

Outcomes Report

2024-2025



anglican care | waiapu

Te Oranga Ake — Flourishing Together

What drives us

Our Values

- > Vitality
- > Integrity
- > Compassion
- > Respect

Our Purpose

‘Anglican Care Waiapu is the social service arm of the Anglican Diocese of Waiapu, partnering with our parishes and communities to nurture lasting transformation’

Our Mission Statement

‘Living the gospel through loving service’

Our Vision

Fulfilled Lives,
Connected Communities





Contents

- 2 Foreword from our Chair and Kaihautū
- 4 Governance & Leadership
- 5 Our People
- 6 Early Childhood Education
- 12 Older People's Day Programmes
- 16 Family and Community Services
- 20 Growing Through Grief
- 24 Parish Projects
- 27 Mission Aligned Impact Partnerships
Kete 2
- 28 Mission Aligned Impact Investments
Kete 3
- 29 Our Service Locations

Foreword from our Chair and Kaihautū



**The Right Reverend
Andrew Hedge**
Chair



Rawhia Te Hau-Grant
Kaihautū

Tīhei mauri ora!
Ka rewa ake te hau o te aroha,
Ka tau iho ngā hau o Rongo,
Ka pua te hari ki te ao mārama,
Ka rere te waiora ki ngā iwi katoa.
Ko te oranga ngākau
Ko te oranga wairua
Ko te Oranga Ake o te Iwi, o te Ao.

2024/25 was a year of both consolidation and transformation for ACW. We are deeply grateful for the leadership of Joanne Morris, who served as Acting CEO for most of the year. Her steady guidance of our senior management team was instrumental in ensuring that our people and organisation remained focused on our mission and continued to serve our communities with dedication and care while we looked to recruit a new Kaihautū.

In November, we welcomed Rawhia Te Hau-Grant into the role of Kaihautū, with a mihi whakatau held at the Waiapu Cathedral of Saint John the Evangelist. Her appointment marks a significant and exciting new chapter for ACW.

This year also marked the successful completion of our previous strategic plan—a journey that has taken us from a whare built on sand to one built on stone. The transformation has been profound, resulting in a modern, resilient, and future-ready organisation. But we know that standing still is not an option. Work is already underway to align our next strategic direction with that of the strategy of the Diocese of Waiapu. In mid-2025, we will formally launch our new strategy, grounded in the values of Aroha (love), Rongo (peace), and Hari (joy). At its heart is the concept of Te Oranga Ake o te Iwi o te Ao—broadly translated as human flourishing or fullness of life—which we are embedding into our culture and decision-making.

We continue to honour and deepen our shared whakapapa through our relationships with the wider Diocese of Waiapu, Te Pihopatanga o Aotearoa, Te Hui Amorangi ki Te Tairāwhiti and Te Hui Amorangi ki te Manawa o Te Wheke. These relationships are helping us grow in understanding and find practical ways to support each other's missions.



“In mid-2025, we will formally launch our new strategy... At its heart is the concept of Te Oranga Ake o te Iwi o te Ao—broadly translated as human flourishing or fullness of life—which we are embedding into our culture and decision-making.”

In 2024, we also committed to a new development in Tararua, commissioning a new building in Dannevirke adjacent to St John’s Church. This facility will house our Tararua Family Services, bringing our support closer to the parish. Construction is expected to be completed in late 2025.

For financial reporting purposes, the Waiapu Anglican Social Services Trust Board (WASSTB) is a controlled entity of the Anglican Diocese of Waiapu. Individual or standalone financial statements for WASSTB, which trades under the name Anglican Care Waiapu, are no longer audited or published externally. However, the consolidated financial statements for the Anglican Diocese of Waiapu Group can be viewed on the Charities Services website and are audited annually by Deloitte New Zealand.

The release of the Royal Commission of Inquiry into Historical Abuse in Care in June 2024 was a significant moment for all faith-based organisations, including ACW. We have carefully reviewed all 138 recommendations and are actively implementing them where possible. Where further clarity is needed, we are prepared to act swiftly. We remain steadfast in our commitment to acknowledging past wrongs and ensuring that ACW is a safe and trusted place for all who engage with our services.

To our trustees, staff, volunteers, and supporters—thank you. Your unwavering commitment and support are the foundation of our work and the reason we can continue to serve with purpose and hope.

Ngā mihi,

Rt Rev’d Andrew Hedge
Chair

Rawhia Te Hau-Grant
Kaihautū

Governance & Leadership

Senior Leadership Team



Kaihautū
Rawhia Te Hau-Grant



**General Manager
People and Culture**
Joanne Morris
(Acting CEO until Nov 2024)



Chief Financial Officer
Jules Morgan



**General Manager
Programme Design and
Evaluation**
Sarah Mulcahy



**General Manager Early
Childhood Education**
Joanne Hayes



**General Manager
Community Services**
Andrea Nichols



Waiapu Engagement Lead
Graeme Brock (seconded to
the Diocese of Waiapu)

Board

Chair:

The Rt Rev'd Andrew Hedge

Dr Russell Wills

The Rev'd Dr Hirini Kaa

The Rev'd Jo Crosse

Chris Malcolm

Chair of Risk and Audit Committee:

Sarah Park (retired)





Our People



Workplace diversity

99% Female employees

1% Male employees



Hours donated by our volunteers

6,233



Hours worked by ACW employees to deliver services

220,672



- New Zealand European/Pākehā 59%
- Māori/Pacifica 15%
- New Zealand European/Māori 6%
- Asian, Indian, Middle Eastern & Latin American 5%
- South African 3%
- European 6%
- Unknown 6%



87%

Staff Satisfaction
(Employee Engagement Survey)

Early Childhood Education

Our early childhood education centres continue to be places where tamariki are nurtured in an environment that honours their identity, language, and culture. Grounded in our belief that each child is a taonga with great potential, we strive to create learning spaces that reflect the diverse communities we serve. Waiapu Kids services had a busy year continuing to provide education and care that acknowledges and responds to the aspirations of whānau and the interests and learning trajectories of tamariki.

