te aroha noa
COMMUNITY SERVICES

INTEGRITY

"Kia tika, kia pono - Being true to what we say, what we value, and how we show up for one another"

BLUE
Healing (Wellbeing & Restoration)

WHITE
Peace (Calm, Balance & Harmony)

GREEN
Growth (Learning & Development)

RED
Courage (Bravery & Resilience)

YELLOW
Hope (Dreams & Possibilities)





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"Ka mua, ka muri. Walking backwards into the future"



"The time is always right to do what is right"

Martin Luther King



Chair Report

Tēnā koutou katoa.

Greetings and welcome to Te Aroha Noa's 2026 Annual Report.

As I reflect on the past year, I keep coming back to the simple idea of doing the mahi. Highbury is changing, with new homes and new families bringing fresh energy and needs. Through it all Te Aroha Noa continues to be here, working alongside people and responding to what is needed.

Integrity has been an important theme for Te Aroha Noa this year. It is reflected in the way our CEO Donna leads the organisation - understanding the environment, working with partners, supporting her team and steering Te Aroha Noa where it needs to go. She makes the role of the Board considerably easier through the quality and integrity of her leadership, backed by a wonderful team.

Many in our community face pressures around the cost of living, health, housing and wellbeing. It is hugely inspiring to be part of an organisation that plays a key role in tackling this across so many services, despite operating in a financially challenging environment. As a Board we have worked closely with Donna and our partners to ensure the organisation remains strong and can continue this much needed work with integrity and passion.

An important action this year has been establishing our 2026–2028 Strategic Plan, reaffirming Te Aroha Noa as a God-inspired organisation, unleashing the potential of all people. We can see that direction in PARTH and our relationship with Massey University, and in partnerships across the community. I am particularly pleased to see our relationship with Ora Konnect developing, reinforcing the value of working together for Highbury.

For the board there is also a strong sense of transition this year. We farewell Heather McClean and Grant Baldwin after many years of extraordinary service, including Heather's time as Chair and Grant's as Treasurer. Their wisdom, integrity and commitment, and the relationships they have built with Donna and Te Aroha Noa, have been immensely valuable. Angela Drake will also finish her Board service in the coming months, and we are deeply grateful for her legal expertise, energy, and contribution. We have also welcomed Kelly Larsen back to the Board, bringing valuable knowledge from her previous time as a staff member.

Change brings opportunity for renewal. It is a privilege to serve an organisation with such a long and life-giving relationship with its community. There will always be challenges ahead, but I believe we can face them with confidence and integrity — the same qualities we seek to build in the people and community we serve.

Ngā mihi nui

Mark Easton
Chair - Te Aroha Noa Trust Board









"Nāu te rourou, nāku te rourou, ka ora ai te iwi."
With your food basket and my food basket, the people will live.





Chief Executive Report

Mā te mahi ka kitea.
By deeds, it will be seen.

Ngā mihi nui ki a koutou,

Te Aroha Noa continues to step into the spaces where support is needed alongside our Highbury and 4412 whānau. This continues to energise our team who remain creative, innovative and professional while building relationships that support whānau to remember their hopes and dreams as we live through yet another challenging year.

This year our theme for Te Aroha Noa was Integrity, this has been a focus for us as an organisation, and as professionals it inspires us to 'step up', have faith, be Pono, build transparent honest professional relationships and walk our talk. This builds trust which is a foundation of progress and change. This supports us to be intentional and model behaviours that are positive and mana enhancing.

When I think about Integrity, two of our longstanding Board members, Heather McClean and Grant Baldwin come to my mind. Both Heather and Grant have made the decision to stand down from the Board this year.

For me it has been a privilege to work alongside Heather and Grant, their commitment to Te Aroha Noa over the years has been selfless. Their time, energy and presence has seen them standing with Te Aroha Noa and community at many events and forums over the years. Grant's support as Treasurer has been invaluable to my team and I, while Heather's mentoring and support given to me as CEO has provided me with the opportunity to get to know one of the most intelligent, kind and engaged woman I have ever met. I wish them well, they will always be part of our Te Aroha Noa community, and I know their influence will continue to be felt across the years.

