 TUE
7 WED
8 THU
9 FRI
10 SAT
11 SUN
12 MON
13 TUE
14 WED
15 THU
16 FRI
17 SAT
18 SUN
19 MON
20 TUE
21 WED
22 THU
23 FRI
24 SAT
25 SUN
26 MON
27 TUE
28 WED
29 THU
30 FRI
31 SAT



# HE NGĀKAU RANGATAHI

2020

was an eventful year with changes within staff and new rangatahi joining the programme. We have seen the young people adapt this year through the pandemic and they have shown that they are **resilient and confident** to survive with the **support of their friends and whānau.**

*"I miss my HNR whānau"* This was echoed throughout their time apart.  
A comment from the rangatahi



## THE LEARNING COMPONENT HAD TO CHANGE DURING LOCKDOWN...

and although it was a challenge it was very possible. **Google classroom** was available to the rangatahi, which allowed access to their online learning. At HNR we encourage the rangatahi to explore and engage in positive experiences, so this year we completed our course camp. **Hosted by Tama at Epic Ministries** in Waipukurau, the camp was an invitation to grow as a group and gain momentum into the term.

*"This has been the best experience I have ever had" ... "This feels like family"*

One of the female rangatahi commented while eating together at the dinner table

*"so this is what it feels like to eat together as family"*



## RANGATAHI ARE ALWAYS THE CENTRE OF OUR PRACTICE

and we look forward to the many opportunities that we will be able to share with them. We have workshops throughout the year, internally and externally, and we thank all the external services who have supported the HNR programme throughout the year.

We continue to engage with the Highbury Community Police on a weekly basis to engage with the rangatahi, changing their perspective around Police and to understand the need to know their rights.

The HNR programme continues to move forward in a direction of hope and **creating positive opportunities for their futures.** We aim to continue creating a safe space where the rangatahi can continue to grow and gain confidence and independence. Respect and honesty are key pillars in the HNR space. With positive affirmation every day we continue to move forward as a whānau.

I would like **thank the past staff and students** who have contributed to the HNR programme and **I welcome all the new staff** who have taken up the challenge to support and grow with the rangatahi. Thanks to all the staff at Te Aroha Noa who have supported the HNR programme, the management team and the Board of Trustees for believing in the programme as we build future leaders, and finally to all the friends and families for your belief in the staff and the mahi that we do to support our rangatahi.



## COMMENTS FROM THE RANGATAHI ...

*"They are pretty cool after all"* Another student commented *"It's good to see them come to our level"*

**OUR MOTTO FOR 2021 "KEEP IT HNR"**



1 SUN
2 MON
3 TUE
4 WED
5 THU
6 FRI
7 SAT
8 SUN
9 MON
10 TUE
11 WED
12 THU
13 FRI
14 SAT
15 SUN
16 MON
17 TUE
18 WED
19 THU
20 FRI
21 SAT
22 SUN
23 MON
24 TUE
25 WED
26 THU
27 FRI
28 SAT
29 SUN
30 MON
31 TUE

1 WED
2 THU
3 FRI
4 SAT
5 SUN
6 MON
7 TUE
8 WED
9 THU
10 FRI
11 SAT
12 SUN
13 MON
14 TUE
15 WED
16 THU
17 FRI
18 SAT
19 SUN
20 MON
21 TUE
22 WED
23 THU
24 FRI
25 SAT
26 SUN
27 MON
28 TUE
29 WED
30 THU

1 THU
2 FRI
3 SAT
4 SUN
5 MON
6 TUE
7 WED
8 THU
9 FRI
10 SAT
11 SUN
12 MON
13 TUE
13 WED
14 THU
15 FRI
16 SAT
17 SUN
18 MON
19 TUE
20 WED
21 THU
22 FRI
23 SAT
24 SUN
25 MON
26 TUE
27 WED
28 THU
29 FRI
30 SAT
31 SUN

# HE NGĀKAU MĀTUA



HE NGĀKAU MĀTUA (HNM) WORKS WITH YOUNG MOTHERS

TO SUPPORT THEIR EDUCATION, PARENTING SKILLS AND SELF-IMPROVEMENT.

