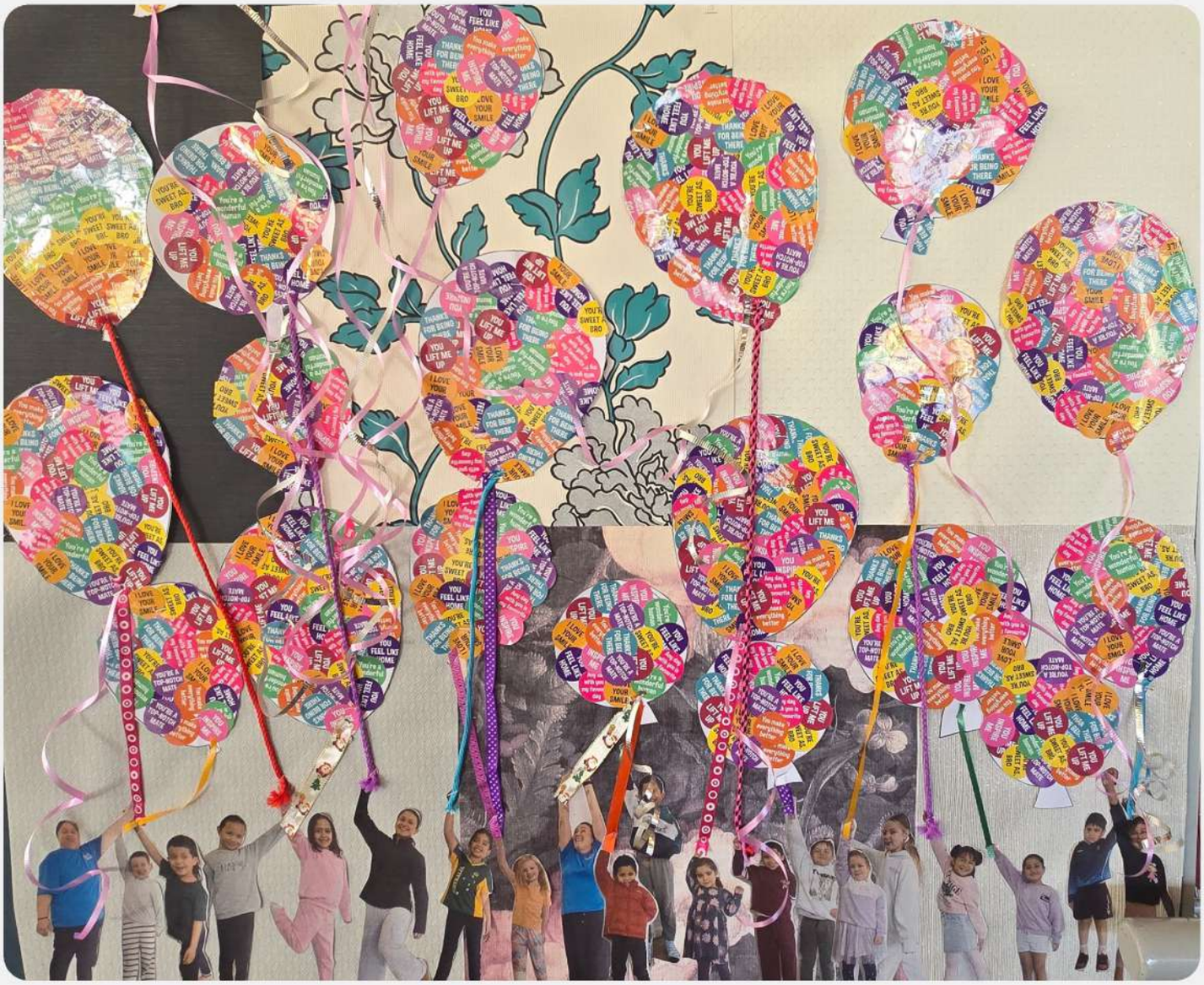
Volume №5

2025

te aroha noa
COMMUNITY SERVICES

COURAGE

Mā te māia ka hua ngā kōrero, mā te hapori ka ora te wairua
Through courage the stories are born, through the community the spirit is sustained

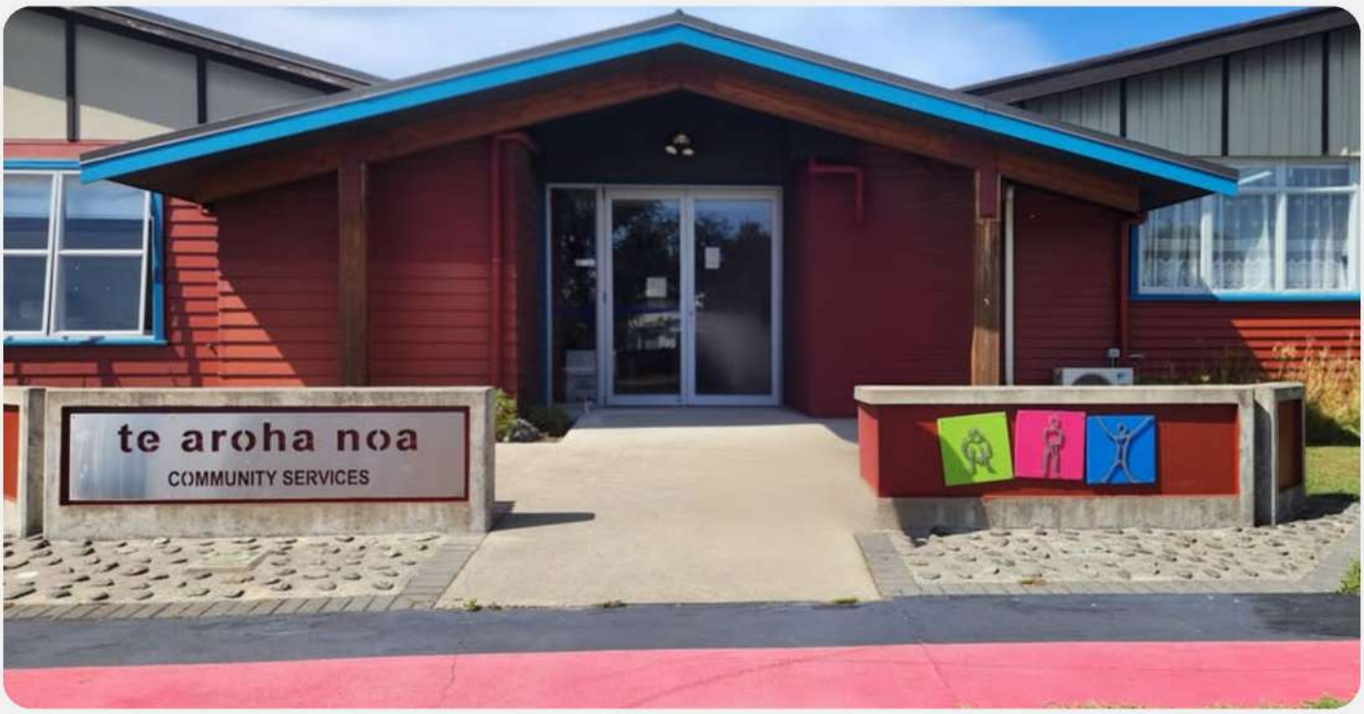


CHAIR PERSON REPORT

Tēnā koutou katoa.
Greetings and welcome to Te Aroha Noa's 2025 Annual Report.

As I approach the end of my first year as chair of the Te Aroha Noa Trust board I have reflected a lot on the name. So easy for the familiar words to slip by, yet this central premise of 'Love For All' is increasingly important as we continue to see a world and nation grappling with division, isolation and anxiety for the future. We are a place that proclaims there is always hope, that power and life come from whanau, togetherness and learning together, and ultimately from our creator. I hope as you read through this report you will see the impact Te Aroha Noa continues to have in our community

This year continues to be challenging financially for many New Zealanders and the economy as a whole. This naturally has a significant impact on the Not-for-Profit sector with a large number of organisations contending for a shrinking pool of money. Te Aroha Noa has these same challenges and has had to be prudent with how money is spent. It is testament to Donna and the staff that we have been able to continue providing such a high level of services in this environment. In particular I think Te Aroha Noa does a fantastic job at balancing staying true to its moemoeā (vision) whilst being pragmatic and flexible in seeking out and successfully winning grants and contracts that enable it to keep doing that.



In these times more than ever I want to thank all the stakeholders that contribute to the costs which enable Te Aroha Noa to provide the services it does. This includes Government partners, charitable and community trusts, corporate, churches and individual giving. We absolutely couldn't do it without you.

I want to offer a huge amount of thanks to our outgoing chair Heather McClean who has
done a fantastic job over the last 3 years (and more!). I am grateful she remains on the board and it's a privilege to have the ongoing wisdom of Grant Baldwin, Kenneth Bidlake and Angela Drake, as well as sound advice and guidance from Louis Te Mete and Steve Fail. We have also welcomed Stefan Speller and Cameron Schaw as board members this past year who bring a lot of experience, enthusiasm and heart for the work.

As a board we are always looking for new members and if you have a heart for the mahi Te Aroha Noa is continuing to do and could be interested in being part of it please get in touch with me or any of the other members.

