



FAMILY ACTION
WHĀNAU TOA

annual report
2023





WHAKATAUKI

He toka tū moana arā he toa rongonui.

Your strength is like a rock that stands in raging waters.

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AGM Joint Chair + CEO Report



LINDA COOPER // Chair



MICHELLE CLAYTON // CEO

Tēnā koutou katoa,

Family Action is nothing without its exceptional staff and as we put the years of Covid-19 behind us we would like to acknowledge their dedication to the complex and sensitive work of supporting our community who have experienced trauma, family, and sexual violence. Our vision of Strong Flourishing Families is at the heart of everything we do, and the team have proven that this year.

They have embraced the direction of the new government 30-year plan, Te Aorerekura, to eliminate family and sexual violence, undergoing much training alongside the day to day mahi. Ensuring that contracts are met but, in most cases, exceeding the deliverables. Thanks to the Clinical Operations Manager, Olivia Bloom, we have a blueprint for progressing the capability template and look forward to seeing its development in the coming year.

The community suffered two significant weather events early in 2023. The teams pivoted to provide support to those affected and will continue to do so as the effects of the storms continue to linger. We have entered partnerships with other agencies supplying services such as Whānau Resilience and on behalf of the community, we have engaged a researcher to look at service provision for family violence in the West and will have a report out later in the year with the findings. This work has been a collaboration with other partner agencies including Tū Wāhine, Man Alive, Waves, CNSST, the Fono and Age Concern. We have continued our relationship with the disability sector, regularly attending the Vulnerable Adult meetings and being part of the Safeguarding project under Te Puna Aonui.

SEXUAL HARM CRISIS SERVICE

The crisis team extended work into child crisis services this year with added resource for counselling as well as social work. This team have embraced a Whānau Ora approach, not only providing the support for the crisis but working with the whole family in need. This has proven a successful model of engagement. Thank you to Disa Einsardottir for her leadership.

ACC SENSITIVE CLAIMS (ISSC)

Is managed exceptionally by our ACC Coordinator, Susan, and ensures that victims of sexual harm get access to longer term support. We would like to thank Susan and the ACC providers for their caring mahi in this complex and high needs area.

FAMILY VIOLENCE CRISIS SERVICES

This team is always incredibly busy with new referrals for family violence with most coming from the Police SAM table. We have extended the service with the Whānau Protect contract which allows us to keep families safe at home rather than the need to enter refuge. We accept referrals from anyone in the West Auckland community. With the continued support of one of our local hotels and emergency housing providers we can keep more people safe. Thank you to our diligent social workers who are encouraged to excel by their manager Larah Zemey.

COUNSELLING

There has been an increase the complexity and risk of referrals. The counselling team have stepped up with extra training and systems introduced by the new manager Fiona Anderson who comes to us with a wealth of experience in acute mental health services. Tough times for our community.

ADMINISTRATION

Guided by the Business Services Manager Anna Fleet, the Admin team has revolutionised the way the office and team work, turning us into a modern workplace with IT systems and efficiencies that reduce wasted time and improve communication. We look forward to the focus on data collection in the new year.

GOVERNANCE

We would like to thank and farewell Hinemoa Key as she retired from the Family Action Trust Board in April after several years of dedicated service. We acknowledge her wisdom and cultural guidance. We were delighted to welcome two new board members, Rachael Chandra who is a senior associate Lawyer at Smith and Partners and Rehana Sher who brings her accounting and audit skills to the table. Huge thanks go to the rest of the FA Trust board who share their ability and importantly their care for our community. Tēnā koutou katoa. We acknowledge and send heartfelt thanks to our supporters, funders, stakeholders and community who have helped both staff and clients this year and look forward to continuing strong relationships for the benefit of all in 2024.

Ngā mihi nui ki a koutou

Linda Cooper // Chair
Michelle Clayton // CEO



ngā mihi

THANK YOU TO OUR FUNDERS





VISION

Whānau Toa | Strong Flourishing Families

MISSION

Safety, Recovery, Renewal

VALUES

Whānaungatanga

We build relationships and act in ways that strengthen others.

Tino Rangatiratanga

We actively listen and provide information to enable people to fully participate in decision making.

Pono

We act with integrity taking responsibility for what we say and what we do while striving for best practice.

Manaakitanga

We show respect, generosity and care for others.

STRATEGIC AIMS

1. Work to honour our obligations as a Te Tiriti partner.
2. Provide effective therapeutic and supportive interventions that empower and strengthen our diverse community.
3. Develop strategic partnerships to support our services to clients, regionally and nationally.
4. Be an organisation of choice by creating an equitable and inclusive environment that attracts and retains highly skilled employees.
5. Maintain a strong governance base with secure funding.



