



**Women's Support**  
MOTUEKA

# **ANNUAL REPORT** **2022-2023**

# A letter from our Chairperson

Kia ora kotou

Ko Tainui te Waka

Ko Waikato te Iwi

Ko Michaela Lobban toku Ingoa

Throughout the past year we have invested a lot in ensuring a holistically nurturing working environment for our staff here at Women's Support Motueka, with a substantial focus on the hauora and wellbeing of our wonderful team to ensure they are able to perform at their best and feel a sense of value and worth first and foremost within our organisation. This has been an important component of the Board in ensuring our team receives the same level of care from us as they provide for their clients. We understand that working in this line of mahi can be both rewarding and challenging at the same time, hence the importance of creating an Organisational Culture that reflects our values and aspirations for wāhine at it's core.

There has been an increased focus on developing working strategies that place Women's Support in the service area of addressing wellbeing before women meet crisis point, by changing the narrative of always being a service that is responsive into one that is proactive.

This looks like providing services for wāhine that uplifts and connects them with our services through various avenues - such as our Art Therapy, Nature Therapy, Mirimiri sessions, and piloting couples counselling, because it is more valuable to the whānau when wāhine identify their own strength and worth within, so they can be the best versions of themselves.

I am very pleased to welcome to our Governance team two new Board members Claudine and Ana - who joined us at the end of 2022. They bring with them their background expertise in the areas of Law and working with various Boards and NGO's, attributes that add to the kete of knowledge, expertise, and skill of our current sitting Board.

As per last year, we as a Board meet monthly and have been successfully activating our new Policies following our Policy Review with Louise Petzold in the previous year. I am pleased to say that we have settled into harmonious operations, and we are excited to have been able to move our services into a bigger office space.

A number of our Board members and Staff have been undertaking various Professional Development, with a heavy focus on Te Tiriti o Waitangi training, to support an understanding of how this impacts our practice and delivery of service in a modern-day context.

On behalf of the Board, we would like to acknowledge Camille and her amazing 5 year service with Women's Support, thank you for all that you do and all that you bring to our team! We are grateful to have you with us.

At the end of 2022 we were pleased to be able to offer Mikayla a permanent position and are grateful to have her come onboard with all of her strengths and expertise that she brings to the team.

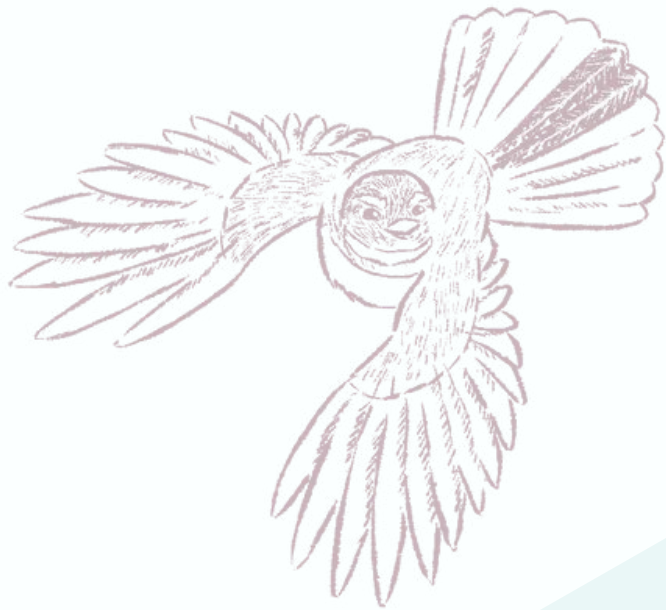
And last but not least, we would like to congratulate Maluz for the completion of her studies and in achieving her Masters in Sustainable Development! What an outstanding achievement for you! Tau ke e hine!

All round, this has been a very positive year, and I myself am grateful to be sitting in a space that allows me to contribute to the delivery of a service that advocates for the empowerment, health and safety of all women here in Motueka and Te Taihū.

No reira,  
Tēnā koutou,  
Tēnā koutou,  
Tēnā tātou katoa.