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. This has resulted in a number of new programmes that have been developed and delivered.

I would like to acknowledge Massey University and researchers, Professor Jackie Sanders, Dr Jayne Mercier and Professor Robyn Munford for their gift of the PARTH model of relational practice to community. Te Aroha Noa is now working alongside other NGOs to deliver PARTH Training into communities across the North Island. It is important to acknowledge the voices of the Rangatahi who's feedback into this research and subsequent model of practice was integral to the points of focus and change for practitioners who have been trained in PARTH.



This year, we have been working in a rapidly changing world and even more closely in relation to change in the Highbury community. This has been significant, however the 4412 is also a hot bed of potential and enterprise. The collaborative practice of Ora Konnect and Te Tihi within community has seen Te Aroha Noa become part of this alliance. Where homes have gone, they are replaced with opportunities and whānau focused decision making. Te Aroha Noa 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. Developing, learning and maintaining relationships is in itself a very important component 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 support as Te Aroha Noa continues to focus on our cultural journey and commitment to Te Tiriti ō Waitangi. I want to thank our Board Chair, Mark Easton for his support. To the Board, thank you for your on-going support and belief in what we do. Welcome to our newest Board member, Kelly Larsen, who brings a wealth of knowledge about our community after leading our Early Child Care Centre for many years. 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 arohanui to you. Finally, I want to thank our community, your support and aroha does not go unnoticed and is reciprocated.





Community Engagement

Integrity has remained at the heart of the Community Engagement Department. We strive to embody this through our commitment to building trusted relationships, delivering services consistently, and ensuring that the needs of our whānau and hāpori remain central to everything we do.

We demonstrate this commitment through programmes such as kidzLIFE Holiday Programme and Digital Literacy, alongside initiatives including Skinny Jump, Family Court Clinics, Community Grocer Kai Collection, and stakeholder clinics with Kāinga Ora and the Ministry of Social Development. We also strengthen community connection through Matariki celebrations, Aqua Day, Christmas in Farnham Park, staff wānanga, organisational newsletters, community newspaper articles, and networking opportunities. Across all of these areas, we aim to work with openness, accountability, respect, and care.

Integrity has been woven through our reliability and consistency in engaging with whānau, and in ensuring that our hapori receive accurate information, appropriate support and service, regardless of their circumstances

We have worked towards reducing barriers to connectivity through initiatives like Digital Literacy and Skinny Jump, while still maintaining the dignity and confidentiality of those seeking support. We also see integrity and leadership reflected in the whānau who actively participate in our programmes, supporting one another, engaging with each other and contributing to community events. Additionally, this is seen through the partnerships we hold with stakeholders and local organisations, working together for the wellbeing of the wider community. These actions strengthen connections and foster a shared sense of responsibility, belonging, trust and leadership across our hapori.

Our commitment to integrity helps us remain connected to the kaupapa of Te Aroha Noa Community Services and our belief that every person is valued. By treating people with dignity, respect, and compassion, we continue to build trust, empower whānau, create meaningful connections and wellbeing throughout our hapori.

Nāu te rourou, nāku te rourou, ka ora ai te iwi.

'With your food basket and my food basket, the people will thrive'














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Manawa Tamariki

In 2026, we demonstrated integrity by staying true to our centre kaupapa and being consistent in how we support tamariki and whānau. Our priorities of Whakawhānaungatanga, mana-enhancing practice, aroha and manaakitanga, and wellbeing continued to guide our teaching, planning, relationships, and everyday practice.

Integrity was reflected in the way we built and maintained relationships with tamariki, whānau, and our wider community. Celebrations such as graduations, birthdays, and Matariki created opportunities for whānau to come together, kōrero, share kai, and strengthen connections. These moments reflected our commitment to creating a place where they felt valued, welcomed, and connected.

Weekly visits from Te Patikitiki Library strengthened ngā tamariki's language, communication, and creativity, while helping them make connections between stories, their own experiences, and the world around them. The Values Trust also donated a Little Libraries shelf and 23 New Zealand books, further supporting our commitment to making literacy and learning accessible to our tamariki.