ETHNICITY BREAKDOWN

Maori	18.8%
NZ European	35.1%
Pacific	6.5%
Indian	2.2%
Asian	2.1%
Other Groups	18.7%
Not stated	16.6%

TOP REFERRERS

43%
POLICE POL

16%
SELF REFERRAL

14%
INTERNAL FAMILY ACTION

key stats

5483

Face-to-face counselling sessions

2875

Number of referrals

2213

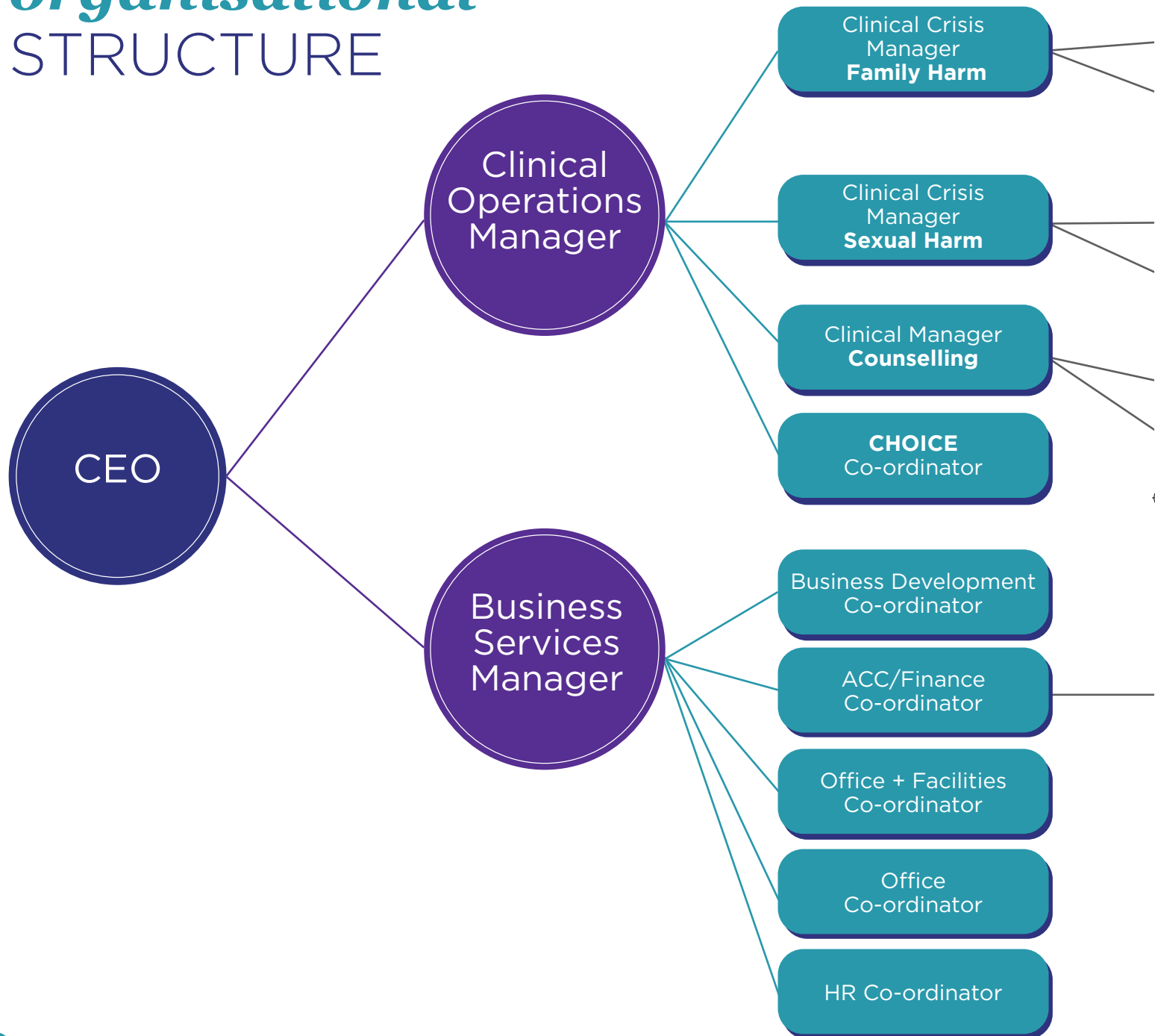
Number of engaged clients

76.9%

Engagement rate



organisational STRUCTURE



Crisis Social Workers

Refuge Co-ordinators

Crisis Social Workers

After Hours Support
Workers

Counsellors

Whānau Resilience
Kaimahi

ACC Providers
(Contractors)



crisis services

FAMILY HARM

This year, our Family Harm Team has grown. Aside from the five crisis social workers and two refuge staff, we have welcomed a new position of rangatahi worker into the team, who will be working with some of the at risk rangatahi in our community, as well as facilitating the new Youth Programme in the counselling space. This role is also a part of the new Youth MDCAT table with other community agencies, that put plans around youth offenders that fall outside the age bracket of other youth services. We have also welcomed and farewelled about seven students throughout the year, that have contributed hugely to our mahi. Our team loves & encourages student placements here, and the students appear to be just as passionate about placement with us.