*Michaela Lobban*

Chairperson



# A year in reflection

Tēnā koutou

Dear friends and supporters

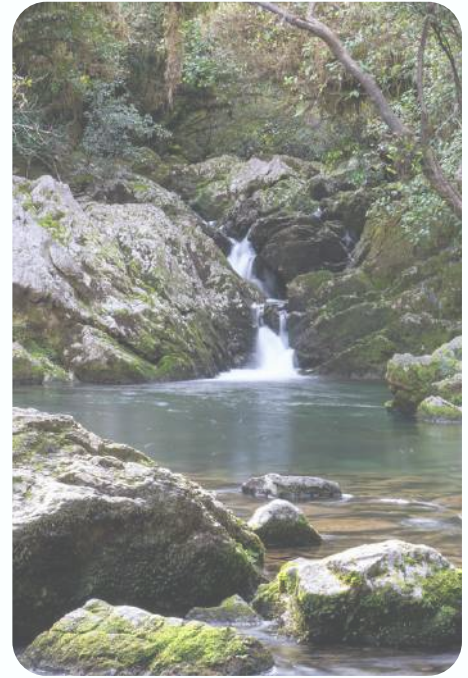
We recognise that the work accomplished over the past year wouldn't have been possible without the unwavering commitment and dedication of all our team members, supporters and donors. They help us achieve our vision where all women and their families within our community are safe, well and empowered to meet their full potential.

As we reflect on another year, we are ever humbled by all the people who paved the way for us. All the successes we harvest are truly thanks to their dedication, compassion and love for our community.

For 36 years, we've provided support, advocacy, counselling and crisis intervention to women affected by family harm and other challenges such as trauma, isolation, grief and relationship problems. As some clients have stated, Women's Support Motueka becomes their lifeline to sustain them through the problems they face. And it is thanks to the care and flexible approach our support workers and counsellors strive to give to our clients that we continue to empower clients to spark positive change.

Over the last year our support and counselling services experienced a slight decrease in referrals compared to the previous year, nevertheless, the family harm data remained similar to previous years. We received a total of 495 referrals for our services with 449 being related to family harm. In contrast, the decrease in referrals does not reflect the true complexity of clients' cases. Most of our clients experience chronic trauma as a result of recent or historical abuse and violence. And although COVID-19 may be a memory, its effects and challenges continue to affect those who are already struggling, especially those affected by family harm.

As we continue supporting many women on their healing journey, there is a lot of work left to do, and that inspires us to keep moving forward. Last year we continued providing our art therapy group In Bloom over two 8-week programmes and we launched a new programme called Elevate – an adventure therapy group. Both programmes provided unique experiences to clients and were successful in accomplishing their objective of connectedness to self and others, empowerment and self-regulation. In August, we ran two series of workshops on Understanding



Trauma and Dealing with Disclosures of Family Violence with participation from several representatives from community organisations. These programmes support our commitment to building community wellbeing and collective care as well as encouraging community mobilisation for family violence prevention.

We continued strengthening our relationship with other service providers to ensure our clients receive the best wraparound support available. We offer mirimiri sessions to our clients provided by a local qualified ACC provider. In October, some of our clients enjoyed a day bonding with nature thanks to the Wilderness Canoe Trust. We also continued working with Horses Helping Humans to deliver additional therapy to our clients.

We completed the second year of our strategic plan 2021-2024. Our main focus for the year was on updating our policies and procedures; this has seen our Board and staff members take additional training on Safeguarding Children and Child Protection to follow best practice guidelines. We continue to work on strengthening our services and the programmes we offer to the community. One of our goals is to offer more therapy programmes to build resilience and connectedness. We have also started our research to establish a family violence primary prevention programme; this is an initiative we are extremely excited about and look forward to sharing this journey with you over the coming years. For the next year, we will continue to focus on improving our practices, complete our policies and procedures review and on the hauora of our kaimahi and Board members.

Last year we bid farewell to our previous Chairperson Bridget Lummis and in her stead the Board elected Michaela Lobban (prior Vice Chair) to be the new Chairperson, congratulations Michaela! We also welcomed two new Board Members, Ana Kelly and Claudine Dupuy. Both Ana and Claudine add a wealth of experience and knowledge to our governance team.

This year we celebrate our colleague Camille Paris' five years with Women's Support Motueka. Camille's amazing nature, professionalism and values are a treasure to the organisation and to all of us who work with her; we are very lucky to share this path together with you.

Our heartfelt appreciation to our staff, Board members and contractors who give their best always and go above and beyond to ensure we provide the best support to our clients. Women's Support Motueka continues to grow thanks to you all.

Nāku iti noa, nā

*Maluz Moreno*  
Manager



# Our impact

## Support Services

Our support team is comprised of three Case Managers: Camille Paris, Emillie MacRitchie and Velia Chambers. Over the last 12-month period our Support Service received 442 total referrals from wāhine (women) within our community. The total number of family violence referrals, including counselling referrals, was 449. Out of these referrals, 323 were Police Call Outs.