Nga mihi nui
Mark Easton
Chair – Te Aroha Noa Trust Board

IN THIS ISSUE

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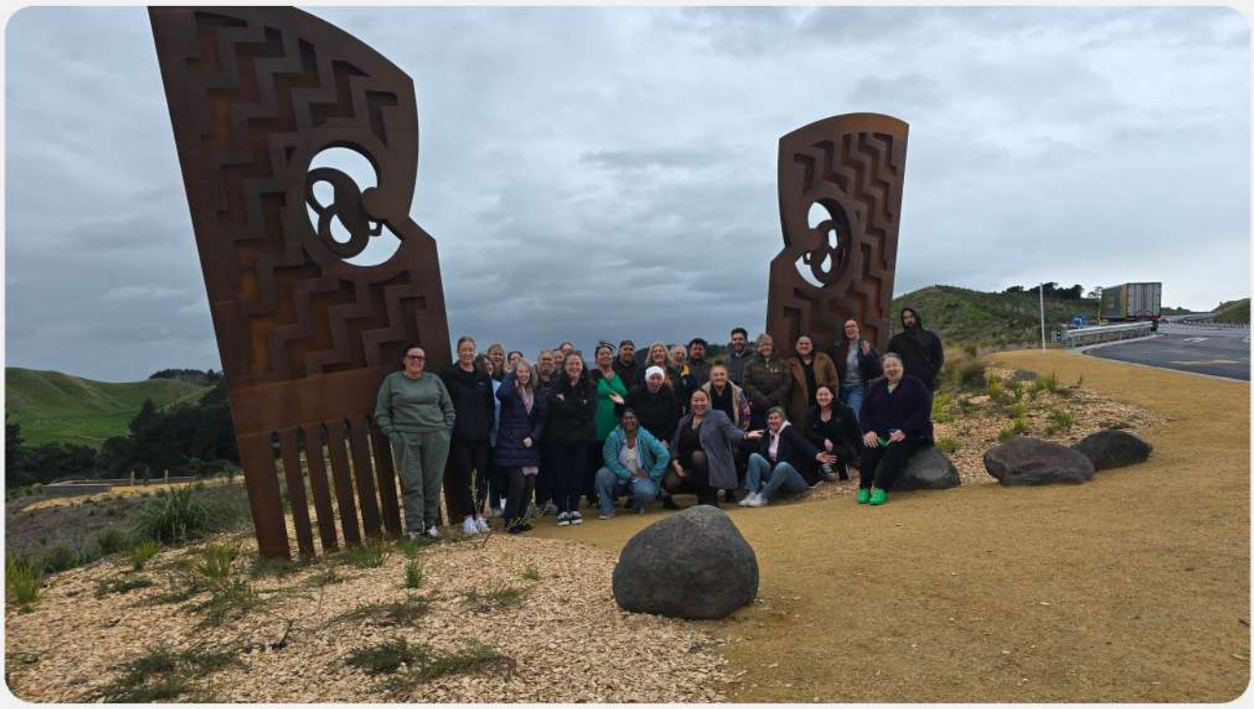
CHIEF EXECUTIVE REPORT

HE TOA TAUMATA RAU
COURAGE HAS MANY RESTING PLACES



Ngā mihi nui ki a koutou,

Te Aroha Noa continues to step into the spaces where support is needed alongside our Highbury whanau. This continues to energise our team who remain creative, innovative and professional while building relationships with whanau that support and bring hopeful new perspectives into their lives as well as ours. To be fair it has been a challenging year for Community and NGOs.

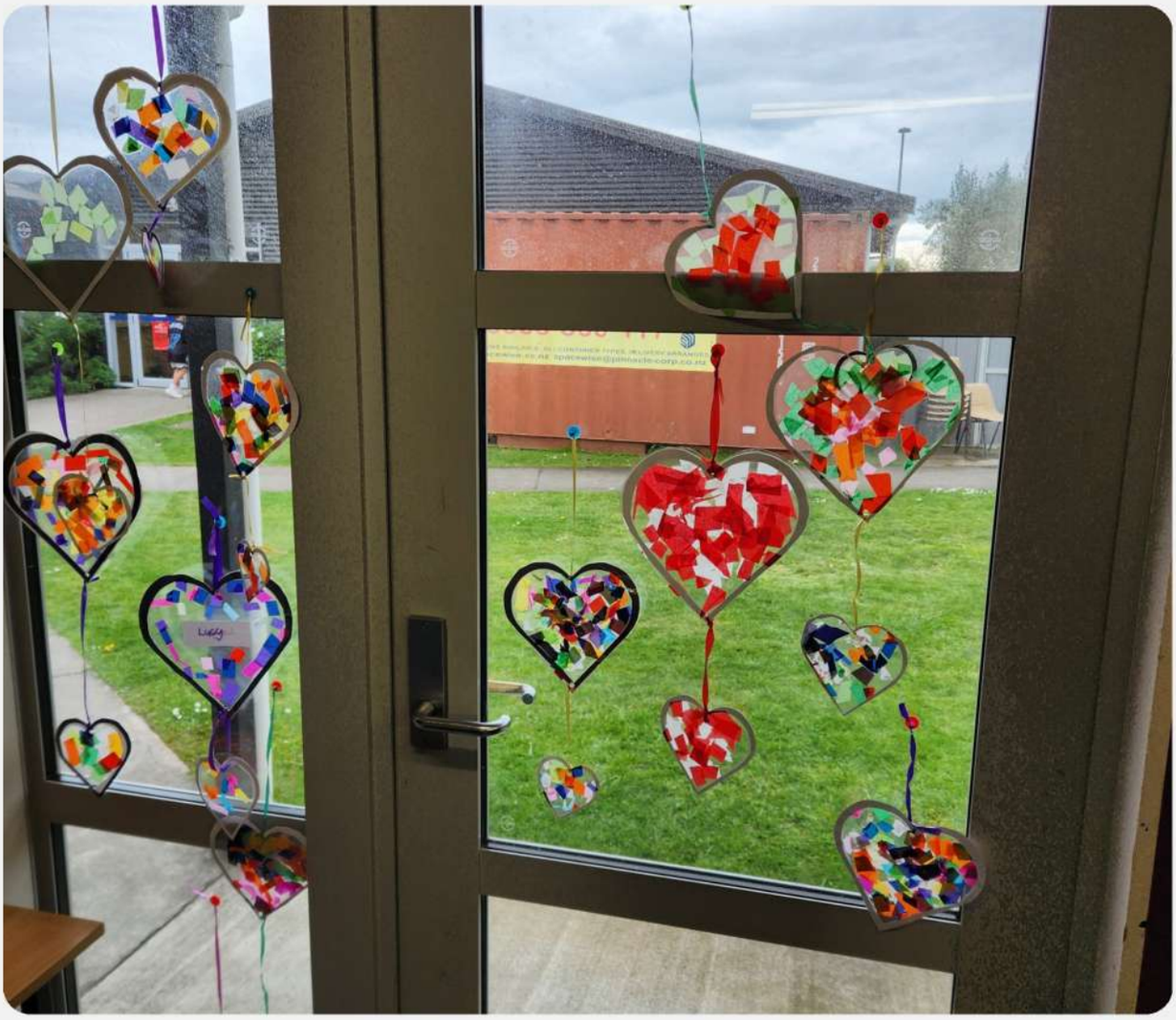
This year our theme was Courage for Te Aroha Noa. A time when as professionals it is about us continuing to 'step up', have faith, show our human side, small acts of warmth and kindness and building of human connection. This supports whanau to understand that they are courageous, it's tough out there and they are managing.

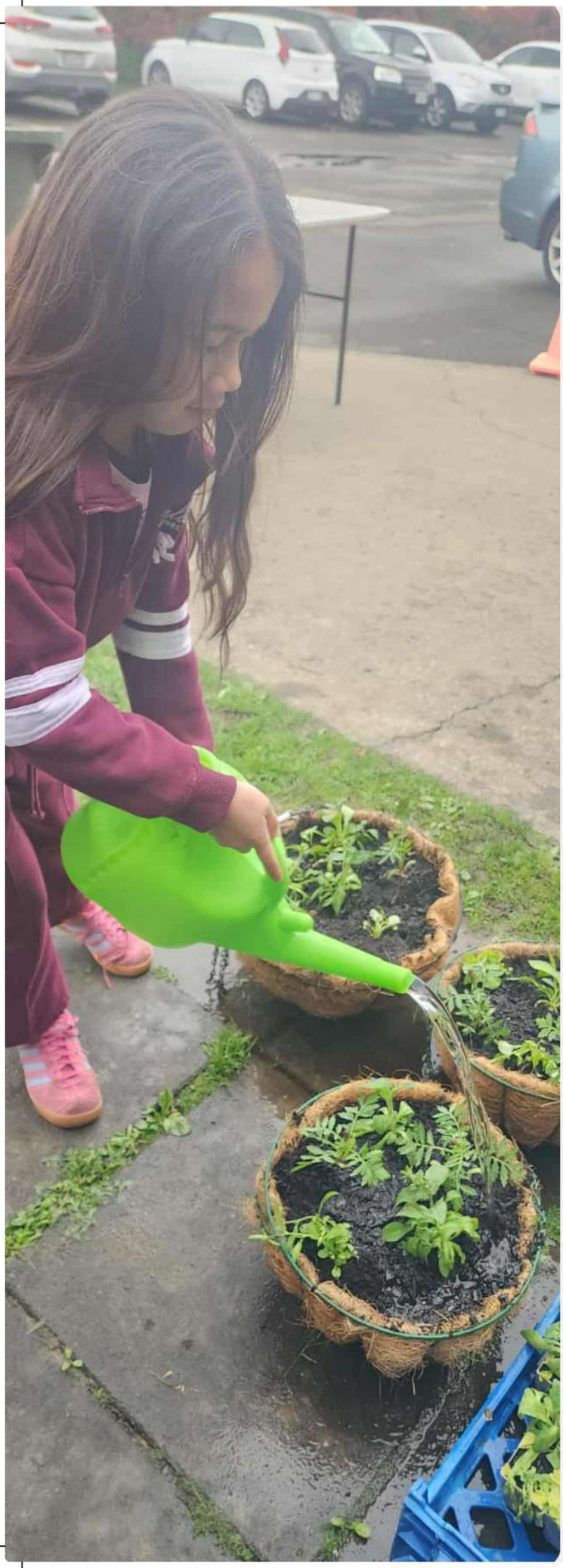
Over the past year we have seen Courage in action every day. Our Programmes are constantly being reviewed and tested. Te Aroha Noa is committed to staying relevant to meet the changing dynamics within community, especially in relation to employment and housing and social support. Our practitioners across the disciplines have continued to develop and grow their practice and to explore the possibilities of new ideas and professional approaches.

I would like to acknowledge Massey University for their support as we work together to embed the outcome of their research into community as the PARTH Model. Having the courage to work towards keeping practice relevant and in the community can often be talked about, however it can be difficult to achieve. Working together with other NGOs across the North Island to make this happen has been a real opportunity for Te Aroha Noa and we are committed to this piece of work.

This year, like many others we have been working in a rapidly changing world and even more closely in relation to the significant change in the Highbury community with a significant number of social housing homes being demolished. This is difficult, and we are aware of the impact these stressors can have on whanau and community. We have continued to develop and maintain our relationships with other community stakeholders to support a holistic approach to achieving goals and supporting wellbeing. I would like to acknowledge our colleagues in community and thank them for their support in the work that we do. Having the courage to maintain relationships and work together is in itself a very special part of the work that we do.

I want to thank our Cultural Advisor Louis Te Mete and my Leader of Operations and Education, Hinemoa Hall for their kindness and support as Te Aroha Noa continues to focus on our cultural journey and commitment to Te Tiriti o te Waitangi. I want to thank our Board Chair, Mark Easton for having the courage to step into the Te Aroha Noa Board of Trustees Chair position after, our previous Chair, Heather McLean stepped down. Mark is bringing his skills and influence on the Board and I look forward to working alongside Mark. I thank Heather for her ongoing support of myself and the organisation. To the Board, thank you for your on-going support and belief in what we do, welcome and thank you to Cameron Schaw and Stephan Speller your contribution adds to the skills and guidance that are already in place. To Central Baptist Church, Government, Central Government and Community Stakeholders, we appreciate your faith and support of our work and our place in Community. To our wonderful volunteers without your support, we could never be or do what we do, therefore aroha nui to you. Finally, I want to thank our Te Aroha Noa team and community, without your support, insight and courage, Te Aroha Noa would not be the place it is today.