In 2024 services worked to embed and refine the individual planning and assessment processes introduced in 2023. A key development was the introduction of individualised transition plans—both for tamariki entering our centres and for those preparing to move on to school. These plans are designed in partnership with whānau and educators to ensure that each child’s unique needs, strengths, and aspirations are supported through every stage of their learning journey.

We also trialled a new planning tool to support the design of our local curriculum. This tool supports kaiako to incorporate Christian values and stories in the curriculum as well as to support children to learn about their identity and the local place in which they live. Priorities to focus on for tamariki learning are also identified and planned for. Following a successful trial, the tool is now ready for full implementation in 2025 and is expected to further strengthen the relevance and responsiveness of our curriculum.

Alongside these positive developments, 2024 also brought significant challenges. Two centres were required to temporarily relocate due to essential building repairs, creating disruption for tamariki, whānau, and staff. Additionally, the ongoing national teacher shortage continued to impact our ability to recruit qualified kaiako—particularly in our smaller centres. These pressures have required resilience, adaptability, and a strong



commitment to maintaining high-quality education and care. It is pleasing to report that we have been able to maintain a registered teacher percentage of above 80% in all our services in this challenging environment. Our commitment to Full Pay Parity has supported us to ensure that staff feel valued.

Parent Feedback

“Over the years, they have not only supported his learning and development but also helped him thrive socially and emotionally. The transition to school—a big step for any child—was made so much smoother thanks to their thoughtful planning and consistent encouragement.”

“My son absolutely loves attending the centre, and it’s easy to see why. It’s a place where he feels safe, valued, loved and happy. I can’t thank the St Mary’s team enough for the incredible impact they’ve had on my son in his early years and the incredible support they have always shown me as a full-time working single Mamma.”

“

I feel incredibly grateful to have had my son attend such a supportive and nurturing ECE setting. From the very beginning, the team embraced my son for who he is, going above and beyond to understand and meet his additional needs. Their care, patience, and commitment have made a huge difference in his growth and confidence.”

“We cannot begin to thank you enough for your presence in our boys’ story and journey over the last 4+ years. With your guidance he has been challenged, praised and has flourished. Waiapu Kids Abbotsford is such an incredible ECE centre, and you are all truly a blessing. Thank you will never be enough, but from the bottom of our hearts thank you for being the amazing teaching team you are.”

“Thank you for all the wonderful extended whānau you have become to us. We always felt like Abbotsford whānau, and the environment was just what our children needed. We will greatly miss our morning and afternoon catch ups while learning about the fun, adventures, and development our children experienced with you all.”

“A heartfelt thank you for all the love and care you have all provided our girls with through their time here. You have truly helped sculpt them into the girls they are today.”

“The task of finding a day care facility that meets the needs of our son and our expectations of a child education centre is always a daunting task. However, the warm and inviting environment we walked in to on our first visit to Waiapu Kids St George’s, was the first of many positives we have experienced during our time at kura. Being a new mama and my son only being 6 months old at the time, it was comforting to see how loving and caring all the kaiako were towards not only my pepi but all other tamariki at the centre.”

St Mary's Family Centre Relocation — A Story of Resilience, Relationships, and Community Spirit

In 2024, a significant milestone for St Mary's Centre was navigating our relocation and eventual return to our own premises. While this period presented challenges, it also highlighted the strength and resilience of our teaching team. With a shared sense of purpose, our kaiako worked together to ensure tamariki continued to feel safe, supported, and engaged in their learning throughout the transition.

This journey also deepened our relationship with the parish, parishioners, and vestry. Open communication, mutual understanding, and practical support helped foster a stronger connection—one that has continued to grow now that we are back in our centre.

One of the most powerful outcomes of this experience was the unwavering support from our whānau. Despite the temporary setting being unfamiliar, our whānau chose to remain enrolled and continued to entrust their tamariki into our care. Their trust, loyalty, and encouragement during this time reflected the strong partnerships we hold and the value they place on our teaching team and learning environment.



This collective resilience and commitment have left a lasting impact on our centre, deepening our sense of community and shared purpose as we look to the future. ■

Waiapu Kids Abbotsford — Inclusivity in Action

Over the past year, one of the most significant developments at our centre has been the progress of a neurodiverse learner whose journey has exemplified the power of collective effort, and inclusive practice.

From the outset, our team committed to working closely with the child, drawing on strategies provided by the Ministry of Education and insights gained through targeted professional development. This approach was not only informed by best practice but also deeply rooted in our values.