Our drop-in service continues to provide a non-threatening and accepting gateway for women to engage with us. We usually find we have a client or two drop in almost every day to our office, for a chat and a cuppa with some baking provided by the "Good Bitches Baking" service. This helps to build rapport and safety for the client, especially during times of uncertainty.

The clients that are using our service are coming with more complex needs. We see this as the flow on effect from the stress of COVID-19, including the rise in living costs, the lack of housing situation, job losses, and an overloaded mental health system, are meaning the clients' needs are often multifaceted and require more support.

We have noticed that some of the clients that are seeking support have higher and more complex mental health needs. We are being referred clients who are Emotionally Dysregulated and/or have high anxiety and depression. We continue supporting clients in obtaining protection orders and providing advocacy when attending appointments with lawyers, Work and Income, Oranga Tamariki, the Police and doctors. We offer crisis intervention when staying at home is unsafe or when they are at risk and emergency accommodation is needed. We work closely with other accredited agencies to provide wraparound support to the whole whānau.

Thanks to our amazing donors, we gave our clients lovely presents for Christmas, food vouchers and gifts for their children. We also offer additional healing support through mirimiri sessions from an accredited ACC provider.

## Counselling

Counselling was provided to 53 new clients during the year by our counsellors Camille Paris, Emillie MacRitchie and Velia Chambers. Of this total, 41 clients completed their intervention.

### SUPPORT SERVICES

442 referrals  
received for  
support service. 323  
referrals from  
Police.

The total hours provided in counselling are 255. The decrease in numbers compared to the previous year relates to one of our counsellors being on extended leave.

Our counselling service consists of short-term therapy and long-term healing and prevention. It is effective in helping to promote change, identify Power and Control within the client's life and walking alongside them when making long-term sustainable changes and goals. Clients work with our counsellors for an agreed period (6 sessions), however further sessions may be available if necessary and after consideration.

We work using Te Whare Tapa Whā, a Māori model of health reflecting the four dimensions of wellbeing developed by Sir Mason Durie in 1984. Often, we will present this model to the client and ask the client to reflect on their own balance of health and wellbeing.

One of our senior counsellor's ran a pilot of couple's counselling with one couple. We received great feedback from the clients involved saying that the gains rippled to all aspects of their life, especially within their family. We would like to explore this initiative further and offer it to our community in the future.

**COUNSELLING**  
53 clients received intervention through our Counselling Service. We provided a total of 250 hours of counselling.

## In Bloom - Women's Art Therapy Group

We have completed two 8-week courses of our women's art therapy 'In Bloom'. Nine women signed up for the last two programmes (held in October 2022 and May 2023), however due to unexpected challenges some of them could not continue, and eight were able to complete the programme. The group is facilitated by Emillie MacRitchie, one of our senior counsellors who is passionate about art therapy and healing. The programme provides a safe space for women to come together to share a journey of self-exploration through a process of therapeutic art.



Picture above: Some of the art crafted at In Bloom  
"Today the amazing ladies from our Art Therapy group created these gorgeous 'Reminder Jars' filled with words of inspiration/affirmations/quotes etc. to give themselves a little bit of love on tough days"

The clients attending this workshop were mostly clients receiving support from our service, however several of them were referred to us from other agencies such as SASH, Te Piki Oranga, Golden Bay Work Centre Trust and Motueka Family Service Centre.

Here's some of the feedback we received:

'I had just arrived moving to Motueka and wasn't coping in a lot of areas in life. When I met and was told of the art therapy with Emillie it was the first nice thing to have to look forward to each week.

Being gifted the first day with a pen, diary and art journal was such a big moving gift to me it brought me to tears. Emillie's projects each week kept the classes exciting and different helping us feel through many mediums to express ourselves and find some joy for a few hours. The kindness, safety and support given was priceless to helping improve my quality of life the person in a very challenging time. The Women's Support Centre is such a lovely place to have to go'.



## Elevate - Adventure Therapy

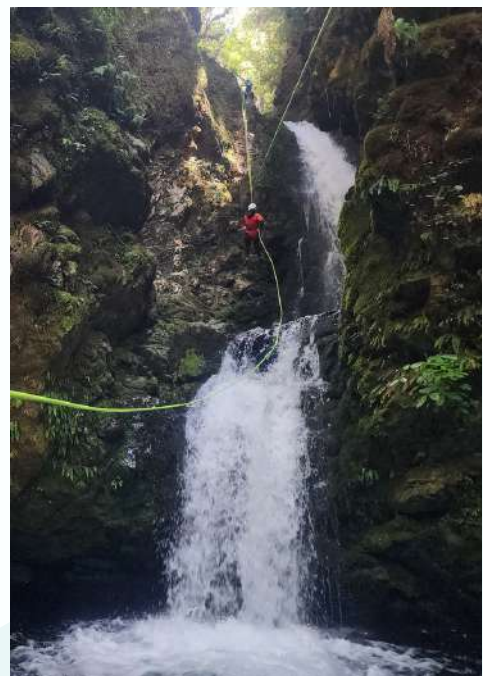
We teamed up with Canyoning Aotearoa to run an adventure therapy workshop for women.