COMMUNITY ENGAGEMENT

HE TOA TAKITINI, HE NGĀKAU MĀIA;
KA Ū, KA TŪ, KA KORE E HINGA

This year has been an exciting and meaningful one for our Community Engagement space. It has been a time of courage–courage to create opportunities to connect, to celebrate, and to grow and learn together.

At the start of the year, we hosted our annual Aqua Day, drawing tamariki and whānau together for a day of fun, water-based activities, and kindred community spirit. The event provided a safe and inclusive space where families could enjoy the sunshine while building confidence and resilience within our community.

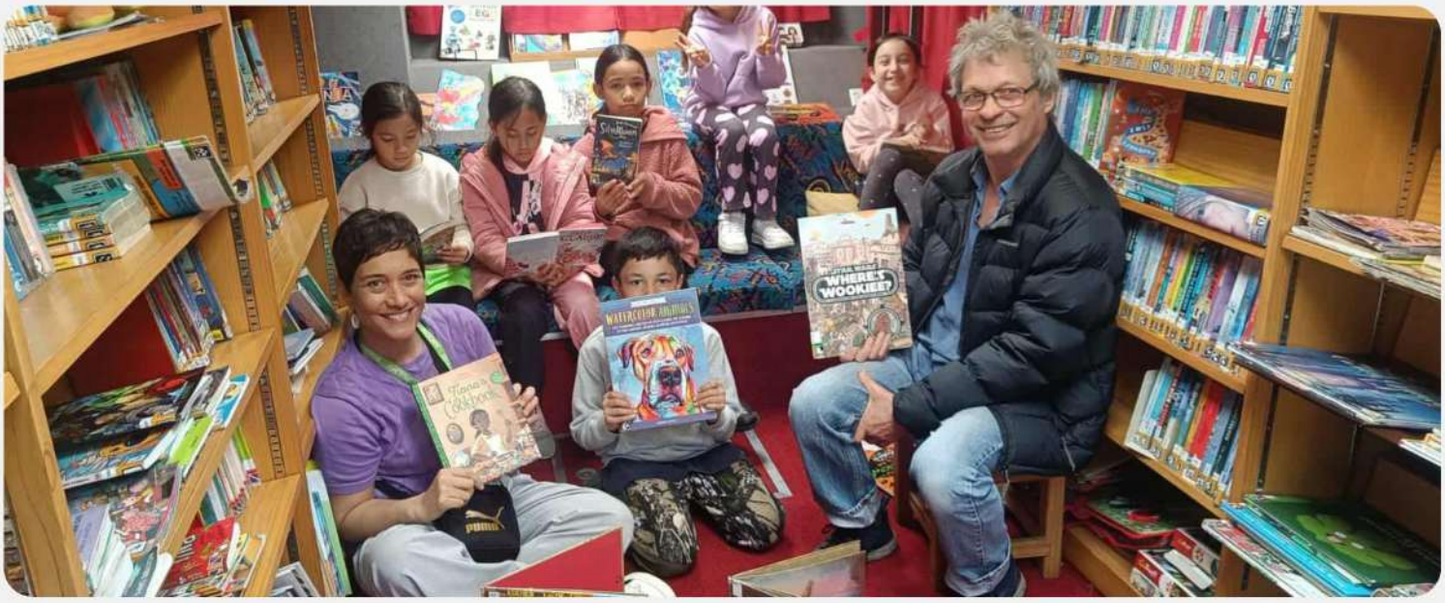
Throughout the year, we successfully delivered four fun-filled terms of KidzLIFE Holiday Program, giving tamariki opportunities to learn in a playful and engaging environment. Each term carried its own theme and activities, helping children explore their creativity, develop social skills, and form new relationships. The dedication of our team and volunteers ensured that KidzLIFE remained a nurturing space where tamariki felt valued and celebrated.

It has been a time of courage—courage to create opportunities to connect, to celebrate, and to grow and learn together.

We also celebrated Matariki, focusing on the richness of cultural traditions and honouring te ao Māori throughout the month of June. The community was invited to join us in sharing kai and participating in activities that encouraged both remembrance and reflection, as well as hope and aspiration for the future.

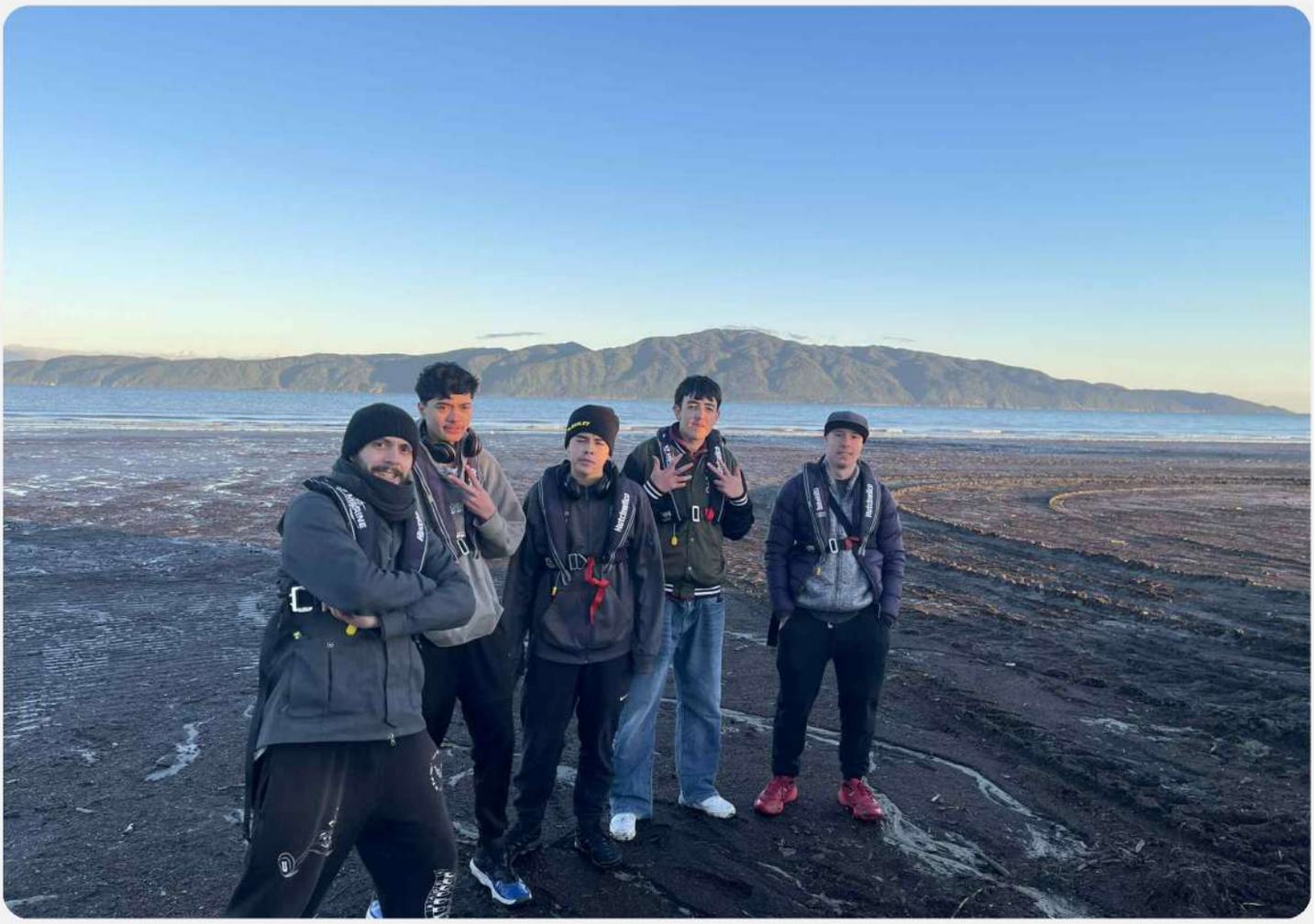
These moments remind us that courage is not just about bold actions–it is about showing up, giving things a go, and walking alongside others. This has been the heart of our CE journey this year, and it continues to light the path ahead.

It has been a time of courage—courage to create opportunities to connect, to celebrate, and to grow and learn together.



