



Annual Review 2018

Go You Are Sent...

This year on 18 November we have been called by Pope Francis in his message to us celebrate and observe the second World Day of the Poor. In his message to us under the theme "The poor man cried, and the Lord heard him" from psalm 34 he says the following to us;

"God's answer to the poor is always a saving act that heals wounds of body and soul, restores justice and helps to live life anew in dignity. God's answer is also a summons to those who believe in him to do likewise, within the limits of what is humanly possible."

In my first year as the Director of Catholic Social Services I have been schooled by our dedicated team in the work that we do in the Archdiocese. The challenges we have faced are in our call to action to assist the poor to heal their wounds of body and soul, have been varied and plentiful.

We have continued to provide our social work and low cost services in counselling to those who struggle with depression, anxiety, relationship break ups and those who are victims of domestic violence. Our dedicated team of counsellors have worked tirelessly to provide the support through counselling to restore our clients to some sense of hope and normality in their lives. Our social workers have worked with their clients to solve issues around housing, benefits, parenting, isolation from the community and a myriad of issues that help restore them to the community. The social workers have done tremendous work in supporting refugees come to grips with the New Zealand system and way of life, often working through interpreters to provide this service.

We have continued to meet the challenges of our support work to the people of Kaikōura as they continue to rebuild their community and their lives. This work has been coordinated by Catholic Social Services on behalf of the Archdiocese and this year has seen the deployment of counsellors to the town to work with adults and students recover from the trauma of the event. This has been assisted through the facilitation of the Seasons for Growth and Stormbirds programmes in the town.

Our work with Refugee settlement has continued apace with the ever increasing number of refugees that are being settled in the Wellington region. This has been made possible with the volunteers from parishes who have collected and donated house set up items, volunteer for the house set up teams as well as collection of pantry items for the homes. Without this support from our community we simply would not be able to meet the needs of these families who are new settlers in our country.

Our chaplaincy work in the Hospitals and Prisons we serve has grown this year with an increase in the number of chaplains we have working in the hospitals of the region. Their work with those who are suffering illness and loss in the hospitals as well as those who are suffering grief and loss in the prisons has been invaluable in meeting the challenge to act to heal the wounds of body and soul.

I would like to thank all those in our 1000 Club, our supportive Trusts and the Ministry of Social Development whose financial support makes all this work possible. To all our volunteers from parish communities who assist in our hospitals and prisons and support our work with refugee resettlement goes our heartfelt thanks. Without your support we simply could not have accomplished all that we have this year.

Finally thank you to all the staff who work so tirelessly at Catholic Social services and especially all those extra hours that you volunteer above the normal working hours. Your work and support helps us to meet the challenge of helping to heal wounds of body and soul, that restores justice and helps people to live life anew in dignity.

Dave Olivier
Director



Message from the Archbishop

The work of Catholic Social Services (CSS) brings staff and volunteers face to face with the very real difficulties which dominate the lives of many people. Grief and loss, marriage break-up, poverty, imprisonment, illness, unemployment, dealing with the effects of earthquake, assisting children with family difficulties and settling into a new country are all part of the daily work of CSS.

In May 2014 Pope Francis met with 400 children from disadvantaged homes and he asked them "Is it possible to make a better world?". The children, from some of the most poverty-stricken parts of Naples, shouted "Yes!".

The children's encounter with Pope Francis was filled with hope. Everything, no matter how small, that is done to help those who have escaped from the trauma of war, the grinding pressure of poverty, or difficult family or other circumstances carries with it the gift of hope. Chaplains in prisons and hospitals bring hope. Social workers in schools bring hope. Catholic Social Services brings hope with its practical assistance, because its staff and volunteers accompany people who often feel very alone in their difficulties. In speaking about our response to those who suffer, Pope Francis said recently: "It demands more than simply passing by or making a quick visit. Those in painful situations should feel us standing firmly at their side and on their side."

I thank the staff for their commitment and for their hard work, for standing "at the side and by the side" of those in difficulty. I encourage everyone to support the work of Catholic Social Services, in any way you can. Their services are available to people of any background or belief, and the needs are extensive.

With good wishes and every blessing.