WE ALSO HELP THE MAMAS WITH...



**budgeting,** appointments,

**LEARNING LIFE SKILLS,**

**positive parenting,** together with learning about healthy relationships,

healthy living AND GENERAL SUPPORT IN EVERYDAY LIFE.

SHILOH, ONE OF OUR BEAUTIFUL MAMAS, HAS OFFERED TO SHARE

## HER STORY ABOUT HER TIME IN HNM.

**I started HNM in 2019. I came here to get my daughter (Aaleeyah) back into my care.**

At that time I was happy and excited, I had recently become clean from meth and I needed support with getting my daughter back from Oranga Tamariki. TANCS did that by helping me understand the process and supporting me to be able to meet the goals set by Oranga Tamariki.

The Tutors and Te Aroha Noa helped me with this by taking me to appointments, **teaching me skills and believing in me.**

Now I am transitioning my daughter back into my care and will have her back full time by the end of the 2020. I have learnt parenting skills and am ready to see where my next journey takes me.

**I WANT TO SAY THANK YOU** to the staff at HNM you have changed my life! 🙏





Learning to learn together  
**HIPPY**

**HIPPY (Home Interaction Programme for Parents and Youngsters)** is a home-based programme that helps parents create experiences that lay the foundation for their children's success in school and later life. The programme is designed specifically for those parents who may not feel comfortable in their own abilities to support their children's education.



"I am so glad we started HIPPY. It's been so awesome for Daisy and I to do something together that's just the two of us. She loves learning so much and it is offering me the opportunity to really impact and help build on her love of learning. It has opened up a new world of conversation for us. It has been really great having the support of Fi as well, she's been really helpful and understanding and it feels like talking to a knowledgeable friend rather than a tutor, which makes you feel not so alone if things go wrong."

**- FIONA**

"HIPPY has helped me get a better understanding of Ryan and what he is capable of. I feel like we are **building a solid foundation for his knowledge** by learning and growing together. Ryan has recently just turned three and his first HIPPY book is about a little girl's birthday, so he's absolutely loved it because he could relate to it. I love being a part of his learning. We love HIPPY and our tutor, Sarah."

**- SAMANTHA**



"Being a mum to nine children, it can be hard to find time to spend with each of them alone, but doing HIPPY means Waipora and I get time for fun learning, dancing and singing, just us two."

Through HIPPY I can see Waipora loves learning about maths, shapes, colours and counting. She uses HIPPY korero around the house such as many and few, more than and less than, and knows all her colours and shapes. **She is always surprising our whānau with what she's learning.**

She loves writing, cutting and gluing and knows how to do these responsibly since starting HIPPY. Before HIPPY I was worried she might draw on the walls or have a haircut. I love having Fi as my tutor too, cos I am quite a shy person but she's really easy to get on with and shares about her HIPPY with her son, which is encouraging."

**- RENEE**



"HIPPY has given me the structure to know what and how to teach my son. He loves the science and sensory activities and it is cool to see him soaking up all the new learning."

**ANNE-MARIE**



1 MON	Marlborough Anniversary
2 TUE	
3 WED	
4 THU	
5 FRI	
6 SAT	
7 SUN	
8 MON	
9 TUE	
10 WED	
11 THU	
12 FRI	Canterbury Anniversary
13 SAT	
14 SUN	
15 MON	
16 TUE	
17 WED	
18 THU	
19 FRI	
20 SAT	
21 SUN	
22 MON	
23 TUE	
24 WED	
25 THU	
26 FRI	
27 SAT	
28 SUN	
29 MON	Westland/Chatham Islands Anniversary
30 TUE	

1 WED	
2 THU	
3 FRI	
4 SAT	
5 SUN	
6 MON	
7 TUE	
8 WED	
9 THU	
10 FRI	
11 SAT	
12 SUN	
13 MON	
14 TUE	
15 WED	
16 THU	
17 FRI	
18 SAT	
19 SUN	
20 MON	
21 TUE	
22 WED	
23 THU	
24 FRI	
25 SAT	Christmas Day
26 SUN	Boxing Day
27 MON	Christmas Day Observed
28 TUE	Boxing Day Observed
29 WED	
30 THU	
31 FRI	



# COUNSELLING



## OUR VISION IS TO SEE INDIVIDUALS AND WHĀNAU THRIVING.

We offer a range of services to support an individual, a relationship, a whānau or group work. One focus of our team is the development of Child Centered Play Therapy.