HE NGĀKAU RANGATAHI

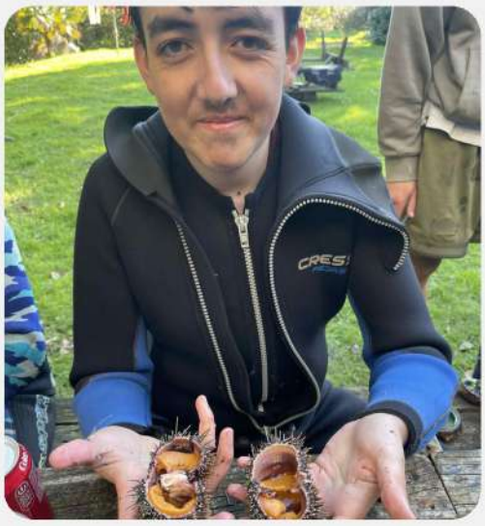
A YEAR OF COURAGE IN ACTION

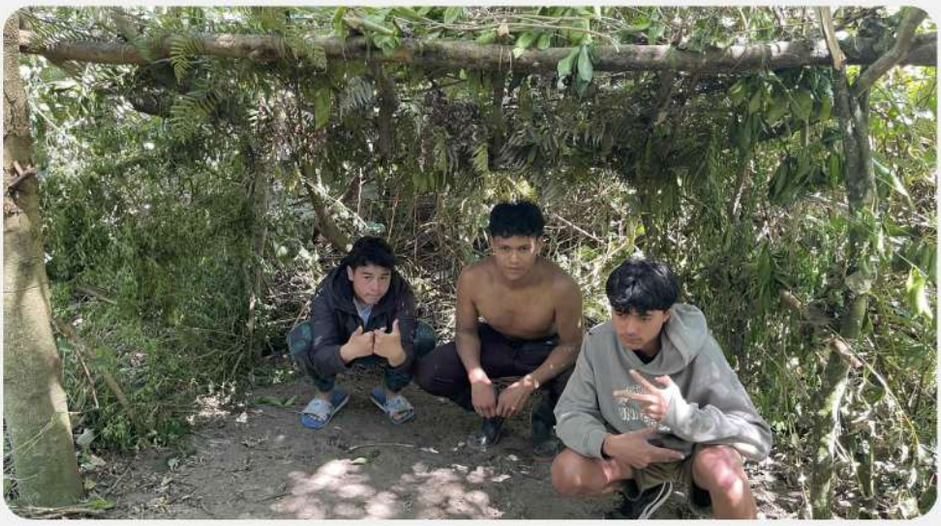


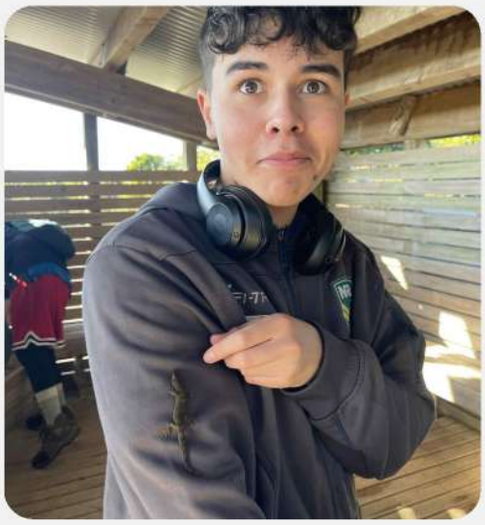
This year our kaupapa was Courage and our rangatahi embodied it in every sense. At He Ngakau Rangatahi, we have always believed that true growth comes when our rangatahi are trusted to lead, to explore their own limits, and to discover their own strengths. Guided by Te Taiao and grounded in aroha, we have watched them step beyond comfort and into possibility.

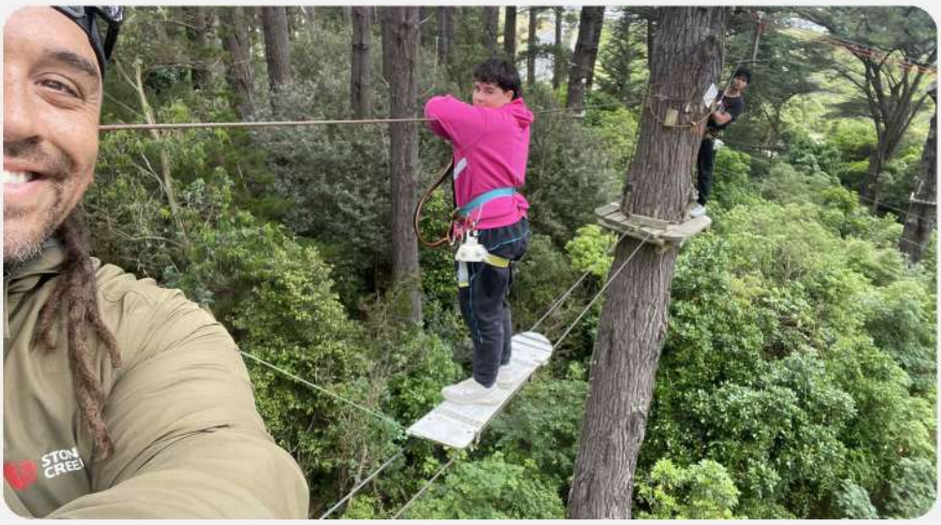
From high above the trees at Adrenalin Forest in Tawa, our rangatahi tested their confidence one obstacle at a time, learning that fear is not a wall - it's a challenge to overcome. Our fishing trips along the West Coast became more than just outings... they were lessons in patience, teamwork, and kai gathering traditions handed down through generations.

We camped under the stars at Bartletts Ford, where late-night kōrero strengthened bonds and early-morning hikoi along the awa reminded them of their place in the world. Our trip to Kapiti Island was a turning point, where rangatahi were immersed in the fundamentals of whakapapa, resilience, and whanaungatanga. Through each wero, we witnessed them stand taller, discovering a world they didn't know existed.









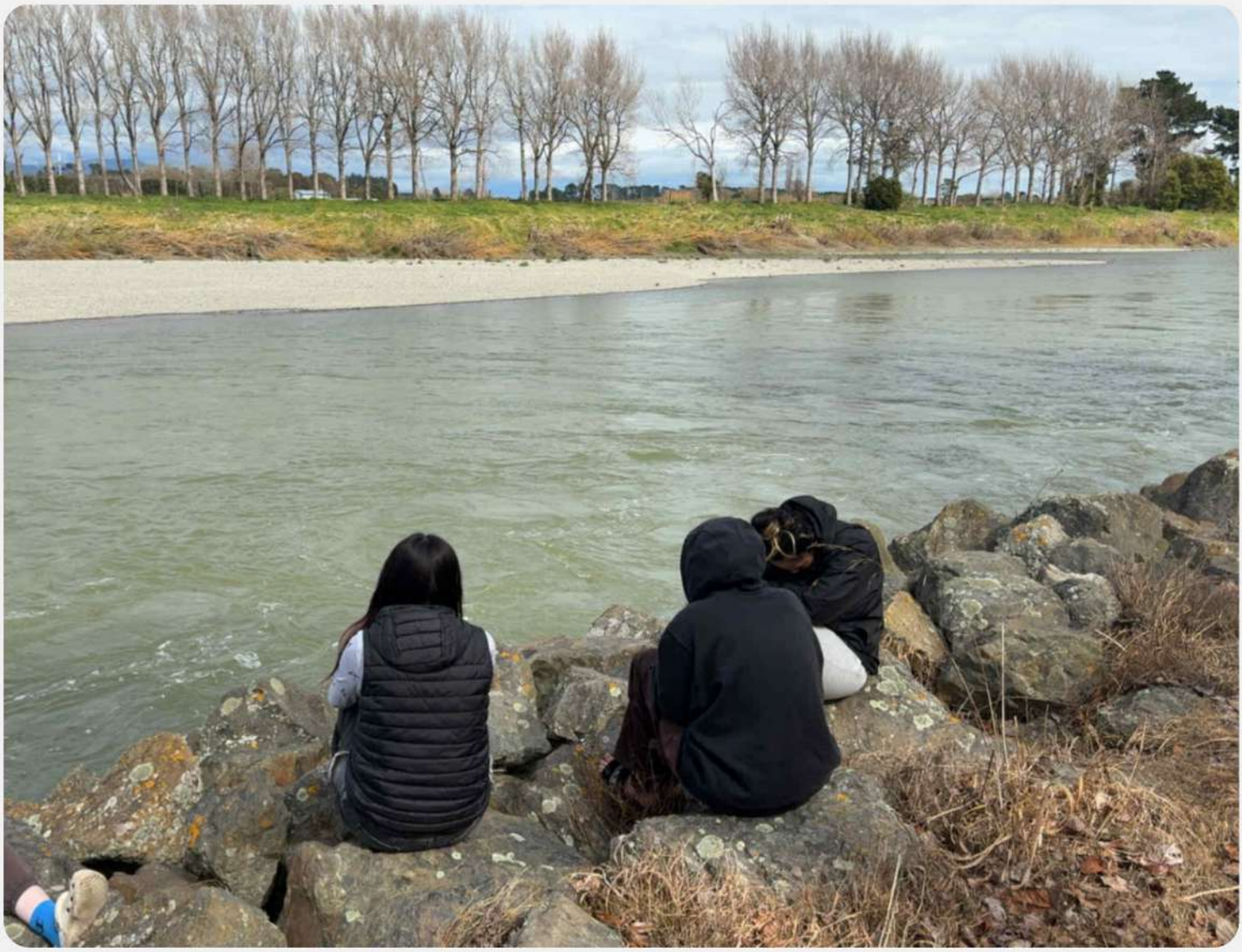
Through the lens of nature, we've seen maturity emerge, moral compasses realign, and attitudes toward life shift. Our role has simply been to create a safe space where youth lead the Kaupapa, where their voices shape our direction, and where their identity is not just acknowledged, it is celebrated.

Education has also been a vital pillar of courage this year. Te Kura online training has helped re-engage our rangatahi back into learning pathways, not just academically but holistically. With financial literacy workshops, CV design sessions and hands-on experience's, we have supported them in co-designing their own readiness for adulthood.

And the impact is clear, casual work turning into full-time mahi, once-shy rangatahi taking on new skills, trying new things, and stepping into responsibility. Their courage is no longer just seen, it's lived.

This year has shown us the true importance of our kaupapa. Courage is not the absence of fear, it is the choice to move forward despite it. And our rangatahi have proven, time and time again, that when given trust, opportunity, and connection to whenua and whānau, they will rise.

HE NGAKAU RANGATAHI IS NOT JUST A PROGRAMME. IT IS A MOVEMENT OF YOUNG HEARTS GROWING INTO STRONG LEADERS. AND THEIR JOURNEY HAS ONLY JUST BEGUN.