Our relationships with community organisations also reflected our commitment to doing what we say we will do and creating meaningful opportunities for tamariki. Visits from St John and Horizons Regional Council supported practical learning and community connections. We would also like to give a special mention to Audrey Shepherd who has been a big supporter over the years and continues to donate swimming lessons for four tamariki.

Our visits to Te Manawa Museum's Mini Beasts exhibition and Wildbase Recovery extended our focus on kaitiakitanga and our responsibility to care for the world around us, Ngā ringa kumanui i a Papatūānuku: hands that cherish and care for Papatūānuku. These experiences helped tamariki see that caring for our environment is something we demonstrate through our actions.

Our professional relationships with local kura and kaiako continued to support smooth and positive transitions for tamariki moving into kura. These relationships are an important part of working together in the best interests of each child and whānau.

Early Childhood









We also demonstrated integrity through our commitment to intentional and reflective practice. Our internal evaluation and use of Kōwhiti Whakapae strengthened our teaching in oral language, literacy, and communication. By reflecting on our practice, identifying areas for growth, and using what we learn to inform our planning, we continued to ensure that our mahi aligns with what we value and what tamariki need.

"Take care of our children. Take care of what they hear, take care of what they see, take care of what they feel. For how the children grow, so will the shape of Aotearoa.

Dame Whina Cooper



He Ngākau Matua

Integrity in the HNM mahi is about doing what we say we will do, being honest and genuine with our māmā, and making sure the young parents we work alongside know that they are valued and respected. It is about building relationships where whānau can be themselves without feeling judged, and where we can walk alongside them rather than telling them what they should do.

I have seen integrity show up in the small moments throughout the year. Sometimes it is simply turning up when a māmā needs us, following through on something we have promised, or sitting alongside someone when things feel overwhelming. It is also about being honest with each other as a team, asking for help when we need it, and continuing to learn so we can provide better support to our whānau.

Our māmā show leadership and integrity in their own lives every day. Many are navigating parenting, relationships, housing, finances, their own wellbeing and their future, often while still figuring themselves out. Watching them make positive choices, advocate for themselves and their tamariki, support each other and keep moving forward has been a reminder that leadership does not always look like being the loudest person in the room. Sometimes leadership is simply choosing to keep going.

The HNM group has also created a space where māmā can connect with each other, share their experiences and learn from one another. There is something really special about seeing a māmā who may have arrived feeling nervous or unsure eventually become someone who encourages another māmā. That is leadership in action.

For me, this connects strongly to Te Aroha Noa's kaupapa of seeing people as taonga. If we genuinely see people as taonga, then the way we work with them matters. We need to listen, be respectful, be trustworthy and recognise the strengths that already exist within each person and whānau.

The goal of our mahi is not just to support young parents through what is happening right now, but to help create generational change. By building strong relationships, encouraging positive choices and helping māmā recognise their own strengths, we are supporting them to create a different future for themselves and their tamariki.

Ki te tika te oneone, ka puāwai ngā putiputi.

If the soil is right, the flowers will blossom.















He Ngākau Rangatahi

This year, integrity and leadership have been at the heart of our work. We have encouraged rangatahi to follow through on their commitments, be honest about their choices, look out for one another, and step forward when others are relying on them.

Nature has been one of our greatest teachers. Through bushcraft, diving, fishing and water skills, rangatahi have learned practical skills alongside tikanga, safety and care for te taiao. Completing a diving skills and safety course gave them the knowledge and confidence to take part in diving experiences. Fishing trips gave them opportunities to put their skills into practice, gather kaimoana and deepen their understanding of coastal environments and sustainability. Structured gym sessions, river walks and a wider range of sports have also helped rangatahi build physical wellbeing, perseverance and trust in one another.

Education has remained a core part of the programme. Rangatahi have continued their Te Kura learning, worked towards literacy and numeracy assessments, and explored pathways and employment opportunities.