Play Therapy is a form of counselling for children from 3 to around 10 years of age. Because the child's world of play is their natural way of communicating, the Play Therapist enters their world to communicate with them and help them understand and resolve any challenges they are dealing with. In Play Therapy, children are able to express their experiences and feelings through a natural, self-guided and self-healing process. In Play Therapy, we provide toys for children to use, to say with the toys what they have difficulty saying with words. When children can communicate or play out how they feel to someone who understands, they feel better because their feelings have been released. In this process children learn to express their thoughts and feelings in constructive ways, to control their behaviour, to make decisions and to accept responsibility as well as play through trauma in a safe space. We work alongside the parent/caregiver in review meetings after every fourth session to support them in strengthening their connection with their child. This is one of the most exciting parts, assisting parents to have deep connection with their child.

**“Ko te ahurei o te tamaiti arahia o tātou mahi”  
LET THE UNUNIQUENESS OF THE CHILD GUIDE OUR WORK**

## FROM A PARENT WHO HAS EXPERIENCED THE PLAY THERAPY PROCESS:

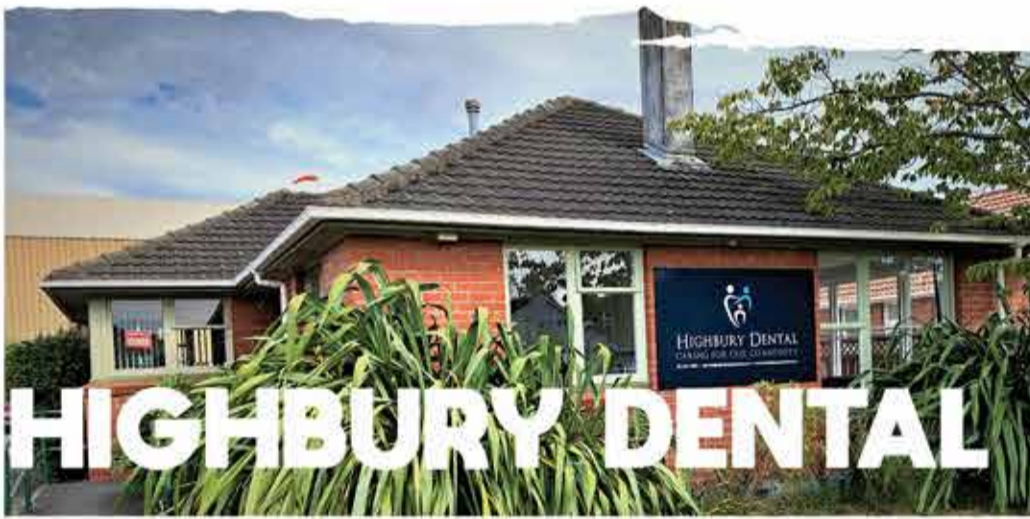
“When we came to Rachel there was a lot of breakdown and disconnect in our whānau. There had been a lot of disruptions and we started to notice some things in our daughter and her behaviour, and we weren't sure how to be alongside her.

In Play Therapy our daughter was allowed a safe place to explore and 'be' in a safe container. She was allowed to be everything that she was, without being limited. There were times where I was sitting in the waiting room and I could hear her smashing stuff. Within safety she was able to explore all of her emotions and really play out things.

I had the process explained, what stage she was in, what themes she was playing out and what she needed. This helped me to know where to go and what I needed to do in that. I was also shown really simple tools, simple ways to be with my daughter such as spending quality time, attention, certain ways of talking where I can hold space for her and I am here for her.

Now I find that my daughter and I are comfortably able to spend time together and she is able to be herself as a child now. There are definite times where she pushes back but she knows that she is really loved, really heard and seen.

**I definitely recommend it, absolutely, and am so grateful.”**



## HIGHBURY DENTAL

### HIGHBURY DENTAL OPENED IN MARCH 2020.

We were so excited to be given the opportunity to work alongside Te Aroha Noa in their complex to open a community based dental clinic.