HE NGĀKAU MATUA

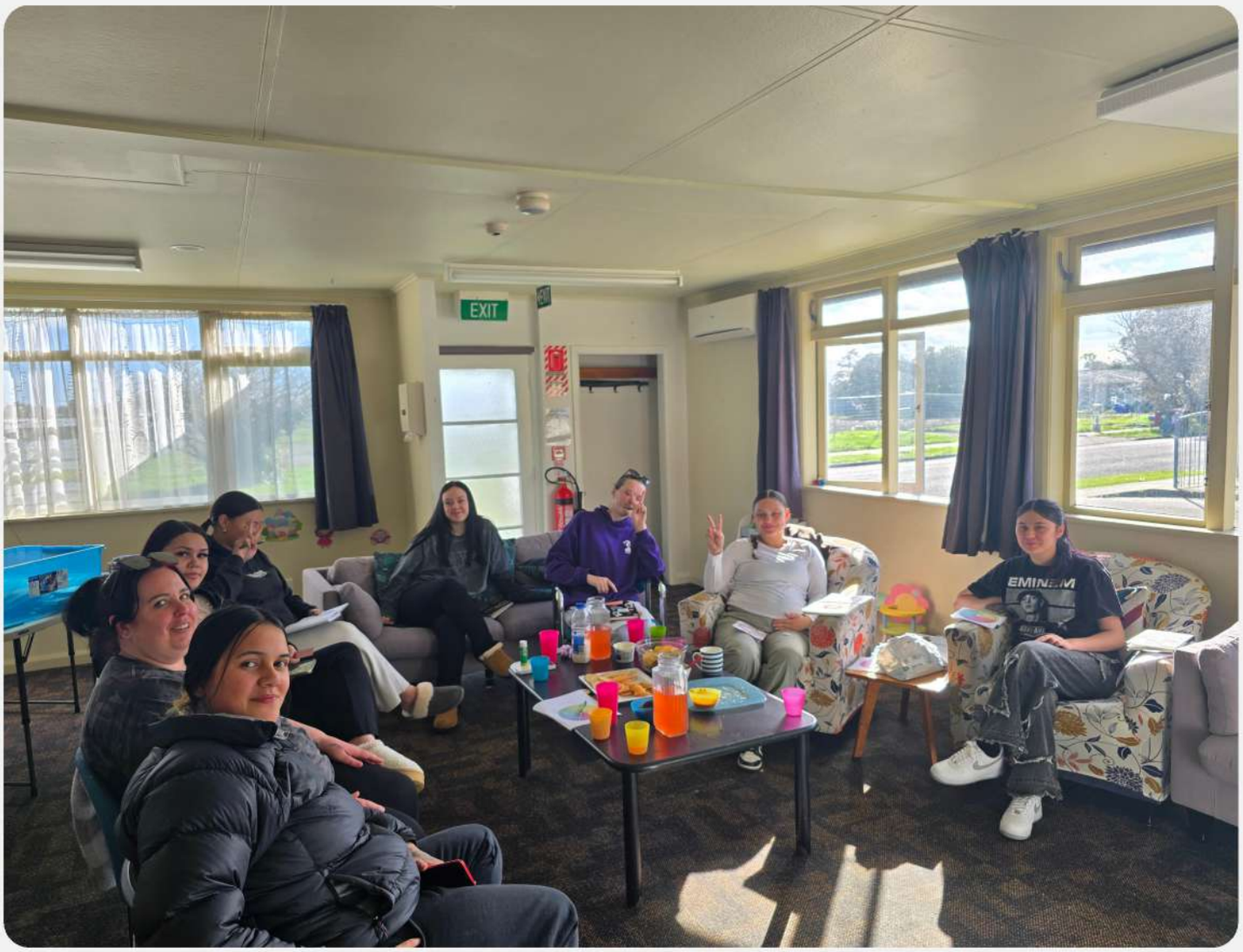
For He Ngākau Matua, leading with courage has meant showing up for young parents in times of uncertainty, even when the path forward hasn't always been clear. This year, that courage has also meant acknowledging the wider challenges our whānau are facing under the current government climate. We have seen the effects of policy and economic pressures ripple through the lives of young parents – with many struggling to make ends meet, access housing, or feel secure about their future.

In the face of this, what has stood out most is the resilience of the parents we work alongside. Their ability to keep moving forward for their tamariki, despite these challenges, is inspiring. As young parent social workers, we have had to be courageous in naming these struggles, advocating for change, and standing alongside parents as they navigate systems that often feel stacked against them.

This year saw the re-launch of the He Ngākau Mātua group, which has quickly become a space of encouragement and learning for young parents. Engagement has been strong and positive, with parents embracing the opportunity to connect and grow together.

Our sessions have focused on building resilience and wellbeing through exploring neuroplasticity, developing positive self-talk, and using affirmations as tools for confidence. Parents have also been supported to practice sitting with their emotions–learning to name, acknowledge, and then release them –as part of strengthening emotional awareness and regulation. Alongside this, practical parenting skills have been woven into the programme to support whānau in their everyday lives.

Mate atu he tētēkura, ara mai he tētēkura
As one fern dies, another one rises.
(Courage is in renewal, resilience and the will to continue)



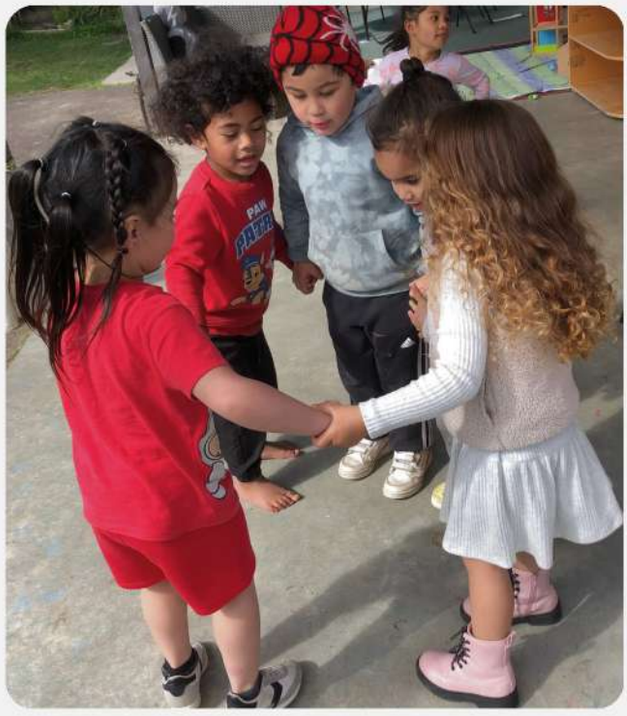
Kia ū, kia kaha, kia manawanui;
he toa takitini te toa, e kore e hinga.
Ko te ngākau māia hei pou,
ko te kotahitanga hei rākau,
ka tū pakari ai te hapori

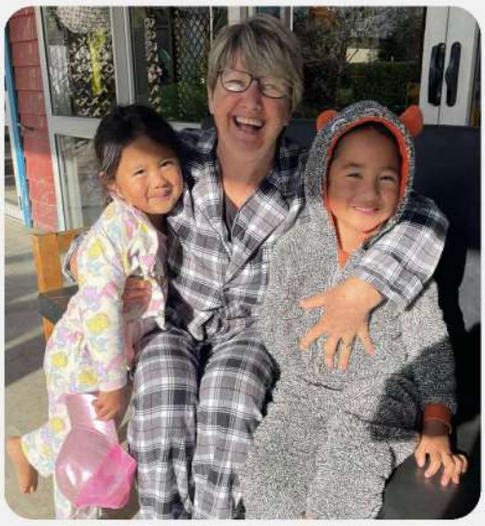
MANAWA TAMARIKI EARLY CHILDCARE

WHĀNGAIHIA TE TAMAITI KI TE AROHA,
TE MĀTAURANGA, ME TE MĀIA

At the beginning of 2025, we began working alongside the Ministry of Education on our next Internal Evaluation. This journey started with a return to our WHY, reflecting on the purpose that guides our mahi. We connected this reflection to TANCS' focus for the year: courage. Our kaiako took time to explore their own personal values and how these aligned with our centre kaupapa of Whakawhanuatanga, Mana Enhancing, Aroha/Manaakitanga, and Social and Emotional wellbeing. From these reflections came courageous conversations – moments where we could reaffirm our intentionality and the ways we support ourselves, our tamariki, whānau, and the wider community.

Throughout the year, we have been privileged to experience so many moments that highlight the strength of our centre and community. We welcomed a new graduate kaiako to our team, celebrated Matariki, and hosted special events such as Mother's Day, creating space for whānau and tamariki to connect, share, and grow together. The centre's links to the wider community continued to flourish through fortnightly visits to Te Patikitiki Library and transition-to-school visits, fostering connections that extend learning beyond our walls.





Generosity and support from the community also shone through, with four tamariki receiving a full term of swimming lessons through donation and resources like Kidscan providing for tamariki in need. We marked milestones within our kaiako team as well, celebrating full teacher registration and the ongoing professional growth that underpins the quality of our centre. The voices of tamariki and whānau were central to our year, whether through celebrating successes, hearing positive feedback from local schools about past students, or welcoming whānau returning to enrol younger siblings. Our mahi and story reached the wider community through radio, brochures, and participation in initiatives such as the Z Energy Good in the Hood project.

All of these experiences remind us of the courage, commitment, and uniqueness that define Manawa Tamariki. They inspire us to continue nurturing the growth and potential of every tamaiti, to strengthen the connections within our whānau, and to honour the richness of our local community. As we look ahead, we do so with hope and excitement for the year to come.

"VOICES OF TAMARIKI AND WHĀNAU WERE CENTRAL TO OUR YEAR, WHETHER THROUGH CELEBRATING SUCCESSES, HEARING POSITIVE FEEDBACK FROM LOCAL SCHOOLS ABOUT PAST STUDENTS, OR WELCOMING WHĀNAU RETURNING TO ENROL YOUNGER SIBLINGS..."

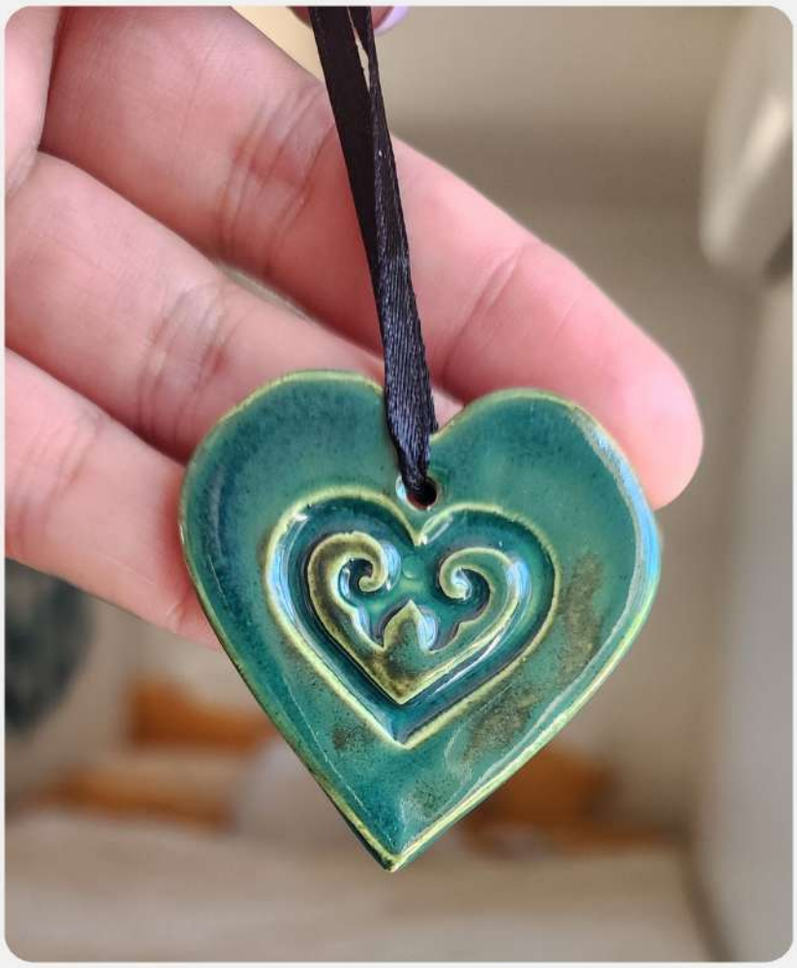
COUNSELLING

THE COURAGE TO LIVE CLOSE TO THE HEART

This year a guiding theme for Te Aroha Noa has been Courage. A closer look at the word Courage comes from old norman french word couer which is the same root of the word heart. Thus, it could be said to have courage is to live from the heart, listening to what is dreamed of in the heart space, and being willing to risk following that.