We have also added a new contract to our mahi; we are supporting the National Women's Refuge Collective by taking on their West Auckland Whānau Protect Referrals. This service installs Police alarms into high-risk family harm homes, and completes home safety improvements to make the home more safe from family harm perpetrators (for example changing locks, installing floodlights, putting security latches on windows, etc).

We have had plenty of good news stories. We have managed to put two of our refuge clients into social housing (which is almost unheard of in West Auckland). We have helped countless people to get protection orders and we have supported them through the court process. We have helped 12 women, along with their children, into our Family Action Refuge. We have had a number of walk ins and self-referrals, and we continue to be one of the most-referred agencies for family harm, by the Police in the Waitemata West district.

Our team do some amazing work in the community and we are always trying to find ways to improve or to reach more victims of family harm so that our impact can continue to grow.





"[My Social Worker] made me feel so supported and cared for from start to now. She really went out of her way to make me and my children feel safe."



1344

NUMBER OF REFERRALS



1057

NUMBER OF ENGAGED CLIENTS



78.6%

ENGAGEMENT RATE

crisis services

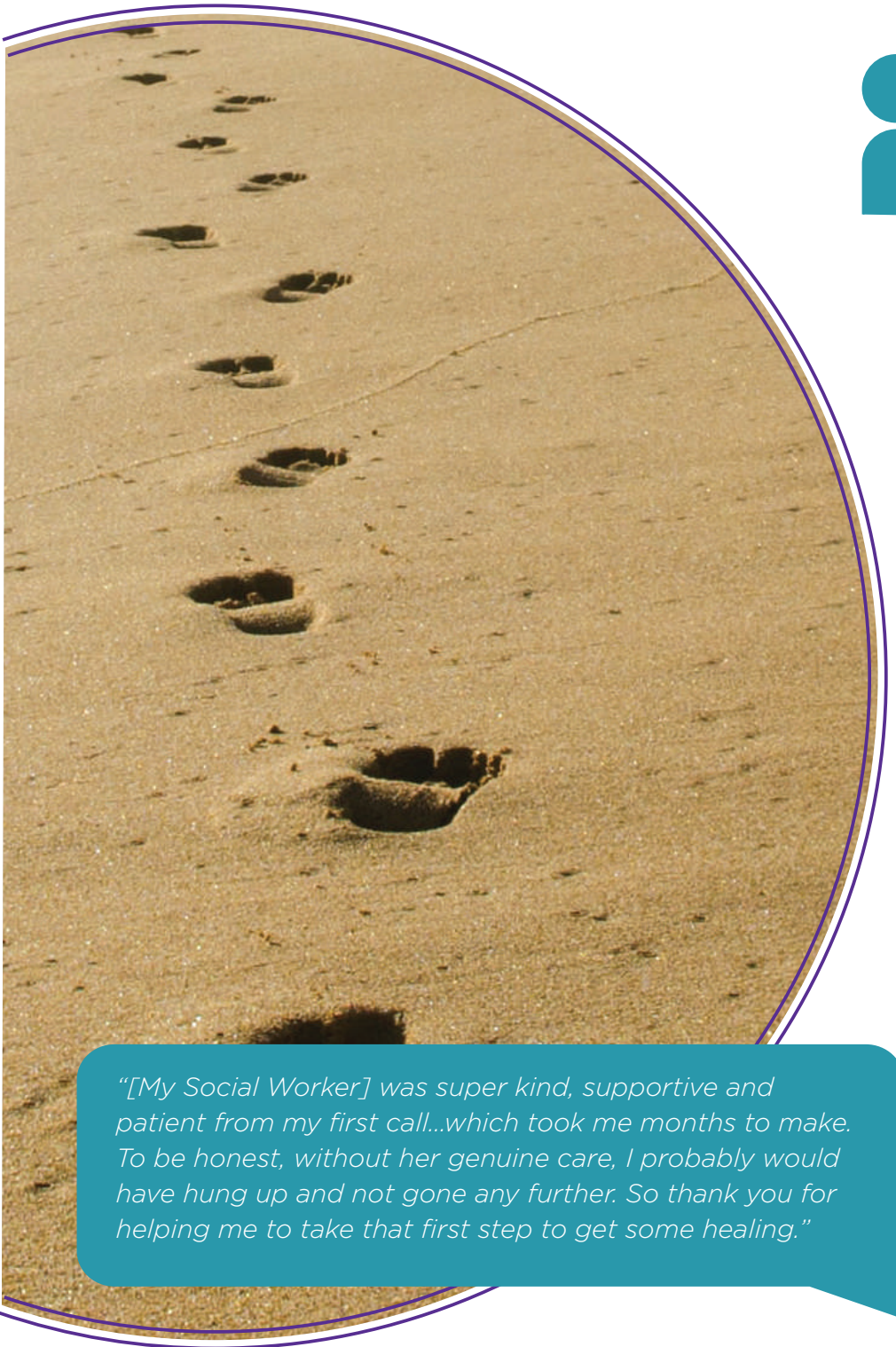
SEXUAL HARM

The sexual harm team provides specialised crisis support for survivors of sexual harm in West Auckland. Our support is accessible 24/7 all year round and available to sexual harm survivors and their whānau immediately after a harm has occurred, or to those who have suffered historic sexual harm and are now wanting to report to the police or access counselling. Our crisis social workers aim to provide client led support that addresses not only the psychological and emotional trauma but also the physical and material needs. This includes working with survivors on safety planning and advocating for them to access supports and services available in the community.

This year we have continued to focus on improving our services to children and youth who have been sexually harmed. We have developed and issued two new self-help booklets; Supporting Young Survivors and Survivor Self Help. These aim to be a useful resource for caregivers and survivors to find techniques and suggestions around responding to trauma. We have finalised our “How To”: Recover session for caregivers of children/youth who have been sexually harmed. These will provide an opportunity for caregivers to come together and learn about the impact of sexual harm on children, how to deal with disclosures, legal processes surrounding child sexual harm,