When we were planning Highbury Dental we were aiming for a clinic that was not only **community based but also family focused**, one that is welcoming and has a good relationship with its patient base, and one that offers affordable dentistry to the community whilst still offering a high standard in dental care ...

**A CLINIC THAT OUR PATIENTS WANT TO VISIT AGAIN AND AGAIN.**

This is exactly what we have achieved! We are both amazed and humbled at the local support that we have received and we are so excited to see what this next year brings!



**te aroha noa**  
COMMUNITY SERVICES

## HEALTH HUB PROJECT NZ AT TE AROHA NOA



A partnership between Health Hub Project NZ and Te Aroha Noa has seen the creation of a new Health Centre for the Highbury community on 09 September 2019. We offer our thanks to the funders who all helped to make this a reality as we opened the newly renovated building to patients enrolled with the Health Hub Project NZ. The centre was immediately buzzing with individuals already familiar with our services and to newcomers within our community. To be co-located alongside a team of medical professionals is the ideal, and it is great to see how our existing family/whānau development services can work with the clinical services at the Health Hub Project NZ to provide a wider holistic approach to each person within our community.

**IF ANYONE IS INTERESTED IN ENROLLING, FOR AN ENROLLMENT PACK PLEASE CALL IN TO TE AROHA NOA.**



Like us on Facebook

12-28 BRENTWOOD AVENUE, PO BOX 7141, PALMERSTON NORTH  
PHONE (06) 358 2255 FAX (06) 358 2258 EMAIL RECEPTION@TEAROHANOA.ORG.NZ

# WE WOULD LIKE TO THANK THE FOLLOWING



**ORANGA TAMARIKI**

**HIGHBURY DENTAL**

**SOMERSET CRESCENT SCHOOL**

**MINISTRY OF SOCIAL DEVELOPMENT**

Fraser Family Trust

MINISTRY OF EDUCATION

**MENTAL HEALTH FOUNDATION**

**JUST ZILCH**

Palmerston North City Council

THE HEADSPACE TEAM

**CENTRAL ENERGY TRUST**

**20/20 TRUST**

**FIRST COMMERCIAL**

Rotary Club of Palmerston North

Vodafone New Zealand Foundation

**PALMERSTON NORTH RED CROSS**

**TERTIARY EDUCATION COMMISSION**

**THINK HAUORA**

GREAT POTENTIALS FOUNDATION

**MASSEY UNIVERSITY SCHOOL OF SOCIAL WORK**

DEPARTMENT OF INTERNAL AFFAIRS

PALMERSTON NORTH COMMUNITY SERVICES COUNCIL

**DHB**

**PALMERSTON NORTH CENTRAL BAPTIST**

Open Home Foundation

**SPORT MANAWATU**

MPR (MANAWATU PEOPLE'S RADIO)

CentrePoint Theatre

**SALVATION ARMY**

Community Fruit Harvest Manawatu

**LOCKDOWN 06**

Wairarapa REAP

TŪ MANAWA ACTIVE AOTEAROA

**DR JEFF BROWN**

**OUR VOLUNTEERS AND DONORS**

**BUNNINGS WAREHOUSE PALMERSTON NORTH**



**te aroha noa**  
COMMUNITY SERVICES

 Like us on  
**Facebook**

12-28 BRENTWOOD AVENUE, PO BOX 7141, PALMERSTON NORTH  
PHONE (06) 358 2255 FAX (06) 358 2258 EMAIL RECEPTION@TEAROHANOA.ORG.NZ

**REPORT OF THE INDEPENDENT AUDITOR  
ON THE SUMMARY PERFORMANCE REPORT**

**To the Trustees of Te Aroha Noa Community Services Trust**

**Opinion**

The accompanying summary performance report, which comprise the summary statement of financial position as at 30 June 2020, the summary statement of service performance, the summary statement of financial performance and summary cash flow statement for the year then ended, and related notes, are derived from the audited performance report of Te Aroha Noa Community Services Trust for the year ended 30 June 2020.

We expressed an unmodified audit opinion on the performance report in our report dated 10 September 2020.