This workshop was focused on:

- Feeling empowered
- Building confidence
- Emotional regulation
- Pushing boundaries
- Learning new rope skills
- Feeling safe on an adventure
- Connection to nature and the outdoors

This one-day workshop, repeated over two days and covered how to wear a harness, clip into safety lines, and abseil down the side of a rock face.

After completing this phase, participants attended a canyoning adventure at the Nelson Lakes National Park into Hidden Falls Canyon in January 2023. This adventure therapy workshop is run by a trained Counsellor and a Level 2 NZOIA (New Zealand Outdoor Instructors Association) Canyoning Instructor.



Picture above: Amazing canyoning experience at the Nelson Lakes National Park – Hidden Falls~



## Community Engagement

We held the Understanding Trauma and Dealing with Family Violence Disclosures in September with two groups of five participants attending the sessions. We had participation from several community connectors from Te Awhina Marae, Te Kotahi o Te Taihu Charitable Trust, Christians Against Poverty and Golden Bay Work Centre Trust. Overall, the feedback was very positive and many people talked about how they were using their workbooks already and how they were recommending this course to their friends, whānau and colleagues.

We started working on the research phase of the Community Engagement service to develop a family harm prevention programme in collaboration with community organisations. The results of our research will inform the sector on what is on offer to support individuals and whānau as well as where the gaps are and how we can all work together to eliminate family violence.

# Our people

## Board Members

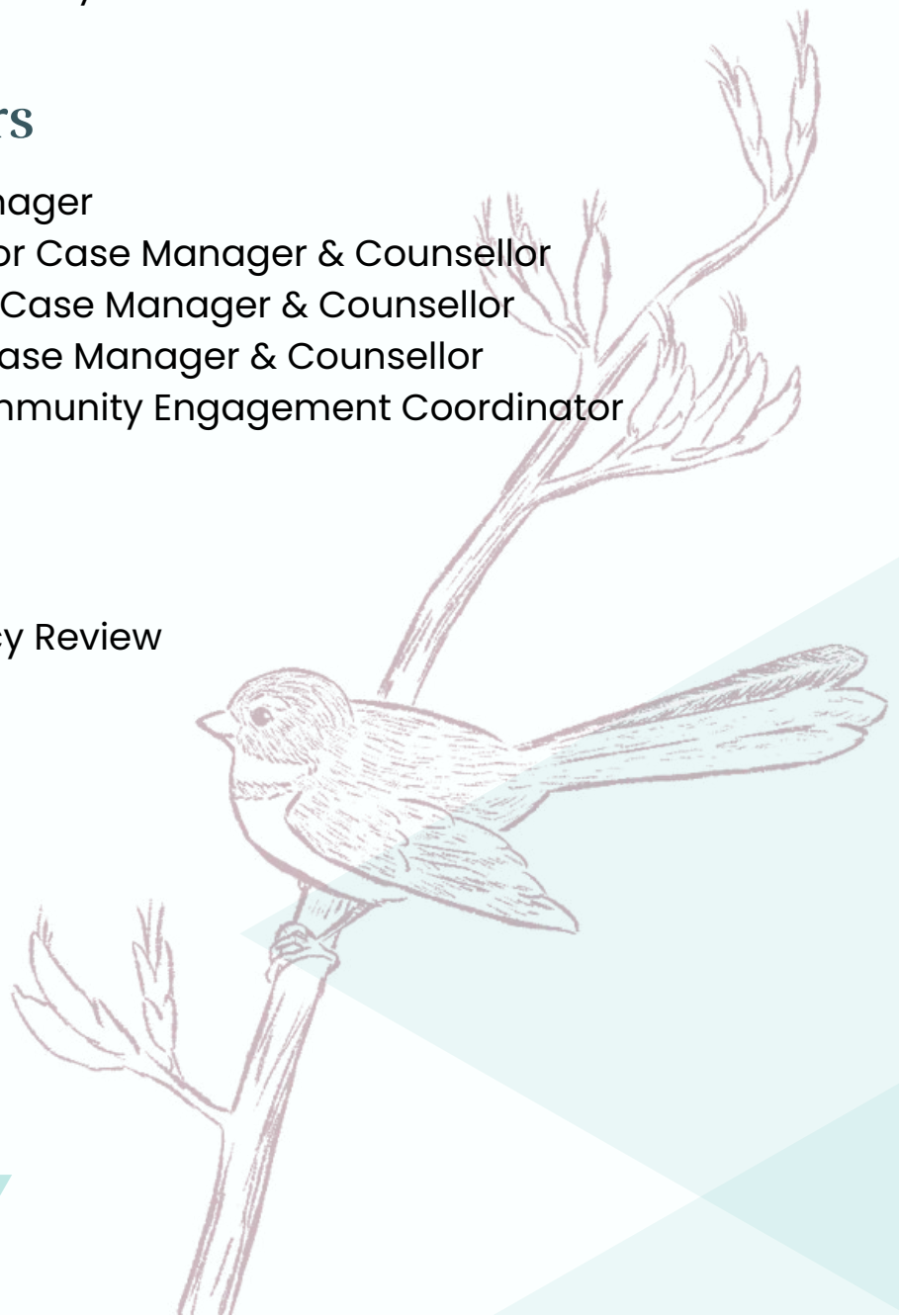
Michaela Lobban - Chairperson  
Chantell Bramley - Secretary  
Daniel Bulman - Treasurer  
Linda Beatson - Board Member  
Ana Kelly - Board Member  
Claudine Dupuy - Board Member  
Gaile Douglas - Honorary Life Member