At Te Aroha Noa, we recognise that this is not easy. It always takes courage to listen and follow the hopes and dreams that long to be lived, and in the goals, people dare to hold close. As poet David Whyte says, there is a "shape that lies in the seed of you, waiting to grow and spread its branches against some future sky." To live close to that seed, to the heart of who we are, is courage. We see this kind of courage expressed every day in the people we meet in our counselling sessions, group work, and parenting programs.

Over the year, as counsellors, we have been privileged to walk alongside people as they have faced their griefs, fears and obstacles with honesty. We have seen them discover the resources within them and around them as they step bravely into the lives, they hope for themselves. We have been inspired to see those we worked with follow their own hearts, taking brave steps towards becoming more fully alive, and towards the lives they want for themselves and their whanau.

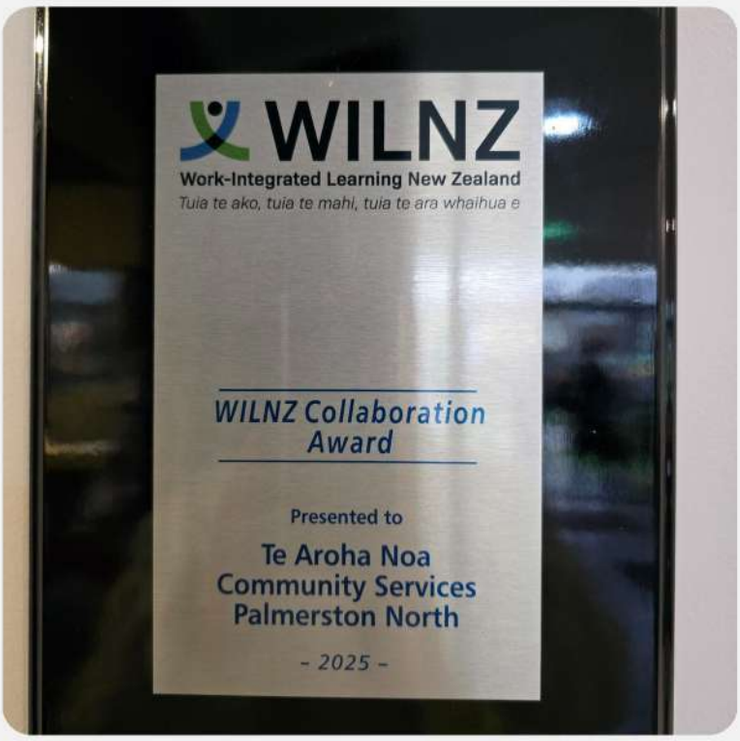


In the Incredible Years program for parents of 3-7yr olds, we have continued to see parents committing themselves to learning and growing as parents so that they have the skills and knowledge to support the thriving of their children. We have seen parents share how much the skills and perspectives helped them understand what was happening developmentally for their child, how it strengthened the relationship with their children, and how much more they enjoyed being a parent at this important stage of their children's life.

We would like to take a moment to honour all those who have lived close to their hearts who have brought Te Aroha Noa this far for more than 30 year and those in our community who we meet and work with to support their trusting in their own voice as they emerge more fully as the unique and needed expression of life they are. We recognise all the small courage steps it takes to live this way, that carries a seed to blossom, a person to become, and a community to flourish.

WHĀNAU SOCIAL WORK

E KORE TE TŪĪ E MOKO, E KORE TE TANGATA E MOKO I TE KĀINGA KOTAHI



Courage has also been reflected in the way we grow as a team. This year, Keri Bell has led the delivery of PARTH training to staff and teams, drawing on the Youth Resilience Research developed in partnership between Massey University and Te Aroha Noa. This work is shaping how we engage with young people and embedding resilience-building practice across our organisation. A real highlight was receiving an award from Massey University through WILNZ (Work-Integrated Learning New Zealand) in recognition of our contribution to supporting student placements. This acknowledgment, received on the 17th of June 2025, affirmed our commitment to nurturing the next generation of social workers – a kaupapa that lies close to our hearts.

As we reflect on the year, we are reminded daily of the strength of the whānau we serve and the importance of showing up with courage. The challenges are real, but so too is the determination, aroha, and resilience of our people. Moving forward, we remain grounded in our values, committed to our mahi, and hopeful about the future we are building alongside whānau.

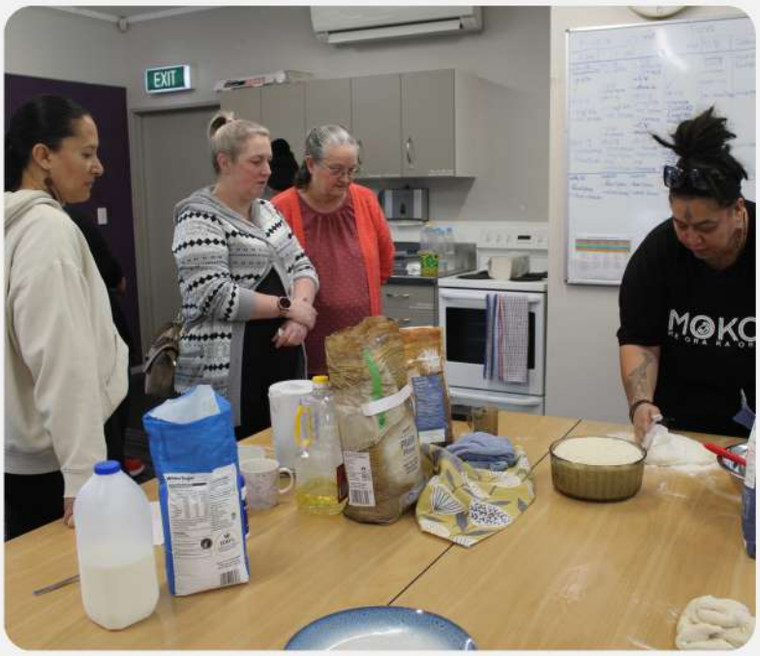
This year has brought real challenges for many whānau across Papaioea. Rising costs of living and changes within social systems have created added pressures, leaving families to make tough decisions about how to best provide for their tamariki. For some, navigating services has felt overwhelming, and the impact of policy shifts has been deeply felt in homes and communities.

In the face of these realities, courage has been at the heart of our mahi. For our team, being courageous means showing up for whānau with consistency and aroha – even when the systems around them feel stacked against them. It means naming the struggles we see, standing alongside families as they advocate for what they need, and helping them to recognise their own strengths and resilience.

We continue to walk alongside parents managing complex challenges, whether that be navigating Parenting or Protection Orders, working through relationship breakdowns, or facing housing pressures. For whānau raising tamariki with additional needs, we have seen first-hand the determination it takes to balance work, school, and care. Our role has been to encourage, support, and advocate – ensuring parents don't have to carry these loads alone.

PARTH was born from the powerful stories of rangatahi, shared during the Pathways to Resilience and Youth Transitions research led by Professors Robyn Munford and Jackie Sanders from the School of Social Work at Massey University. The research highlighted a key insight: that consistent, caring relationships with at least one kaimahi (support worker) can make a significant difference in the lives of rangatahi.

Although PARTH emerged from work with rangatahi, the values it represents are transferable to all helping relationships. The acronym PARTH is made up of 16 words each representing core values and actions that serve as a guiding framework for kaimahi in how they engage with and support others.



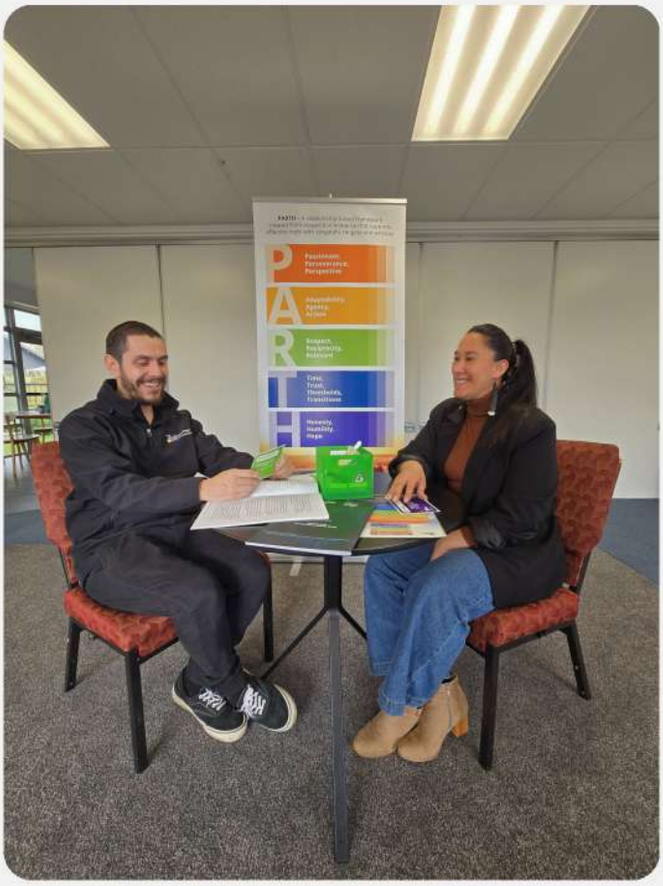
At Te Aroha Noa, we are committed to honouring the stories and experiences of rangatahi by embedding PARTH within our practice. This year, we have ensured that staff from across our organisation from our Early Childhood Centre (ECC) to our Administration team have had the opportunity to attend PARTH training. This wide-reaching involvement speaks to the diversity of the PARTH framework, demonstrating its relevance across many different types of relationships.

Several staff have also taken on facilitation roles, supporting the delivery of PARTH training modules both here at Te Aroha Noa and in Auckland strengthening our internal capability and leadership in this space.