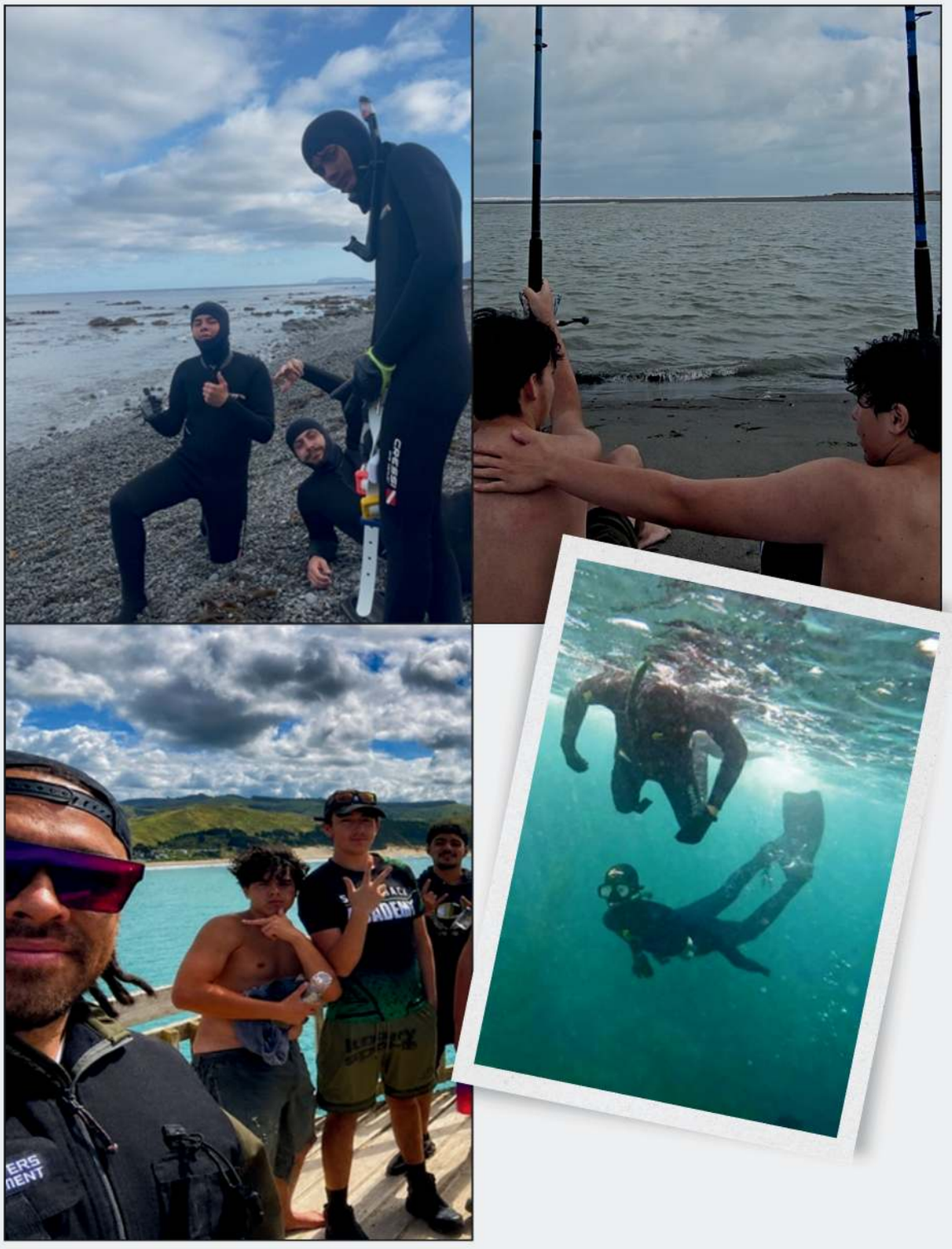
Fortnightly visits from Te Kura kaiako have brought individual support and group workshops into our space. These relationships have helped rangatahi engage with their learning, submit work and see education as part of a future they can shape for themselves. We have supported each young person to recognise their progress and take increasing responsibility for their goals.

A highlight of the year has been watching rangatahi plan and prepare their youth-led surfcasting competition at Tangimoana. They have taken part in decisions about the event, developed activities for whānau, approached supporters and practised communicating their ideas to the wider community. This work has given leadership a real purpose. Rangatahi have had to listen, contribute, solve problems and follow through so that others can take part in what they are creating.