+ John A Dew
Archbishop of Wellington



Advocating for Justice and Peace

Lisa Beech

A highlight of the 2017-2018 year for the Wellington Catholic Commission for Justice, Peace and Development (JPD) was the joint Catholic and Anglican 2017 Housing election forum, which attracted 600 people to St Paul's Anglican Cathedral in August 2017.

'Too many New Zealanders are facing real difficulties finding affordable, warm, secure housing,' said Cardinal John Dew. 'As we prepare for this General Election, let's ensure we elect a government that will work to provide housing for all, a government that will provide homes to cater for all living in this country, and create a setting for a dignified life.'

Karen Holland from the Compassion Centre Soup Kitchen shared stories from guests who had experienced homelessness, while a Hutt Valley community worker read a letter



The Wellington Community Choir sings at the churches' Housing Forum, August 2017

from a young mother who had just been told there was no housing available for her one day before her tenancy ended.

The Wellington JPD Commission was chaired by Shane Olsen until December 2017, and

Sr Ruth Coleman has been Acting-Chair since December as the Commission reviews its mandate, membership and work programme in the light of the Archdiocesan Synod recommendations.



Cardinal John Dew addresses the churches' Housing Forum, August 2017.



Compassion Soup Kitchen manager Karen Holland addresses the churches' Housing Forum, 2017.



Members of the Berrigan House Catholic Worker community sing for the churches' Housing Forum, August 2017.

Prison Chaplaincy Services at Rimutaka and Arohata Prisons

David Wootton

During 2017 and continuing into 2018 the NZ Prison muster climbed to a total number of prisoners never reached before (over 10,500), and way above the predicted level. Coupled with Corrections Department Targets and existing resources and contractual arrangements, this large muster has created significant challenges for Chaplaincy services and a reduction of opportunities for Chaplains to engage with prisoners. One long serving Chaplain estimates that engagement options are over 50% less now than 10 years ago.

In February 2018, Corrections re-opened the 'Separated Upper Prison' on the Rimutaka site, to take

up to 112 Women Prisoners not able to be accommodated at Arohata in Tawa.

Supporting Chaplains are Volunteer Assistant Chaplains and volunteer teams and Chaplaincy acknowledges the immense and critical contribution made throughout the year. I want to recognise Charles who retired from the prison ministry after 20 years of ministry and Mary who continues to regularly attend Rimutaka Prison, sharing with me, Communion services, Sunday and mid week services and leads the Catholic volunteer teams and is a tower of strength and wisdom in so many ways. Thank you Charles and Mary and all volunteers.

Masses with Fr Patrick and Fr Don and the Monday Communion rounds

are blessed with many miracles, precious moments of engagement with Jesus in the Eucharist which we bring to the prison with the prayers of many parishioners; including such as "I have a feeling in my heart that I have never felt before", "I never want it to finish", "I have strong desire for regular communion", an awareness in their daily routines of the presence of Jesus in the Units, a noticeable change in levels of anger, a determination to transform their lives and love and study of the 'word of God'. We are humbled and inspired.

"God is good" and those in Prison Ministry are blessed and privileged to journey with those who are imprisoned on the margins of our communities.

Social work services

Ashley Elinoff

This year has brought about some change for the Catholic Social Services Social Work team. CSS wished farewell to Senior Social Worker Brendy Weir, who joined the Catholic Centre in a new role as the Safeguarding Coordinator. We also said goodbye to Social Worker, Elizabeth Burns who joined Child and Adolescent Mental Health Services as a Clinical Social Worker. With the departure of the former Social Work team members, CSS warmly welcomed Senior Social Worker, Ashley Elinoff and Social Worker, Nick Callaghan. Ashley joined CSS from Victoria University where she was previously working as a Disability and Inclusion Advisor, and Nick joined the team from Presbyterian Support Otago where he was previously working as a Social Worker.

The Social Work team at CSS works alongside individuals, couples, and families/whānau from a myriad of different cultural, religious and socio-economic backgrounds. Social Workers attempt to meet each person, couple, or family 'where they are at', by engaging in a collaborative process to help them address particular needs and challenges, while building on their identified strengths. Social Workers work in partnership with clients to explore options and solutions, promoting empowerment and enhancing wellbeing.