A cornerstone of this success was the strong, ongoing partnership with the learner's whānau and local school. Together, we ensured a

smooth transition to the school environment, where the child could thrive. Our team's thorough and well-documented understanding of his needs, strengths, and learning style played a crucial role in supporting his application for the Ongoing Resourcing Scheme (ORS), which was successfully approved.

This achievement reflects the collective effort of our educators, the unwavering support of his whānau, and the strength of our inter-agency collaboration. It stands as a testament to what can be accomplished when we work together to create inclusive, nurturing spaces where every child can flourish. ■



Merivale Whānau Aroha — Strengthening Whānau Connections

This year has been a time of meaningful growth and connection within our Whānau Aroha setting, as we continue to nurture strong, reciprocal relationships with our community.

A key development has been the Whānau Aroha Support role which enriches our ability to walk alongside whānau in a more intentional and responsive way.

We have hosted a series of whānau hui to listen deeply to their aspirations and dreams. Many of the ideas shared were practical, achievable requests such as, for support with driver's licences, gardening and cooking lessons, and regular waiata practice. One theme that emerged strongly was a desire for whānau to be more involved in centre events, such as Matariki. Whānau expressed that these celebrations should be a shared responsibility, not solely led by teachers and staff. This feedback has been both affirming and inspiring.

In response, we are excited to co-design our upcoming Matariki celebration with whānau, embracing their koha of time, kai, and creativity. This marks a shift toward deeper partnership and shared ownership of our community spaces and events.

We have also launched monthly community meetings, bringing together Merivale School, Merivale Community Centre, and our neighbouring kōhanga reo. These gatherings provide a platform to share successes, plan collaboratively, and strengthen our collective support for the Merivale community to flourish.

This journey reflects our commitment to whakawhanaungatanga—building authentic, enduring relationships that empower whānau and the wider community. ■



St Francis Whānau Aroha Centre — Reconnecting Tamariki with their Community

In 2024, St Francis has placed a strong emphasis on ensuring our tamariki are visible, valued, and actively included in the wider community. In a time when children are increasingly invisible we believe it is vital that they experience real-world connections and a sense of belonging beyond the early childhood education setting.

A key highlight has been the return of our weekly te reo Māori lessons at the local library. This initiative not only supports the aspirations of our whānau for their children to grow in te reo but also provides a meaningful way for tamariki to engage with the wider community in a familiar, welcoming space.

We have also introduced regular visits to the Redwoods, where small groups of children explore the natural environment, fostering curiosity, wellbeing, and a connection to the whenua. These outings are more than excursions—they are opportunities for tamariki to be seen, heard, and respected as part of the community.

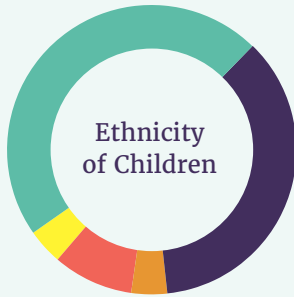
Within the centre, we've maintained a strong focus on oral language development, using music, movement, storytelling, and play to grow vocabulary and confidence. Our extension group for older tamariki, is helping prepare children for school through focused learning experiences. Baking has become a favourite activity, offering rich opportunities to explore language, maths, and collaboration.

Our relationship with St Luke's Church continues to be a cornerstone of our centre's life. Their ongoing support enriches the lives of our team, whānau, and tamariki.

Our team remains settled, passionate, and united in our mission to provide high-quality care and education for the Western Heights community in Rotorua. Together, we are ensuring that our tamariki are not only prepared for the next step in their educational journey but are also recognised as active capable participants in the world around them. ■

YEAR IN REVIEW

Who...



- Māori 47%
- NZ European/Pākehā 36%
- Pacific Island 4%
- Indian 9%
- Other 4%

How much...



519,708

Number of Hours children were enrolled for

530

Children attending ECE

112

Transitions to School

Outcomes...

Outcomes which ACW aims to contribute towards	Measures	Performance 2024
All "Waiapu Kids" children are able to access and experience high quality early learning, regardless of background, circumstance or ethnicity.	Registered teacher ratios are above 80% in every ACW ECE.	92% Average
	Value of the equity and targeted funding received.	\$239,089
Effective initiatives that support learning, development and wellbeing are available to those children, families and whānau who require additional support.	% Parent feedback that is positive regarding the quality of teaching/care.	97%
	% of enrolled tamariki with access to whānau aroha support.	36%
ACW teachers and centre staff are engaged and satisfied with their roles and ACW is an employer of choice.	% ECE Staff turnover.	12%
	Number of children graduating to primary school at age 5.	112
All children who reach school age experience a positive and supported transition to school.	% on how well Waiapu Kids prepared their child for school.	82%
ACW ECE staff engage in relevant and valued professional learning and development (PLD) which strengthens practices that benefit children.	100% of Waiapu Kids Centres undergo Akarangi ERO evaluation without triggering an Akanuku (assurance) review (Pre 2022 measure was achievement of ERO Quality Evaluation rating of "sustaining" or "excelling").	No referral for Akanuku review.
	98% of Children enrolled are working towards learning outcomes aligned with Te Whāriki which is documented in StoryPark.	85% of children have an individualised learning plan documented in StoryPark.

Older People's Day Programmes

Our Older People's Programmes continue to enrich the lives of older members of our community by providing meaningful companionship, stimulating activities, and nutritious meals in a warm and welcoming environment.