In our opinion, the accompanying summary performance report derived from the audited performance report of Te Aroha Noa Community Services Trust for the year ended 30 June 2020 are consistent, in all material respects, with the performance report, in accordance with PBE FRS-43.

**Summary Performance report**

This performance report does not contain all the disclosures required by Public Benefit Entity Simple Format Reporting – Accrual (Not-for-profit). Reading the summary performance report, therefore, is not a substitute for reading the audited performance report of Te Aroha Noa Community Services Trust.

**Trustees' Responsibility for the Summary Performance report**

The Trustees are responsible for the preparation of a summary of the audited performance report in accordance with PBE FRS-43: Summary Financial Statements.

**Auditor's Responsibility**

Our responsibility is to express an opinion on whether the summary performance report is consistent, in all material respects, with the audited performance report based on our procedures, which were conducted in accordance with International Standards on Auditing (New Zealand) ISA (NZ) 810, "Engagements to Report on Summary Performance report".

Other than in our capacity as auditor, we have no relationship with, or interests in, Te Aroha Noa Community Services Trust.

*CKS Audit*

**CKS Audit**  
10 September 2020

**Te Aroha Noa Community Services Trust – Summary Performance Report**

**SUMMARY STATEMENT OF SERVICE PERFORMANCE**

For The Year Ended 30 June 2020

**Description of the Entity's Outcomes:**

To encourage empowered, self managed, resilient community through providing early intervention, integrated and holistic services to the community.

**Description and Quantification (to the extent practicable) of the Entity's Outputs:**

	Actual This Year	Actual Last Year
Early Childhood Centres	96	119
• Children's attendance		
HIPPY Programme	69	46
• Number active in the program this year		
• Number who graduated this year	19	11
Adult Education	365	306
• Engaged in adult education		
Counselling	161	122
• Number of new interventions		
• Clients who completed interventions	136	132
• Clients who completed with their needs met (80% of goals achieved in case plan)	77	69
• Qualified counsellors available (1.5 FTE)	3	3
Whanau Development		
• Number of new interventions	50	38
• Clients who completed intervention	41	39
• Clients who completed their needs met (80% of goals achieved in case plan)	22	30
Holiday Programmes		
• Programmes of 60 children	2	3
Youth Programmes		
• Youth attended	16	25
• Number who graduated from the program	13	-

**SUMMARY STATEMENT OF FINANCIAL PERFORMANCE**

For The Year Ended 30th June 2020

	2020 \$	2019 \$	Note
<b>Revenue</b>			
Fundraising and Other Revenue	23	26	
Donations and Capital Grants	208,498	221,779	
Revenue from Providing Goods and Services	1,726,649	1,840,033	
Investment Revenue	5,321	3,615	
Other Revenue	221,960	895	
<b>Total Income</b>	<b>2,162,452</b>	<b>2,066,348</b>	
<b>Expenses</b>			
Employee and Volunteer Related Costs	1,629,266	1,416,285	
Cost Relating to Providing Goods or Services	300,123	293,052	
Other Expenses	72,223	56,111	
<b>Total Expenses</b>	<b>2,001,613</b>	<b>1,765,448</b>	
<b>Operating Surplus / (Deficit)</b>	<b>160,839</b>	<b>300,900</b>	

These financial statements should be read in conjunction with the notes to the summary financial statements and the Audit Report.



## Te Aroha Noa Community Services Trust – Summary Performance Report

### SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2020

Note	2020	2019
	\$	\$
<b>Current Assets</b>		
Westpac Bank	309,122	315,863
Accounts receivable	124,530	151,287
Prepayments	9,539	5,845
GST Receivable	15,379	459
Investments	67,147	65,514
<b>Total Current Assets</b>	<b>525,717</b>	<b>538,968</b>
<b>Non-Current Assets</b>		
Property Plant & Equipment	1,565,294	1,483,257
<b>Total Non-Current Assets</b>	<b>1,565,294</b>	<b>1,483,257</b>
<b>Total Assets</b>	<b>2,091,011</b>	<b>2,022,225</b>
<b>Current Liabilities</b>		
GST payable	34,135	49,415
Accounts Payables	101,704	132,060
Accrued employment costs	12,980	12,096
Current portion of loans	108,280	226,370
Unused Conditional grants	85,210	
Income in advance		
<b>Total Current Liabilities</b>	<b>342,308</b>	<b>419,941</b>
<b>Liabilities</b>		
Loans	82,820	97,239
<b>Total Liabilities</b>	<b>425,128</b>	<b>517,180</b>
<b>Net Assets</b>	<b>1,665,883</b>	<b>1,505,044</b>
<b>Accumulated Funds</b>	<b>1,665,883</b>	<b>1,505,044</b>