Social Workers at CSS offer assistance in some of the following ways:

- CSS provides social work support to former refugee families, offering information, practical guidance, and assistance around accessing resources

and navigating social support systems.

- CSS Social Workers link individuals to essential government and community services such as housing, education, benefit, medical, and job placement support.
- CSS has recently become a lead agent for Strengthening Families, a voluntary process that provides an opportunity for families/whānau with various, often complex, needs to access support from multiple community agencies. As a lead agent, CSS Social Workers help to organise services around the family/whānau in order to meet their identified needs and goals.
- CSS Social Workers also advocates for clients on a macro level by liaising with appropriate external agencies, ensuring a holistic and integrated approach to service provision.

Supporting former refugees

Lisa Beech

Refugees bring their courage, skills, energy and aspirations, as well as the treasures of their own cultures; and in this way, they enrich the lives of the nations that receive them. We also come to see the creativity, tenacity and spirit of sacrifice of the countless individuals, families and communities around the world who open their doors and hearts to migrants and refugees, even where resources are scarce.

Pope Francis: Message for the World Day of Migrants and Refugees 2018

Wellington Catholic Social Services continues to work in partnership with the Red Cross and the Anglican Diocese of Wellington to prepare homes for former refugees arriving in Wellington. Between April 2017 and March 2018, we worked to mobilise teams to collect household and pantry items, and to set up 80 homes for 249 former refugees.

The Red Cross formally recognised the contribution made by the Catholic and Anglican Dioceses at an appreciation event in January 2018. Former refugee Saw Pone from Myanmar was one of the speakers at the event.



Former refugee Saw Pone with interpreter Joshua Saw thanks Church volunteers and contributors at Red Cross appreciation event, Jan 2018.

He said he had a lot of worries when being resettled in New Zealand. "I worry about how people will treat me when I get to New Zealand. Worry about the new future, how to set up my life, how to connect with a new community."

But after being warmly welcomed at the airport, and arriving in his home, many of those worries went away. "When I arrive in my house, I see everything already set up for my family - [I am] very grateful for those who donate for me."



Dave Olivier (CSS) and Fr Stephen King accept recognition awards on behalf of the Catholic and Anglican Dioceses of Wellington for the contribution made by churches, Red Cross appreciation event Jan 2018.

Wellington Catholic Social Services would like to thank everyone who has contributed to the refugee home preparation work, including groups who coordinated the collection of household, pantry and children's items; checkers who sorted and packaged the items; people who transported the goods; and groups who collected the goods and set up homes.

Seasons for Growth

Juliet Mahoney

Catholic Social Services has continued to deliver Seasons for Growth throughout Wellington and Kaikōura. Seasons for Growth is an evidence based program that is designed to help children, young people and adults strengthen their emotional and social wellbeing enabling them to adapt to change in their lives. It has been a productive year

implementing the programme into schools within the Wellington region which was this year's focus.

Part of the earthquake response was to provide Stormbirds to the children in Kaikōura after the earthquake of November 2016. Stormbirds is the sister program to Seasons for Growth which was produced in the wake of so many natural disasters in

the recent years. Stormbirds provided the children and young adults of Kaikōura with the opportunity to share their experiences of change and loss in a safe and creative way. It gave them the ability to share, understand and attend to their feelings and learn skills for adapting and recovering after the earthquake.

Kaikōura/Marlborough Earthquake response

Lisa Beech

Catholic Social Services has continued to coordinate the distribution of Archdiocesan funds provided for the relief of people affected by the 2016 Kaikōura/Marlborough earthquake. The focus of Archdiocesan projects has continued to be on supporting children, families and young people; caring for the carers; supporting parish and Archdiocesan initiatives; working in partnership with tangata whenua; and advocacy for earthquake affected groups. The Archdiocese of Wellington is grateful to people throughout New Zealand who donated through appeals run by the Catholic Caring Foundation and Caritas Aotearoa New Zealand.