These programmes are thoughtfully designed to help older adults stay active, engaged, and enjoy life to the fullest. Each programme includes regular outings and social activities—whether it's a visit to the local museum, a walk in the park, a trip to the beach, or attending a community event. These experiences offer not only fun and variety but also valuable opportunities for connection and a refreshing change of scenery.

We are proud of our dedicated and compassionate team, who bring expertise in diversional therapy, mental health, stroke support, first aid, and Parkinson's care. Together with our volunteers, they create vibrant, supportive spaces where people can flourish, connect, and feel a strong sense of belonging.

Over the past year, we've delivered these programmes across four locations—Waipukurau, Hastings, Pāpāmoa, and Te Puke. Each site offers a unique environment that fosters wellbeing, dignity, and community, helping to reduce isolation and promote meaningful engagement for our older population. Towards the end of 2024 we reinvigorated our Kauri Centre programme resulting in an increase in client referrals and some wonderful feedback from older people and their whānau. We have been actively exploring the need for older people's services in Napier, intending to expand our Heretaunga Seniors programme into the area to support better ageing in the community.

Client/Whānau Feedback

“I am more involved in the exercise session and mobility has improved so much.”

“Nutritious meals help me choose healthier options when I am at home.”

“I recently lost my driver’s licence, and I felt I had lost my independence. Attending the centre has brought joy back into my life—picking me up and dropping me back home at the end of the day. I now don’t have time to miss driving.”

“

Since attending the centre I have started to make new friends, and I am looking forward to attending sessions. I am not so depressed and anxious anymore.”

“Staff and volunteers are very helpful, supportive and fun to be around.”

“Wonderful service, lots of laughter.”

“If we didn’t have this service, where would we be.”

“I come for companionship I wouldn’t otherwise get being on my own all day at home.”

Heretaunga Seniors — Finding Joy in New Relationships

A real success story comes from Heretaunga Seniors, where a couple who had spent several months isolated at home were hesitant to step beyond the safety of their familiar surroundings. With gentle encouragement, guidance and consistent care from the centre team they gradually began to re-engage with their community. Now attending the programme twice a week, they’ve found renewed connection and joy in their daily lives. In their own words:

“The love and care you have shown us both has been truly life changing. We feel we are starting to flourish in our older years and have a new meaning and purpose to our life—thank you.”

A very special part of our older person’s programme is the ability to offer respite to those who are looking after a loved one full time. A wife, struggling to look after her husband fulltime after he had suffered a stroke, was given a lifeline when her husband was able to attend the centre 4 days a week. This is her story:

“For the first time in a long time, I have peace of mind that my husband is in a safe and loving environment—he comes home every day with a smile on his face and is happy. I have been able to have a little ‘me’ time and it feels great! I now don’t feel guilty and look forward to him coming home.”



Kauri Centre Te Puke — The Positive Impact of Connection

At our Kauri Centre in Te Puke, we've witnessed a heartwarming transformation in one of our clients who previously only ventured from home for essential appointments. Since joining us twice a week, she has gradually become more open and engaged, finding comfort and connection with others at the centre. In the beginning, she brought her own lunch, holding on to familiar routines. Now, she looks forward to enjoying our healthy meals and the shared experience of sitting at the table with others. She especially enjoys our music and movement sessions. Though physically delicate, she participates in her own way—and the smile on her face speaks volumes.

Her story is a gentle yet powerful reminder of the positive impact that connection, routine, and a supportive environment can have on someone's wellbeing. ■

Pakeke Centre — Spiritual Care in Practice

Pakeke Centre continues to enjoy a close and meaningful relationship with St Mary's Parish, with Reverends visiting monthly to offer prayer and lead communion service and open conversations about faith. Their presence brings spiritual support and comfort to our clients. This relationship extends beyond spiritual care—Pakeke contributes to the Annual Parish Fair, and during summer, parishioners generously share fresh produce such as squash and sweetcorn with Pakeke staff, clients and volunteers. ■



Kauri Centre Pāpāmoa — Lifelong Learning

At our Kauri Centre, Pāpāmoa, a well-travelled former school principal has started a Friday afternoon reading group that has quickly become a favourite activity amongst our clients. Each week the group selects a short story to read aloud—ranging from inspiring life biographies to thought provoking fiction. This is followed by lively discussions, where participants share reflections, memories, and personal insights. A recent favourite was the life story of New Zealand running legend Peter Snell. The group even invited the centre manager to join them as she is a keen runner. ■

YEAR IN REVIEW

Who...



- Māori 8%
- NZ European/Pākehā 80%
- Pacific Island 2%
- Other 10%

How much...



355

Total number of clients



606

Total number of days older people's day programmes ran (group programmes only)



14,345

Total number of attendances

Outcomes...