## Staff members

Maluz Moreno - Manager  
Camille Paris - Senior Case Manager & Counsellor  
Emillie MacRitchie - Case Manager & Counsellor  
Velia Chambers - Case Manager & Counsellor  
Mikayla Cahill - Community Engagement Coordinator

## Contractors

Louise Petzold - Policy Review



## Professional Development & Networking

Our staff continue to receive training in family harm, working with trauma, safeguarding children and child protection, Wā Hine ora, Te Tiriti O Waitangi, cultural safety in delivering crisis services for ethnic communities, advanced rainbow competency, Māori cultural frameworks for violence prevention and intervention, risk assessment in the context of intimate partner violence, childhood trauma, Dialectal Behaviour Therapy skills, privacy, grief and comprehensive first aid. All staff receive monthly individual and group supervision as well as cultural supervision.

Our team attended two major conferences in Wellington, Te Ohaakii a Hine - National Network Ending Sexual Violence Together Conference and Hiwa-i-te-Rangi National Family Violence Conference organised by Te Kupenga Whakaoti Mahi Patunga - National Network of Family Violence Services.

One of our counsellors completed their full membership of the New Zealand Association of Counsellors. This is a great achievement and WSM is very happy to support this journey for our staff.

The support team participates in "Whitiwhiti Korero", which is a shared case management model whereby our organisation works together with other agencies in the family harm sector in Motueka.

We are members of Motueka Safe Families - a group of organisations and individuals that work together to raise awareness about family harm and promote community resilience. We are also members of Te Ohaakii a Hine - National Network Ending Sexual Violence Together and of Social Services Providers Aotearoa - SSPA.

## Legal Status & Accreditation

Motueka Women's Support Link (also known as Women's Support Motueka) is an Incorporated Society since 1995 and is registered with the Charities Commission - registration number CC34846.

WSM holds a Te Kāhui Kāhu - Social Services Accreditation Level 2. The next audit is due in 2025.

We are members of Te Ohaakii a Hine - National Network Ending Sexual Violence Together, Toah-Nnest and Social Service Providers Aotearoa, SSPA.

# Thank You!

Special acknowledgment to the following contributors and supporters:

Ministry of Social Development  
Oranga Tamariki  
Lotteries Commission  
Rātā Foundation  
Community Organisation Grants Scheme  
Ministry for Women  
Network Tasman Trust  
The Good Bitches Baking  
Riverside Community  
Motueka Community Store  
Motueka Red Cross  
Safe Families Motueka  
The Kite Marahau  
Tasman Canvas Limited  
Rock Ridge Farm  
Motueka Community Board

Stevens Orchard Lawyers  
Glasgow Harley Lawyers  
Mel Maplesden, Barrister  
Clouds of Colour  
Studio Soph  
Toad Hall  
Bloom Café  
Bees Brilliance  
Unichem Motueka  
Life Pharmacy Motueka  
Kimi Ora Eco Resort  
Countdown Motueka  
New World Motueka  
The Warehouse Motueka  
Linda Hannan Gallery  
Private and individual donations