In addition to those which were started immediately after the 2016 earthquake, projects between April 2017 and March 2018 have included:

- **Quakebusters - Star of the Sea parish of Marlborough:** Through Archdiocesan and parish earthquake funds, the Ward Community was supported to have a space to gather after the loss of local facilities, including a community meal on four Friday nights in the winter, and a women's pampering day in Seddon. These events drew out some people who had few opportunities for social contact with others since the earthquakes
- **Heating Kaikōura homes - Kaikōura Stewardship group and Te Tai o Marokura social services:** Grants were made to these two groups who obtained heaters and other winter items to support families through a cold winter, particularly for those still living in damaged homes.
- **Support to Clarence and remote rural communities - Bread of Life Trust, Blenheim:** Community worker support



Challenge 2000 holiday programme.



Meeting with Kaikōura Stewardship/ St Vincent de Paul group, July 2017.



Bread of Life trust community workers.

and visits to 34 families, including advocacy with insurers, Work and Income, IRD, the district council and other agencies, and providing a helping hand and a listening ear.

- **October 2017 holiday programme - Whakatu Rangitahi (Kaikōura youth workers network) and Challenge 2000:** Provided social activities before and during school holiday period to help local young people deal with the stress of being in an earthquake zone and build resilience.
- **Caring for the carers - Catholic social services:** A return visit in July 2017 to continue to support carers at the frontline of social service responses

in Kaikōura, including professional supervision, respite and administrative support.

- **He Whakatu Atawhai - Office of the Tūrangā Māori/Vicar for Māori:** Continued support for a Māori pastoral care presence in the Marlborough/ Kaikōura area
- **South Island counselling and supervision - Catholic social services:** Provision was made for CSS counsellors and social workers to take on South Island clients, in person and through Skype. Demand for this has increased following the end of the 2017-2018 financial year, and this is an ongoing programme.

Wellington Hospital Chaplaincy Team

Lizzie Wootton

The first five months as part of the Chaplaincy Team at Wellington Regional Hospital have definitely been in the 'wairua of Visitation' on all levels.

As an integral part of the Ecumenical Team with special responsibility for Catholic patients working in tandem with Sr. Sia dolc, I have continued serving 'in the footsteps of Chaplains before me' to provide a Catholic presence daily for the spiritual, sacramental, and prayerful needs of Catholic patients which has been

a learning experience in a variety of areas. This has also included working as a team with the Catholic priests 'on call' which has been very valuable. Their Catholic 'presence' and Sacramental contributions to patients, families and the Team are important and appreciated.

Working and praying with members of the Ecumenical Chaplaincy Team has helped initiate me into 'sacred' ways of being Jesus' presence to patients, their family-whanau, staff and whoever I encounter in the corridors, lifts, wards, chapel and surroundings. Being part of preparation, prayer and

participation in the celebration of 2 Baptisms, a funeral and a wedding have been grace and gift.

An overwhelming sense of being carried in prayer and linked with all in the Archdiocese and beyond keeps me centred with 'antennae up' to the needs of patients and all I encounter.

With a 'kete' full of prayer, support and ongoing nourishment plus 'fast feet' propelled by sensitivity, scripture and seasonal liturgical links daily I endeavour to 'live, love and learn' to answer the call to "Go and be Jesus' Good News" in Wellington Hospital.

Thanks to our funders!

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

- J K Baxter Trust
- Donovan Family Charitable Trust
- Catholic Foundation
- Good Shepherd NZ Trust
- Gaynor Charitable Nominees
- Winton and Margaret Bear Charitable Trust
- T G Macarthy Trust
- Oranga Tamariki Ministry of Vulnerable Children
- Tindall Foundation (Seasons & Social Work)
- New Zealand Lottery Grants Board
- Caritas Aotearoa New Zealand (Housing Election forum)
- St Columbans Mission (Housing Election forum)

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

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

Naenae Benefit Impact 2017

Lisa Beech

It is my wish that, in the week preceding the World Day of the Poor, Christian communities will make every effort to create moments of encounter and friendship, solidarity and concrete assistance. Pope Francis, Message for the First World Day of the Poor, 2017

In the week of 13-17 November, 66 households were assisted with their benefit entitlements, through the Naenae Benefit Impact. During this week, around 30 parishioners and people from the community were trained to support beneficiaries who asked for assistance from Work and Income.