Outcomes which ACW aims to contribute towards	Measures	Performance 2024
All older people and their carers engaged in ACW programmes are supported to age well in ways appropriate to their needs and cultures.	Change in Older People's Quality of Life measure (OPQOL) at enrolment and then at review. (1 very good to 5 very poor)	Average score 2.06 on entry Average score 1.97 on review
All older people and their carers engaged in ACW programmes experience positive relationships with others, feel connected and enjoy life.	Number of days programmes were provided.	606 days
All older people and their carers engaged in ACW programmes access the support and advocacy they need to live their lives positively.	% Client and carer satisfaction feedback with activities.	97% Satisfied or Very Satisfied
Older people engaged in ACW are prepared for transition as their independence changes and they remain connected to a social network throughout their transition.	Number of clients on a waiting list at year-end.	0
	Number of clients referred to the service.	125

Family and Community Services

ACW's two Family and Community Services based in Tararua and Te Hapara (Tairāwhiti) deliver a wide range of support including social work, counselling, family harm services, group programmes and community-based initiatives. These services are designed to support individuals and whānau navigate challenges, strengthen relationships and improve overall wellbeing.

Our Tararua Community Services provide services across all stages of life, offering flexible and accessible support that meets people where they are, providing both community and office-based services from our locations in Dannevirke, Woodville and Pahiatua.

Our Te Hapara Family Services supports the Tairāwhiti community providing counselling, social work, grief and loss programmes, whānau support, and programmes that encourage whānau to take positive action in their lives. Our goal is to be responsive to the needs of our community and provide meaningful services that enhance the wellbeing of the individuals and whānau that we work with.

Both Tararua Community Service and Te Hapara Family Service deliver the Strong Woman programme, a women's empowerment group designed by ACW to support and empower women in the community helping them build confidence, resilience and life skills.

Food insecurity remains a significant issue for many whānau across our communities and in response we have provided access to nutritious kai as part of our holistic support approach. Offering food is often the first step in building trust and connection with individuals and whānau and can open the door to a deeper engagement with our wider services. By working alongside food rescue providers and community donations we can ensure that this support system remains sustainable.



In 2024/2025 we commenced construction on a new building in Dannevirke. Once completed, the new space will provide a greatly improved working environment and bring us closer to our church community through shared spaces and closer collaboration.

While workforce recruitment remained a challenge, we were able to attract new staff by supporting professional qualifications and student placements, strengthening our capacity to serve the community.

Our Companion Caller service expanded over this period and with a new Community Volunteer Coordinator we have been able to enhance our outreach to isolated older people, strengthening social connection and support.

Tamariki/Adult Feedback

“Your services are amazing—keep up the great work. You’s are much appreciated by us in the Tararua community.” **PARENT**

“Done amazing work with my kids, patient with them and caring. Very supportive.” **PARENT**

“I love and appreciate everything *social worker* has done with *my child* and my whānau. Thank you.” **PARENT**

“Keep doing as you all do—it was a beautiful experience with *Counsellor* and I’d highly recommend to all I know that could use this support. Thank you very much for saving me.” **ADULT**

“

I am ever so thankful that I can now move on, still with problems, but in a better place, to carry on with the things I cannot control. Lift my head and smell the roses around me so to speak. Thank you so much. XX.”

ADULT

“She helped me lots and she’s kind.” **TAMARIKI**

“She is very good at her job and it’s nice to talk with her.” **TAMARIKI**

“Worries are becoming less.” **TAMARIKI**

“I am very happy with the social worker and the counsellor. They are very professional and at the same time they have empathy and understanding. They are also very good listeners.” **STRONG WOMAN PROGRAMME PARTICIPANT**

“Very helpful, safe space, lots of support. Good information but also cool knowing you’re not alone and other mums in the same/ similar positions.” **POST NATAL DEPRESSION PROGRAMME PARTICIPANT**

“I was depressed, found it hard to make decisions in life, the social worker supported me mentally and empowered me to make the decisions and take the steps I needed to move forward. A non-judgmental listening ear with, confidentiality, genuine and authentic kindness, common sense and that I was human to feel the way I was.” **ADULT**

“I felt listened to and heard. I knew that what I talked about would stay in the room.” **ADULT**

“I found this programme very helpful. I found it a safe space to share my own lived experiences. The facilitator was empathetic and good at explaining CBT skills. I would recommend this course to any mother who needs help.” **POST NATAL DEPRESSION PROGRAMME PARTICIPANT**

Wrap Around Support

A young mother was referred to our services through an early childhood education provider, seeking support for grief and emotional distress. She was facing multiple challenges, including inconsistent attendance of her child and difficulty coping with personal loss and financial pressure. A staff member recognised her need for support and facilitated a counselling referral, which she deeply appreciated.

Initially withdrawn and hesitant to engage, she gradually built a strong, trusting relationship with her counsellor. Over time, she showed significant emotional growth—expressing hope for the future and even developing plans to start a small business. Her positive experience also encouraged other members of her whānau to access counselling support.

In addition to therapeutic care, social work intervention helped her regain financial stability. Her child re-engaged with early learning, progressing to full enrolment, which enabled her to participate in our women's empowerment programme. There, she overcame social anxiety, gained confidence, and became an active participant. She also completed a grief support programme for adults, further strengthening her resilience. The whānau received regular kai support, easing immediate pressures and allowing them to focus on long-term wellbeing. ■

Finding Strength in Support

A parent engaged with our services after experiencing family violence and significant personal loss. Returning to the community with young children, they faced high levels of anxiety and unresolved grief. Through counselling, they began to rebuild their self-worth, develop coping strategies, and open up to trusted whānau members about past trauma.