### SUMMARY STATEMENT OF CASH FLOWS

For The Year Ended 30th June 2020

Note	2020	2019
	\$	\$
<b>Net Cash Flows from Operating Activities</b>	<b>160,023</b>	<b>216,078</b>
<b>Net Cash Flows from Investing and Financing Activities</b>	<b>(166,763)</b>	<b>(166,836)</b>
Net increase (decrease) in Cash	(6,740)	49,242
Bank accounts & cash at 1 July	315,863	266,621
<b>Bank accounts &amp; cash at 30 June</b>	<b>309,122</b>	<b>315,863</b>

This is represented by:

Bank Accounts and cash

*J. G. G. G.*  
Chairperson Date: 10/09/2020

*L. M. M. M.*  
Treasurer Date: 9/9/2020

These financial statements should be read in conjunction with the notes to the summary financial statements and the Audit Report.

## Notes to the Summary Performance Report

For The Year Ended 30 June 2020

- The reporting entity is Te Aroha Noa Community Services Trust (the Trust). The Trust is domiciled in New Zealand and is a charitable trust incorporated under the Charitable Trust Act 1957. It is also a charitable organisation registered under the Charities Act 2005.
- The full Performance Report on which this summary is based, has been prepared in accordance with Generally Accepted Accounting Practice in New Zealand (NZ GAAP). They comply with Public Benefit Entity Simple Format Reporting – Accrual (not-for-profit) (PBE SFR – A (NFP)) and other applicable Financial Reporting Standards as appropriate that have been authorised by the External Reporting Board for Not-For-Profit entities. For the purposes of complying with NZ GAAP, the Trust is a public benefit not for profit entity and is eligible to apply PBE SFR – A(NFP) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2 million per annum for 2 consecutive years.
- The Summary Performance Report have been extracted from the full Performance Report and are presented in New Zealand dollars. The Summary Performance Report of Te Aroha Noa Community Services Trust including summary Statement of Service Performance, summary Statement of Financial Position, and summary Cash Flow Statement cannot provide a full understanding due to their summary nature. The understanding can be obtained only by reference to the annual Performance Report of the Trust.
- A copy of the Performance Report may be obtained on request from Te Aroha Noa Community Services Trust office at 12-14 Brentwood Avenue, Palmerston North. Phone number (06) 358 2255 or from online at [www.tearohanoa.org.nz](http://www.tearohanoa.org.nz)
- A list of related party transactions is included in the full performance report.
- There are no contingent liabilities as at 30 June 2020 (2019: nil).
- There is a commitment to purchase the land and property at 10 Brentwood Avenue for \$345,000 at balance date. Settlement date was 10 July 2020 and the purchase was fully funded by a loan from Christian Savings. (2019: Health Hub Development - \$87,000).
- The annual full Performance Report of Te Aroha Noa Community Services Trust has been audited by CKS Audit who have issued an unqualified audit opinion in respect to the Performance Report on 10th September 2020. CKS Audit have audited the summary Performance Report and found it to be consistent with the Annual Performance Report.
- The Trustees authorised the publication of this summary Performance Report on 10th September 2020.

This summary Performance Report is in compliance with PBE FRS-43: Summary Financial Statements.



**te aroha noa**

COMMUNITY SERVICES

12-28 BRENTWOOD AVENUE, PO BOX 7141, PALMERSTON NORTH

PHONE (06) 358 2255 FAX (06) 358 2258 EMAIL [RECEPTION@TEAROHA.NOA.ORG.NZ](mailto:RECEPTION@TEAROHA.NOA.ORG.NZ)