coping strategies and body safety. We piloted a “Kintsugi” session for our clients where the art of repairing broken ceramic was taught and discussed in relation to trauma. We have liaised with Rainbow Youth to create a referrals pathway between our services so that our younger clients who belong to the rainbow communities receive a warm handover on either end. We have also very gratefully been supported by I've Got Your Backpack with regular deliveries of care packs for sexual harm survivors (children, youth, men and women). We provide these to clients when we meet them at Forensic medical appointments, and they have been very well received. Two of our social workers have recently completed a training in Trauma Informed Yoga and are very keen to put that training into practice with both our staff and our clients shortly.

The coming year will see the sexual harm team turning our attention towards facilitating therapeutic communities that mitigate the isolation that so many of our clients are feeling. We aim to do this by creating opportunities for our clients to engage in group activities that focus on psycho education, mindfulness, and body-based practices. This will include our own groups for adults and youth as well as continuing to build relationships with other service providers in the community.



"[My Social Worker] was super kind, supportive and patient from my first call...which took me months to make. To be honest, without her genuine care, I probably would have hung up and not gone any further. So thank you for helping me to take that first step to get some healing."



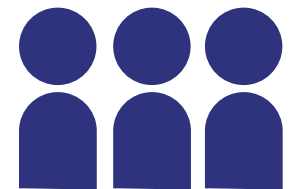
342

NUMBER OF
REFERRALS



335

NUMBER OF
ENGAGED CLIENTS



98%

ENGAGEMENT
RATE

counselling

ADULT // CHILD + YOUTH

*Poipoia te kakano,
kia puawai.
Nurture the seed
and it will blossom.*

"I have never had a counselling before and the whole experience just completely changed my mind and life! [My counsellor] was very professional, compassionate and supportive throughout! She helped me to heal from an emotionally abusive relationship with my ex-partner and gave me a lot of confidence, strength and knowledge."

The counselling services at Family Action offers free therapeutic supports for victim-survivors of family violence and sexual violence. Our counsellors work with children/tamariki from 5 years old, youth/rangatahi and adults and make sure whānau have a voice in the counselling process. We continue to develop our supports to cater to our West Auckland community with commitment to safety, empowerment, and hope.

Our services have been in high demand as our community experiences the challenge with changes in cost of living. Therefore, this year our focus has been to improve our current counselling services to best meet the dynamic needs of our community. We have offered short term support for those in our community affected by the cyclone flooding earlier in 2023. We continue to develop our creative approaches to working with children/tamariki between 5 and 8 years old, alongside their whānau. We have also re-developed our two groups:

- **Whine Toa:** a 12-week psycho-education and mindfulness programme for women who have experienced family violence.
- **Rangatahi Toa:** a 16 week programme that provides a space for youth (aged 14 to 18) to explore themselves and their world, and gain skills to support them through their journey.