As trust grew, the client accessed additional support through social work, engaging in safety planning and parenting education. Participation in a women's empowerment programme helped them overcome social anxiety and build confidence. With support, they developed a plan to create a safe, stable home environment, which was shared with professionals involved in their care.

Over time, the client demonstrated increased confidence, stronger communication, and more positive engagement with their tamariki and support networks. They also took part in a grief support programme and received regular kai parcels, which helped reduce stress and support their overall wellbeing. ■

Companion Callers

Tararua Community Services' Companion Caller programme is a match-making service, but it's not what you think! The initiative matches volunteers with older adults facing social isolation. Whether due to living alone, limited mobility, or health issues, many seniors go days without meaningful interaction. Companion Callers offer regular chats by phone or in person, matched based on shared interests and experiences.

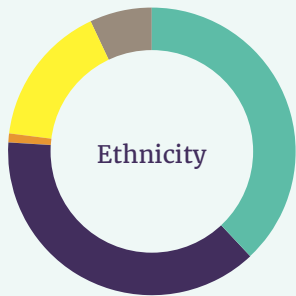
One volunteer now brings her baby along, saying, "It feels like my baby has another grandparent. It's pure joy—like visiting an older friend."

The impact is clear. One man, isolated since his wife returned to China during the pandemic, was hesitant at first. But through regular visits, he gained confidence and now plans to reunite with his wife later this year.

Tararua Community Services also hosts community events, inviting those involved in the Companion Caller service, Anglican Church parishes, local rest homes and wider community to attend. These events are vibrant occasions, with plenty of laughter and social connection. ■

YEAR IN REVIEW

Who...



- Māori 38%
- NZ European/Pākehā 38%
- Pacific Island 1%
- Other 16%
- Unknown 7%

How much...



878

Referrals to our services



750

Total clients engaged in our services

Outcomes...

Outcomes which ACW aims to contribute towards	Measures	Performance 2024
Individuals and families/whānau engaged with ACW family services are empowered and experience positive relationships.	% of Client goals achieved. (Partial & fully)	85%
	% of Client satisfaction feedback that is positive.	98%
Individuals and families/whānau engaged with ACW family services are supported to achieve their self-determined goals and have access to the resources they need to thrive.	% Improvement in client wellbeing score.	42.3% Adults 9.8% Strong Women
	Compliance with MSD/OT reporting, monitoring and audit.	Yes
Whānau engaged with ACW family services are living violence-free lives and are supported to recover from trauma.	Number of referrals of engaged clients to external organisations.	106
	Hours of professional development provided.	217

Growing Through Grief



Grief can feel isolating, confusing, and overwhelming, it's like being part of a club you never signed up for. ACW's Growing Through Grief service offers the Seasons for Growth® education and peer-support suite of programmes. These are designed for children, young people, and adults dealing with change, loss, and grief. The programmes provide a safe and supportive space where you can learn, connect, and navigate your grief journey alongside others who understand. It is open to anyone experiencing grief, regardless of the type of loss or change.

Whether it's the death of a loved one, separation, relocation, diagnosis, imprisonment, natural disaster, or other types of life change, these programmes provide a structured way to explore grief in a constructive and supportive environment.

Participants reflect on their experiences and develop skills to understand their loss, build resilience, and strengthen emotional well-being. Rather than receiving one-on-one support, individuals engage in peer-support groups, where they connect with others navigating similar life events.

Growing Through Grief delivers programmes for children and young people in schools across our diocese, as well as in community locations beyond the school setting.

Programmes for adults and parents are offered in community venues, including several Anglican parishes, providing accessible and supportive spaces for those navigating grief.

In 2024/2025 we amalgamated our Te Puke and Tauranga coordinators to support the growing Tauranga/Te Puke area and to provide a level of support to the delivery of Seasons for Growth in Rotorua where we have found recruitment challenging.

Our GTG manager has taken on the additional role of co-master trainer for Seasons for Growth in New Zealand. This is in partnership with the national training manager from Stand Tū Māia, where they support a team of NZ trainers, look after enquiries and oversee the process of Seasons for Growth delivery in NZ.



Client Feedback

“

Came in here lost, stuck and now walking out of here feeling lightweight and with a lot of knowledge I never knew before.”

Children’s responses to the question *“What is the most important thing you have learned in your group?”*

“Talking to people it is important.”

“Growth work and talking about feelings.”

“That it is okay to have emotions and that everyone has emotions and feelings.”

“To be nice/kind to other people.”

“It is ok to tell my story.”

“I am learning to make good choices.”

Adult responses to the question *“What aspects of the programme did you find most helpful?”*

“All of it. Came in here lost, stuck and now walking out of here feeling lightweight and with a lot of knowledge I never knew before.”

“Allowing me to understand what I can do in my future life.”

“Open discussions and exploring broader perspectives on grief.”

Adult responses to the question *“What will you take from your experience of this programme and continue to think about or work on?”*

“To remember to be kind to myself, and continuing to review where I am in my grief journey, and the tools and knowledge I have now to acknowledge this and support myself through that.”

“Acceptance.”

“Being kind to myself and recognising my emotions and how I’m feeling/coping.”

“That I am not alone and that there are many avenues in which to get help.”

Discovering friendship in shared journeys

'Supporting Children after a Separation or Divorce' is a parent/caregiver workshop held in community venues for those who want to learn how to support their children through this difficult life change—from a child's perspective.