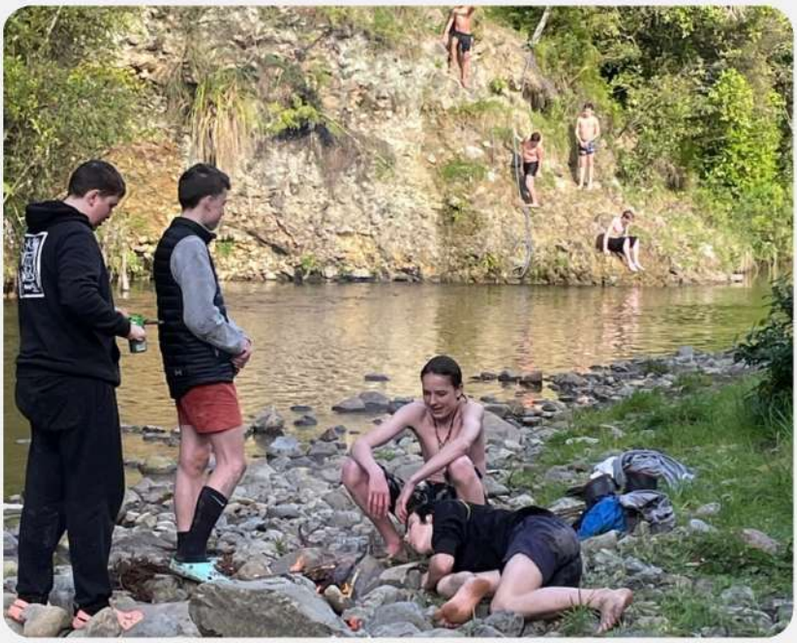
In my new role as PARTH Champion, I've had the privilege of delivering bite-sized learning sessions, PARTH inspired games, quizzes, icebreakers, and reflective activities that help keep the framework alive in our daily mahi. These resources offer accessible ways for staff to stay engaged with PARTH and continually reflect on their practice.

Our social work team has also embraced the PARTH supervision tool, using the acronym to structure reflective conversations about how they navigate and nurture the vital relationships they hold with whānau in our community.

At its heart, PARTH is a valuable resource that encourages us to be courageous practitioners, grounded in relationship-based practice. It keeps us aligned with the stories that inspired it, and reminds us that it is through authentic, caring relationships that real change happens.



TE MĀHURI MENTORING ACADEMY

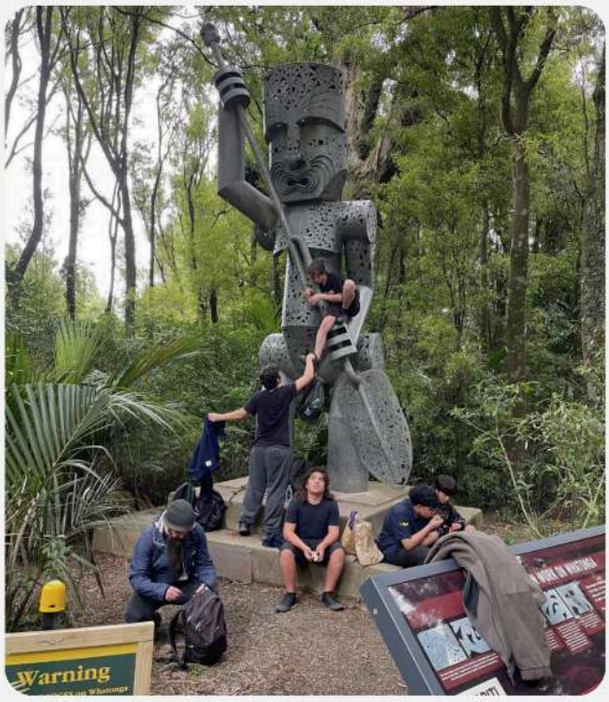


In our group context, we have had the focus of nature connection and primitive skills development. On any given week you might find the tama learning to stalk quietly through the bush, blindfolded letting themselves be guided by their peers, or noticing different birdsong or native trees. Added to this, the tama has been building their relationship to fire through fire making and tending, learning how to set, light and keep a fire going using only a flint and steel and what is found in the nearby space. Each session has been a mix of challenge and celebration, as they discover not only how to survive in the wild, but how to support one another, find courage in themselves, and stand a little taller in who they are and in what they are capable of.

The group work has been supported by 1-1 mentoring where the tama has the chance to talk about what has been happening at home and at school and to work on particular individual goals they have for themselves. Some of the tama have focused on exercise goals to improve themselves, while others use it as a chance to talk about what is going on with someone who is outside the school or home environment in a way they wouldn't do in the group setting.

Launched in February 2020, Te Māhuri Mentoring Academy (TMMA) is a program for tama aged 8-13 (year 5-8) to support them in their growth and development at this particular stage of their life. The kaupapa of the program is built around the whakatauki "te piko o te mahuri, tera te tupu o te rakau" - How we nurture the young tree, determines how it will grow.

This reflects the recognition that growth is dependent on many supportive factors, woven together to provide nurture, support, learning, challenge, belonging and direction. We also recognise that where some tama have had difficult and disruptive experiences in their formative years, intentional support is needed to be woven around them so they can heal, grow and thrive. This year, under new leadership, we have continued to focus this core intent, weaving together the three strands of the program – group experiences, individual mentoring, and whanau connection – to offer some part of the nurturing environment that is needed for these tama thriving.

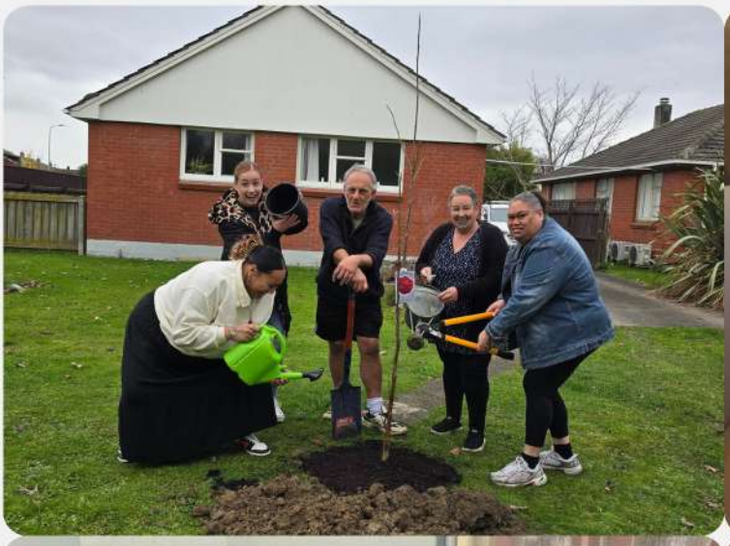


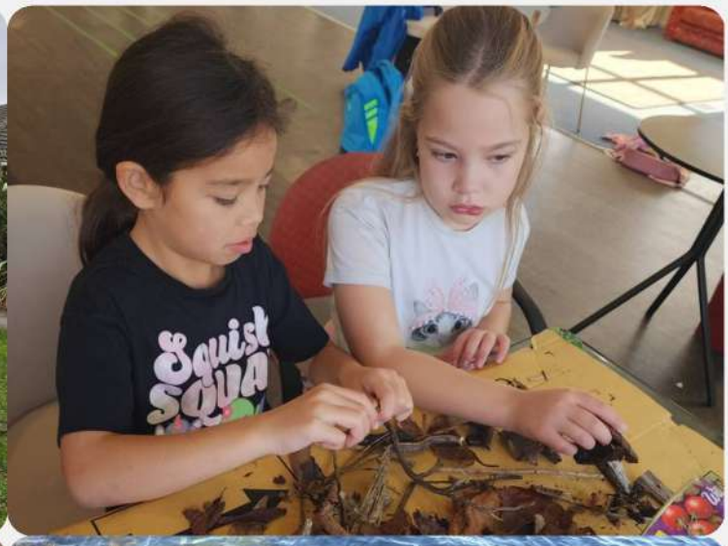
As needed, additional whanau support is available through a whanau development social worker at Te Aroha Noa to continue to strengthen the nurturing environment of the tama, and the team also support communications and connections between home, school and group to support the consistent weaving of the nurturing environment that will support these tamas growth and development at such an important age.

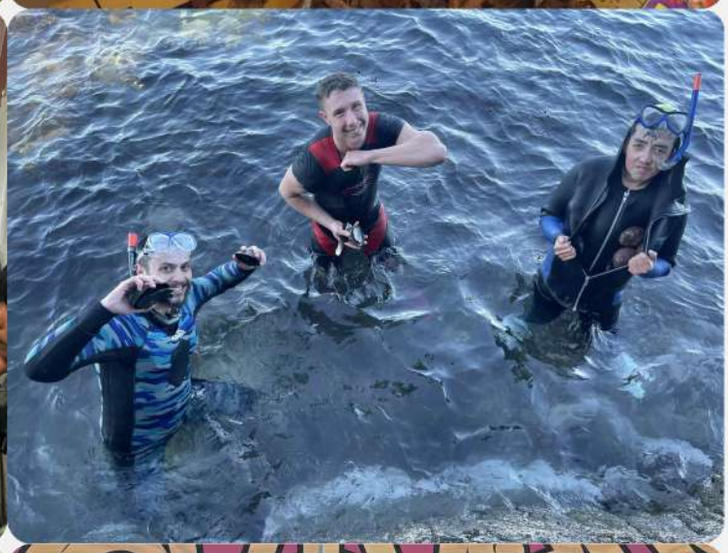
It is a real privilege to be able to support the tama in this way, we are grateful for all the support we receive to make this possible and are looking forward to continued success in future years.