He ngāwari te tangata, engari, kia kaha te kaupapa.

Be gentle with the people, but strong in the kaupapa.

Leadership in practice



Across the programme, we have seen rangatahi become more capable and independent, with a stronger sense of responsibility to their peers, whānau and community. Growth has come through everyday moments as much as major achievements: turning up for learning, helping someone master a new skill, making safe conscious decision's, or taking responsibility when something needs to be done. We are proud of the integrity and leadership rangatahi are showing, and of the futures they are working to build.

Ka pū te ruha, ka hao te rangatahi

The old net is cast aside, the new net goes fishing

TE AROHA NOA COMMUNITY SERVICES



Counselling

It has been another full and meaningful year for the counselling team at Te Aroha Noa. Across counselling, play therapy, couples and whānau support, group work and the Incredible Years parenting programme, we have had the privilege of journeying alongside people through some of life's most challenging and vulnerable moments.

One of the things that continues to stand out is the great privilege it is to be welcomed into people's lives and to become part of the village that surrounds and supports them, particularly with people who are carrying the burden of their fears, grief, struggles and hopes for something different. While we cannot carry this for them, it is an honour to walk alongside them, creating a safe and compassionate space where they can find their own courage, strengths and pathways forward.

This year we have witnessed incredible resilience and courage. Often, growth has not been found in dramatic changes, but in the small steps people have taken towards life — for themselves, their tamariki, their whānau and their wider communities. Seeing these moments of change and possibility continues to remind us of the strength and life that exists within people, even during times when that strength may be difficult for them to see themselves.

It has also been a privilege to support counselling students as they develop their skills and confidence and pursue their passion for supporting others towards greater connection and fully aliveness in their lives. Their learning and growth brings fresh energy and perspectives to our team and reminds us of the importance of nurturing the next generation of practitioners.

Through the Incredible Years programme, we have particularly enjoyed witnessing the transformation that can occur in the relationships between parents and their children. As parents learn to spend intentional time playing with their children, understand and coach their emotions, encourage social skills and strengthen positive behaviours, we see relationships deepen and parents grow in confidence. Perhaps most importantly, parents begin to see their children differently — with greater understanding, connection and compassion.

As we reflect on the year, we are grateful for the trust people place in us and for the opportunity to be alongside individuals, parents and whānau as they take steps towards growth, connection and hope. It is this privilege of journeying together that continues to give our work meaning.

Te Māhuri Mentoring



As we reflect on another year of Te Mahuri Mentoring Academy, we are reminded that growth happens when we create the space for our tama to explore, to wonder, to take risks, to connect, and to discover something about themselves that was already waiting to emerge.

One of the most encouraging developments this year has been the growing connection amongst the tama. We have seen them move beyond simply participating alongside one another towards genuinely becoming a group — sharing knowledge, encouraging each other, working together and having fun together. In moments of movement, exploration and connection with nature, their curiosity becomes contagious. One tama discovers something, another becomes interested, and before long knowledge is being shared between them. A river becomes an invitation to experiment and build; a plant becomes a doorway to learning; movement becomes an opportunity to imagine who they might be and discover what their bodies can do.

TE AROHA NOA COMMUNITY SERVICES

These moments reveal something important about the heart of Te Mahuri Mentoring Academy. We are not simply developing skills; we are creating opportunities for tama to develop a sense of identity, agency and belonging.

We have also witnessed courage in quieter and more significant ways. We have seen tama choose the harder path — stepping away from conflict rather than escalating it, taking time to regulate, reflect and return with greater clarity. We have seen them risk vulnerability by sharing their stories, acknowledge when things are difficult, and reach out to support another tama who they recognise may be struggling. These are powerful moments of growth, because they show our young people learning not only how to care for themselves, but how to care for one another.

Some of the most powerful moments have come when the adults have not needed to lead. At the river, while building dams, solving problems and testing their ideas, the tama naturally found ways to cooperate, strategise and create together. There was no need to divide the group or prescribe each person's role. They simply became a group.





Perhaps this captures the heart of the work: creating enough space for young people to slow down in a world that so often asks them to rush. One quiet moment by the water saw a highly energetic tama pause and reflect on the beauty and stillness of the natural world, and then connect that reflection to an understanding of himself — someone who values taking time to notice and appreciate the world around him.