Many parents arrive feeling alone, nervous, and vulnerable, as they themselves are navigating the emotional challenges of separation alongside their children. Participants typically don't know each other, which can heighten feelings of isolation.

In a recent workshop, two participants attended who had no support network or friends in the area. Being in a space where everyone shares a common experience created a small but meaningful sense of connection. These two parents, who had children of similar ages, connected during the session. After the workshop, they exchanged contact details and arranged to meet again.

That initial connection blossomed into a friendship. Twelve months later, they continue to regularly catch up—both with each other and with their children—providing mutual support and companionship.

It has been wonderful to see them find connection through the Growing Through Grief programme and carry that support into their lives beyond the group. ■

Lasting impact

A newly relocated participant living in emergency housing was experiencing emotional distress and grief following a recent bereavement. Unable to access support from other services, they were referred to the Exploring the Seasons for Grief adult programme.

At first contact, they showed high anxiety and shared difficulty with daily tasks, including leaving home. Despite initial hesitation, they attended the intake interview and spoke openly about their loss and isolation. When their car broke down before the first session, another participant offered help, and they arrived early the next week, already more engaged.

As the programme progressed, they actively contributed to discussions, asked thoughtful questions, and began forming connections. Over time, their outlook visibly improved—they developed coping strategies, found employment, bought a car, and regained independence. By the end of the programme, they expressed a renewed sense of purpose and were confidently participating in both work and social life. ■

Gentle inclusion

A programme run in a school for 8–9-year-olds included a student who initially resisted participation.

At the start, they were visibly disengaged—choosing to sit in the corner, turning their back on the group, and avoiding interaction. When asked a question, their consistent response was, "I don't like to give out personal information."

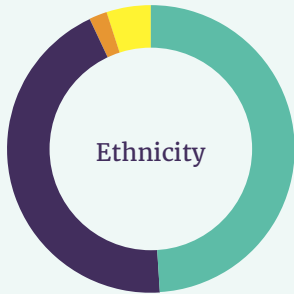
Throughout the programme, they were never pressured to participate. Instead, they were gently included in conversations and offered opportunities to join in at their own pace. What was especially heartening was how the other children responded—they gave the student the space they needed, never questioning their behaviour, and simply accepting that this was how they chose to be part of the group.

As the weeks progressed, the student began spending more time at the table, gradually moving closer to the group and engaging in discussions. By the final session, they were fully involved—answering questions and participating throughout.

The most rewarding moment came at the end of the programme, when they asked if they could come back and do it again another time. ■

YEAR IN REVIEW

Who...



- Māori 49%
- NZ European/Pākehā 44%
- Pacific Island 2%
- Other 5%

How much...



113

Number of Programmes Children & Young People 6–18 years

607

Total Clients engaged all our programmes

13

Number of Adult Programmes

14

Number of Seminars

Outcomes...

Outcomes which ACW aims to contribute towards	Measures	Performance 2024
People engaged with Growing Through Grief have improved confidence and self-expression.	% Change in participant overall happiness (wellbeing) score on completion of the programme.	Level 1–3 = 12.8% Level 4 = 8.1% Adult = 22.1%
Whānau across the Diocese of Waiapu have access support for loss, grief and change regardless of their circumstances.	Participant numbers by, age, gender, and ethnicity.	Programmes = 607 Seminar = 161
Communities are better informed about grief loss and change.	% Positive participant feedback the programme met its aims on completion (how much the programme helped them).	Level 1–4 = 98% Adult = 87.5%
Whānau engaged with Growing Through Grief have improved wellbeing.	Number of volunteer companions available in the year.	70
People engaged with Growing Through Grief experience improved communication within their whānau.	Volunteer/Companion satisfaction. (Would recommend volunteering).	100%
	% Change in participant communication scores on completion of the programme.	Level 1–3 = 7.8 % Level 4 = 17.0 % Adult = 12.4%



Parish Projects

Parish Projects continues to be a vital expression of ACW's commitment to supporting local parishes. By providing expertise and funding, Parish Projects empowers parishes to lean more intentionally into their local communities, helping them make a tangible and positive difference in the neighbourhoods they serve.

These projects are parish-owned and driven, grounded in the unique aspirations of each faith community. The aim is to turn good intentions into sustained actions, where local needs are addressed, people experience community, and the church embodies the love of Christ in practical ways. Over the years these projects have been varied and have included such things as; community meals, care for seasonal workers from the Pacific Islands, welfare packs for women seafarers and lockers for the homeless.

Over the 2024 /2025 year the delivery of the Senior Chef programme has grown with this in multiple parish settings and positive outcomes for attendees extending beyond the programme itself to improving social connection. The Kai Taima and Taradale Parish initiatives provide examples of the work of Parish Projects during 2024.





Kai Taima Food Mission

In February 2025, the Kai Taima Food Mission at St Andrew's Anglican Church, Taupō, celebrated its first anniversary. Over the year, the mission has served an average of 23 people for breakfast every Wednesday and Friday and take-home lunches too. More recently, 40 people have been attending.