The Benefit Impact was the result of a partnership between Te Awakairangi parish of Lower Hutt, the Hutt Valley Benefit Education Service Trust and Wellington Catholic Social Services, following a similar event in Upper Hutt the previous year. Work and Income Naenae put on nine additional staff members for the week, including both benefit and housing specialists.

The Benefit Impact invited beneficiaries, superannuitants and others on low-incomes to check their benefit entitlements with trained advocates. One third of the

households who visited the Benefit Impact asked for assistance with the disability allowance, and a large number of those who came to ask for assistance were over 65.

Each day began with Mass at St Bernadette's church, Naenae. Blessing the Benefit Impact week, Cardinal John Dew said the Archdiocese was holding the event in the lead-up to Pope Francis' First World Day of the Poor because beneficiary households are among the most vulnerable in New Zealand.

'Many people on benefits feel they have to make impossible choices among essentials - whether to pay for the power bill, the rent or warm clothes - while other New Zealanders are sheltered from this reality. The empty cupboards of beneficiary households are not visible from the streets to the casual passer-by.'



Naenae Benefit Impact, November 2017

Counselling services

Brian Hunt

The counselling team were called on to assist people with a wide range of presenting issues. These include relationship counselling for couples in crisis; or for couples who are seeking advice on maintaining their relationships. Depression, anxiety and other mental health issues make up the majority of presentations. An increasing public awareness of domestic violence (DV) may be the reason we are seeing more people seeking help with this issue. Some people who are experiencing domestic violence

are often unaware that they are in a violent relationship because DV covers a wide range of behaviours that are generally unknown to be associated with what is commonly understood to be domestic violence.

The agency also provided counselling support to primary and secondary schools in the greater Archdiocese of Wellington region to help teachers and students deal with grief and loss, or behavioural issues. In terms of behavioural issues it was interesting to note that underlying issues to many of the

anti-social issues related to environmental conditions in the family home or the school itself.

The agency would like to work more closely with schools and envisage this type of intervention as a model for providing schools a quick resource to assist in times of crisis, or to provide advice during difficult times. We hope to be able to broaden this aspect of our work in the coming year as we shape the structure of this concept.

Healthcare Coordinator

Linda MacGregor

We have had an extraordinary year where a number of our Retired Priests have died and I have had the privilege of walking alongside many of them in their journey. I accompanied them on Doctor, Specialist and Hospital visits, liaising with Healthcare providers to ensure that they received the best quality of

care available. I have supported their families through their final hours and with funeral arrangements as requested.

I continue to support Retired Clergy who live in Retirement Villages or independently in their own homes, to ensure they are receiving the best quality of care and services appropriate to their needs. This

may include in time a change to their living arrangements as their health declines. This also includes the Priests in Parishes.

I travel the Archdiocese meeting with our Clergy and offer assistance to them where necessary.

Catholic Social Services Staff

Dave Olivier	Director	Vivien Chiu	Receptionist/Administrator
Ashley Elinoff	Senior Social Worker	Linda MacGregor	Clergy Care Co-ordinator
Nick Callaghan	Social Worker	Shona Walshe	Personal Assistant to the Director
Brian Hunt	Senior Counsellor	Lisa Beech	Community Organiser
Fleur D'Souza	Counsellor	Patricia Cooper	Volunteer
Juliet Mahoney	Counsellor	Fiona Roberts	Challenge 2000 placement volunteer

Hospital Chaplains

Elizabeth Wootton	Senior Hospital Chaplain	David Wootton	Senior Prison Chaplain
Michele Lafferty	Hospital Chaplain	Fr Donald Hornsey	Prison Chaplain
Sr Sia 'Otuhiwa	Hospital Chaplain		
Kathryn van Woerkom	Hospital Chaplain		

Prison Chaplains

Support your Catholic Social Services

Catholic Social Services relies on the continued support of the 1000 Club and the local community. If you would like to support us, you can:

Talk to your friends about joining our 1000 Club

Leave a bequest

For more information, please contact us on (04) 385 8642, reception@wn-catholicssocialservices.org.nz



*Catholic Social Services of the Archdiocese of Wellington (CSS) is the Church in action.
We envision a day when all people live in communities characterised by charity.*