Mā te rongo, ka mōhio; mā te mōhio, ka mārama; mā te mārama, ka mātau; mā te mātau, ka ora.

Through listening comes knowledge; through knowledge comes understanding; through understanding comes wisdom; through wisdom comes life.

At Te Mahuri Mentoring Academy, we are learning that listening is learning to listen to the world, to one another, and to the growing self within. In that listening, tama begin to discover their own pathways — and, in doing so, begin to discover who they are and who they might become.





Whānau Social Work

This year, integrity has been reflected in the way we walk alongside whānau - being consistent, honest and committed to doing what is right for the whānau we support. Our role is not to lead the way for whānau, but to walk alongside them, allowing them to identify their own goals, set their own pace and make the decisions that shape their future.

For many whānau, change does not happen all at once. It is found in the small decisions, the difficult conversations, the moments of persistence and the willingness to keep going when things feel overwhelming. We encourage whānau to look at what was, what is and what could be - recognising the experiences that have shaped them, while also recognising that those experiences do not have to define what comes next.

This year has brought real challenges for many whānau across Papaioea. Rising costs of living, housing pressures, relationship breakdowns and changes within social systems have created additional pressures for families. For some, navigating services and knowing where to turn for support can feel overwhelming.

For parents managing Parenting or Protection Orders, working through relationship breakdowns, or raising tamariki with additional needs, the weight of these challenges can be significant.

In the face of these realities, integrity in our mahi means showing up for whānau with consistency and aroha. It means listening to what matters to them, being honest about what is and is not working, and standing alongside them as they advocate for what they need. It also means recognising that whānau bring their own knowledge, lived experience, strengths and understanding of what will work for them.

A key part of our mahi is creating spaces where people can pause, reflect and reconnect with who they are, the relationships that have shaped them, and what they want for themselves and their whānau. This is reflected in our Wāhine Ataahua programme, where wāhine are supported to explore ko wai au, who am I - and consider the aspirations they hold for themselves, their whānau and their future.

Grounded in a Te Ao Māori approach, Wāhine Ataahua recognises the importance of identity, whakapapa, relationships, collective wellbeing and the strengths each wāhine brings. Across the eight weeks, wāhine are supported to make their own choices, identify their strengths and interests, set meaningful goals and determine what wellbeing and success look like for them. Through te reo Māori, whakataukī, karakia, pūrākau and Māori perspectives, learning is shared in ways that are accessible and meaningful.

The strength of this mahi comes from recognising that learning is reciprocal. Wāhine bring their own mātauranga, experiences, knowledge and strengths, and these become part of the learning shared across the group. Through kōrero, creativity, storytelling, gratitude, self-care, resilience and goal setting, wāhine build connections with one another and are reminded that they each have something meaningful to offer.

This reflects the way we seek to work alongside whānau more broadly. We are not there to define people by their circumstances or tell them what their future should look like. Instead, we create opportunities for people to recognise what is already within them, build on their strengths, strengthen relationships and take steps towards the future they want.





Integrity is also about being willing to have the conversations that are difficult but necessary. It means being honest when something is not working, supporting whānau to make informed choices, and remaining alongside them as they navigate the systems and challenges around them. Sometimes progress means a significant change; at other times it is simply recognising a strength, rebuilding a relationship, asking for help or taking the next small step.

As we reflect on the year, we are proud of the whānau who have continued to move forward, often in the face of significant challenges. We see their strength in the everyday - in the decisions they make, the relationships they nurture, the goals they work towards and the futures they are creating for themselves and their tamariki.

For us, integrity is about making sure our actions match our words. It is about showing up, following through, listening well and treating each person with respect. Most importantly, it is about holding faith in the potential of whānau and supporting them to see that potential in themselves.

Every whānau has their own story - what was, what is and what could be. Our privilege is to walk alongside them with integrity, consistency and aroha, supporting them to recognise their own strengths, honour where they have come from, and shape what comes next.

Mā te huruhuru, ka rere te manu.

With feathers, the bird can fly.

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