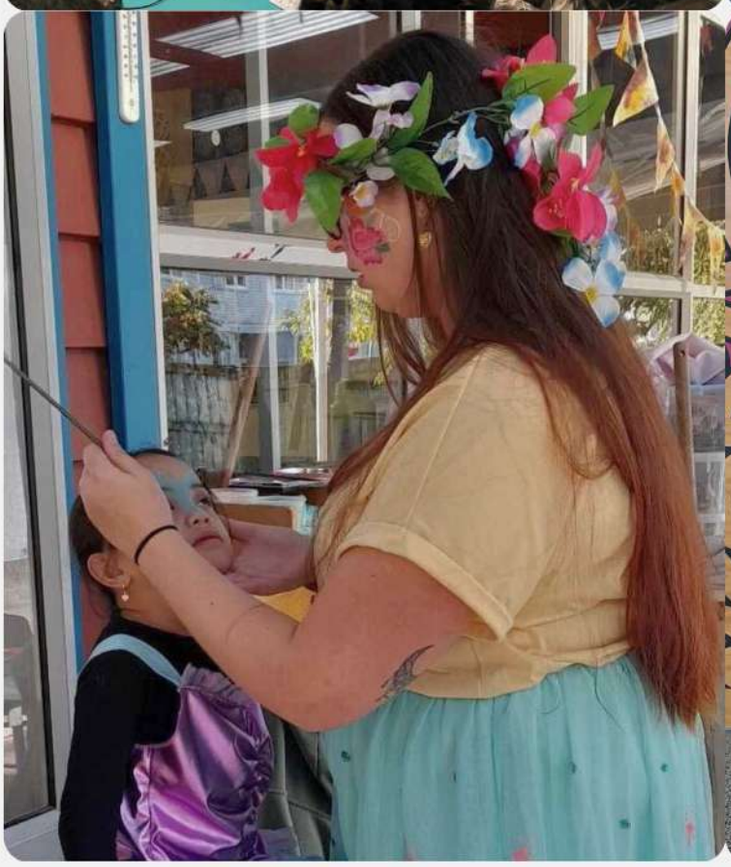
TE MĀHURI
MENTORING ACADEMY

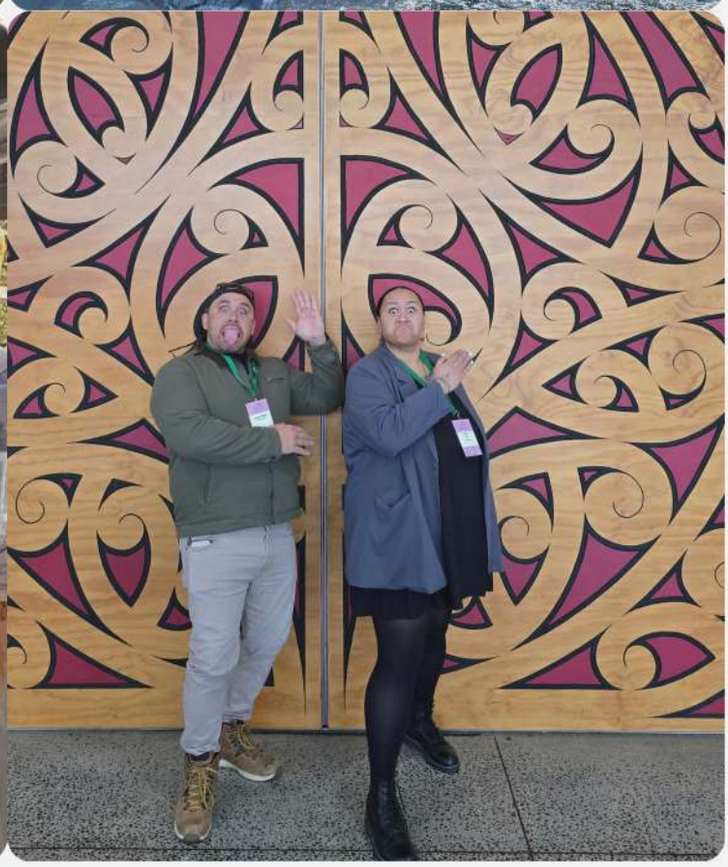
GALLERY











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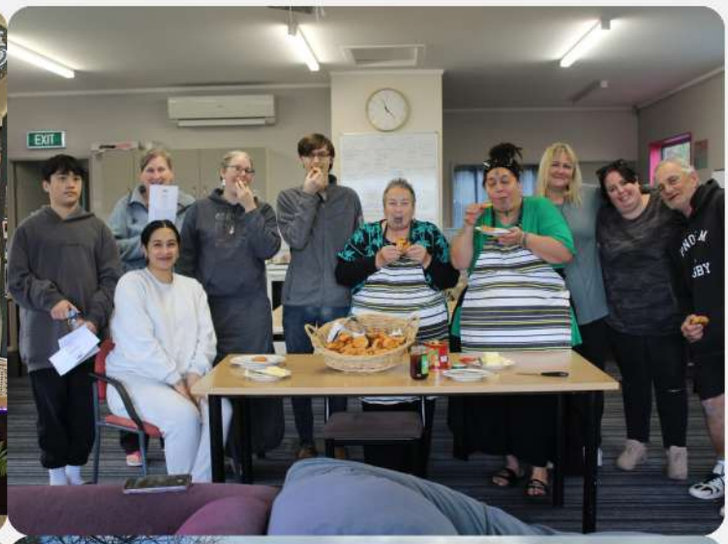

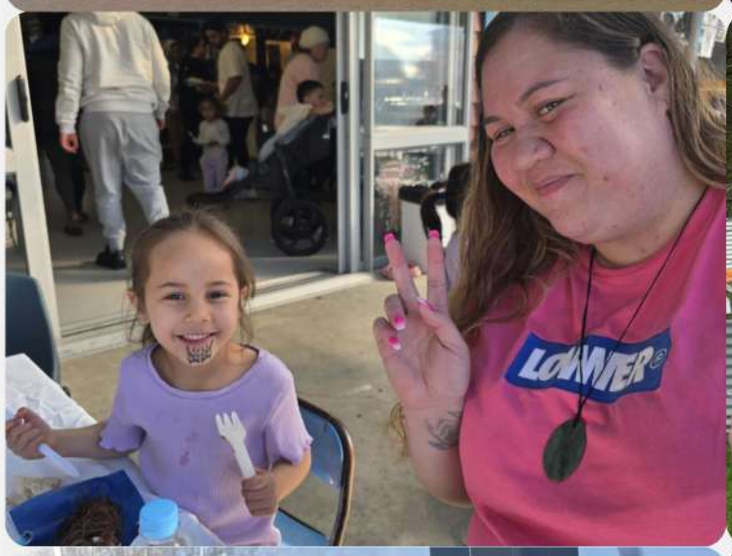

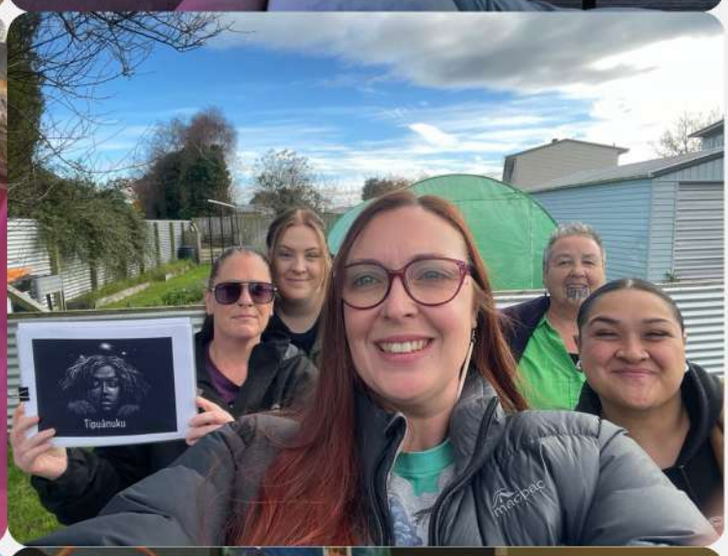

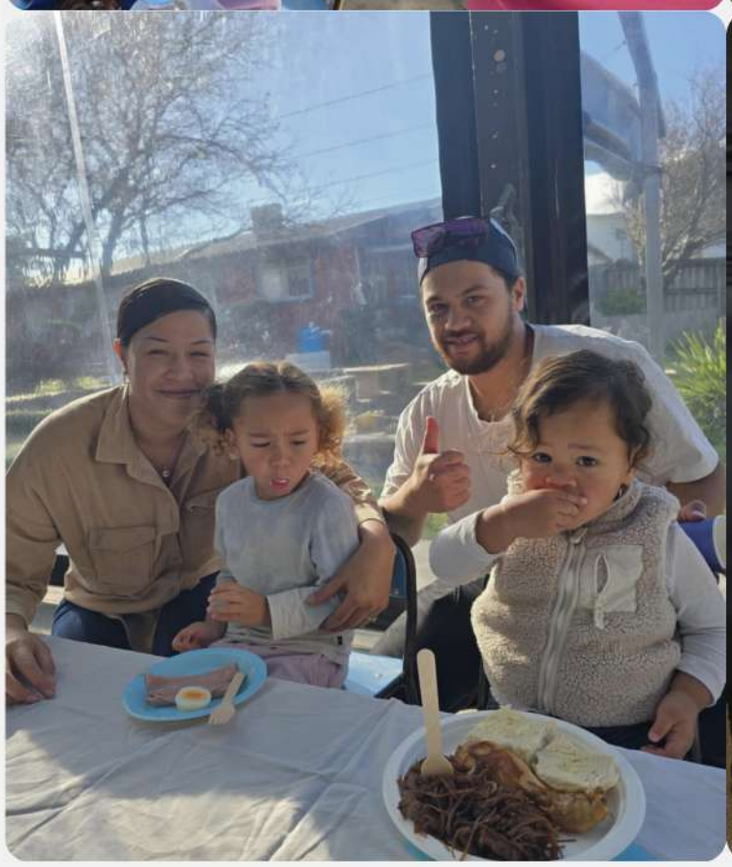

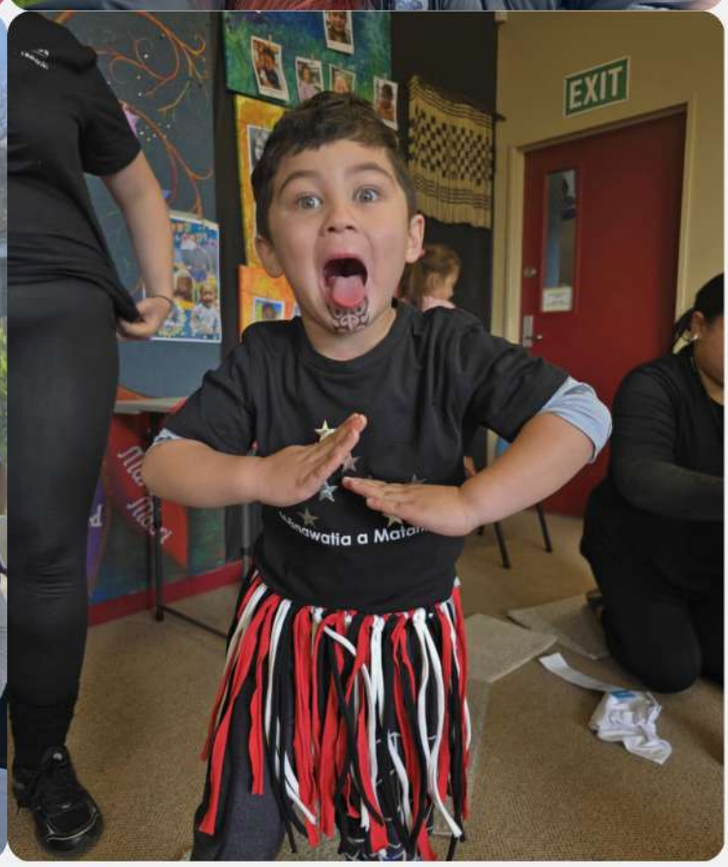

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