We strongly encourage our community to continue to provide their feedback to help enhance our supports.

A new role has been developed to support/awhi clients after they refer to Family Action. The role is named Choice Coordinator to reflect the process of Curiosity, Honest Opinion, Informed Consent and Engagement. We hope this new process supports clients to access the service options that are best suited to their needs and goals and reduces wait times for counselling sessions.

In the year ahead, we will further develop our services for young children/tamariki and whānau, while also enhancing our accessibility to members of our communities who experience discrimination and advantage.

KEY STATISTICS ADULT



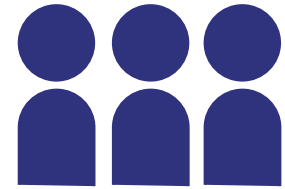
667

NUMBER OF
REFERRALS



400

NUMBER OF
ENGAGED CLIENTS



60%

ENGAGEMENT
RATE

KEY STATISTICS CHILD/YOUTH



266

NUMBER OF
REFERRALS



165

NUMBER OF
ENGAGED CLIENTS



62%

ENGAGEMENT
RATE

acc

SENSITIVE CLAIMS

Family Action holds an ACC Sensitive claims contract to provide long term therapeutic support to people who have experienced sexual abuse trauma. Survivors can access up to 14 hours of one-to-one therapy before having their claim assessed for cover. The first sessions focus on building a relationship with the therapist and deciding if they're the right fit. For some people, a few sessions are all that's needed. If ongoing help is needed, the therapist will work with their client to access long term support as needed.

For Family Action this mahi is completed by independent contracted psychologists, counsellors, psychotherapists, art therapists, and social workers who support our sexual harm clients to access this support.

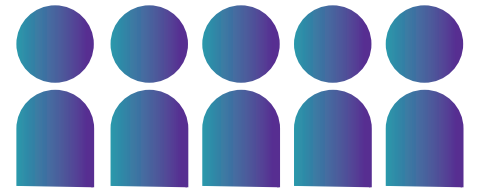
There are large waiting lists nationally for the ACC Sensitive Claims support due to increasing demand, as well as an increasing number of clients presenting with very complex mental health needs. The waitlist has been carefully monitored for the last year, so clients on the waitlist do not wait more than 6-9-months. This is despite increasing the number of ACC therapeutic contractors available.

"Extremely happy with the help provided , it changed my life."



540

CLIENTS SUPPORTED



256

NEW CLIENTS



35

PROVIDERS

2023 HIGHLIGHTS



GIVE A KID A BLANKET QUIZ NIGHT

Our teams came out in force to support our friends at Give a Kid a Blanket with their Quiz Night!



PLANNING DAY

We had a fantastic annual planning day co-facilitated by our Mana Whenua, Te Kawerau ā Maki.

MATARIKI HANGI

Nothing brings people together more than good kai. Our team celebrated with a delicious hangi and shared their hopes for the agency.

WHANAUNGATANGA

Whanaungatanga has been a huge focus this year and we have loved connecting with so many wonderful agencies to promote inclusivity and safety within our communities.



10-YEAR ANNIVERSARY

Our 10-year anniversary conference held in October was an opportunity for community stakeholders to come together and kōrero about the supports and needs of our community.



CELEBRATING DIVERSITY

Our teams had plenty of opportunities for laughter and connection through celebrations such as **Pink Shirt Day, Eid, Diwali, Easter, International Pride Month, Chinese New Year** and so much more!

ACC

We have grown our ACC services, bringing on an additional 10 providers across multiple disciplines to respond to the growing community need.



STUDENT PLACEMENTS

We have offered student placements to nine students including Counselling, Social Work and Psychology students.

community PARTNERSHIP

ASB
Auckland Help
Community Law Centre
Community Waitakere
Counselling Services Centre
Cue Creative
Essen
Fono
Formerly Waitematā DHB
Give a Kid a Blanket
Good Bitches Baking
HELP
Henderson Budgeting Services
House of Gabriel
Immigration NZ
Kainga Ora
Kindred Services

Life Church Christmas Boxes
Man Alive
Mummys in Need
Ōranga Tamariki
Pet Refuge
Police
Quest Henderson
Respect
Sport Waitakere
Te Hunga Tauwhiro i te Kura (SWiS)
Te Whānau o Waipareira
Tū Wāhine
Victim Support
Vision West
WINZ
Woven Earth
Youth Justice





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