More than a food service, Kai Taima is a community expression of manaakitanga, rooted in the legacy of local church founder Taima Rickit, after whom the mission is named. Her legacy, donating land for the church and her vision for a place where Māori and Pākehā worship together, continues to live on through the hands and hearts of her descendants and the wider church whānau. "When you come here, you are part of the Kai Taima whānau," says Rev Dr Robert Kereopa, Vicar and facilitator of the mission. "We honour Taima's memory not only with food, but with whanaungatanga, dignity, and belonging."

Supported by ACW as a Parish Project, Kai Taima was launched in response to real community need, particularly among Taupō's invisible. It has quickly become a place of safety and connection. Community backing, including donated food, volunteer hours, and financial support, has been strong. With plans to expand pastoral care and explore future opportunities such as youth engagement and possibly a Taupō City Mission, the vision continues to grow. "Kai Taima shows us what's possible when parishes use what they have to bless their communities," reflects Rev Robert. "The fruits of this mission belong to everyone—our parish, our volunteers, and especially the whānau who come to sit at our table."

Taradale Parish: Community Impact Across Generations

Parish Projects within the Parish of Taradale have grown from an initial pilot of a pastoral /activity coordinator into a broader group of activities reaching across generations. Support from ACW has enabled the Parish of Taradale to not just continue their existing programmes, but to significantly expand its community presence and deepen its impact. With a focus on human flourishing, this support allowed for the development and care of volunteers, broader community engagement, and targeted programmes that meet real needs.

The parish has been able to continue its work, of hosting community lunches twice a week, providing nourishment, connection, and a sense of belonging. Their Senior Programme includes five weekly groups—Chat 'n' Craft, Men's Breakfast, Walking Group, Scrabble, and more—promoting both social and physical wellbeing.

Children and youth initiatives have centred on building life skills, resilience, independence, and spiritual reflection. Funding has supported counselling for a bullied teen, volunteer training, and essential programme costs. A growing partnership with Tamatea Primary, a decile two school, has enabled the parish to gift every child two books per term through Duffy Books in Homes.

Leadership and capability have also been strengthened, with St John's Mental Health First Aid training delivered to parish volunteers and partner organisations like the Napier Toy Library, PARS, and Pākōwhai Trust.

This investment and support in a suite of activities in the parish has empowered them to respond more effectively, serve more widely, and lead more confidently in their community.



30

Total Number of Agreements with Parishes 2019 to 2024 (Cumulative)

18

Number of Agreements ongoing with Parishes at 31 Dec 2024

183

Total Clients enrolling in Senior Chef

Outcomes...

Outcomes which ACW aims to contribute towards	Measures	Performance 2024
People engaged in Parish Projects are supported to build positive relationships and connection with others appropriate to their age, needs and culture.	Number of MOUs signed.	28 (Cumulative)
	Number of parishes with active Parish Projects at end of the year.	19 (Cumulative)
Parishioners are connected to their local communities and find purpose and fulfilment in their service through Parish Projects.	% Participant satisfaction feedback after programmes or activities.	99 % Senior Chef – Likely or Very Likely to recommend
	Hours of training/education or development provided.	200 +
Parishes are equipped to serve their communities.	Parish satisfaction with what the Parish Project delivered and if the project has strengthened the connection with the community.	83% strengthened the connection a great deal or a lot.
Through outward-focused projects.	The number of media stories published.	3
People engaged within Parish Projects experience Oranga ake.		
Connectivity between ACW and Parishes is enhanced.		
Parish Projects have rigour and accountability that enhance the profile of local parishes and the Diocese of Waiapu.		

Mission Aligned Impact Partnerships

Kete 2

Impact partnerships utilise funds and expertise for mission-aligned activities without the expectation of financial return. The impact partnership (Kete 2) work is overseen by a sub-committee to WASSTB. Below are the details of the four impact partnerships supported during 2024.



Te Pihopatanga o Aotearoa

In 2022 we entered into an initial relationship agreement that has continued through to 2024. This agreement is reciprocal and grounded in the shared values of Aroha, Rongo and Hari. Through this support, Te Pihopatanga o Aotearoa has been able to strengthen its operational capacity and capability, helping to carry forward the mission and ministry of Te Oranga Ake o te Iwi, o te Ao.

For ACW, this growing relationship has been an opportunity to lean more deeply into our Hāhi Mihinare/Anglican whakapapa, to enrich our understanding of Te Oranga Ake o te Iwi, o te Ao in our own context, and to begin putting the intent of our Canon 18 changes into practice. This partnership is shaping the development of our new strategy for 2025 and the years ahead.



Diocese of Waiapu

We are partnering with the Diocese of Waiapu to strengthen capability and enhance diocesan administration through shared services. This agreement reflects our commitment to working together in practical ways that support the mission of both organisations. Our collaboration includes training and development, chaplaincy within the former ACWL facilities, and funding that helps sustain shared services for parishes and other diocesan entities. We are also journeying together in technology, with shared IT systems, management, and support.



Connect Community Trust — Kuhu Mai

Connect Community Trust provides mission aligned social services for the Hastings Church within the Assembly of God. Kuhu Mai is a central hub serving people with housing insecurity in Hastings. The aim is to provide non-transactional relationships, building trust to enable people to engage with the services that will support them achieve their aspirations. This includes probation, mental health, primary care, WINZ and housing first amongst many others.

In 2022 WASSTB signed a five-year collaborative partnership with Connect Community Trust and Hastings District Council that ensures our long-term commitment to Kuhu Mai and the work with some of the most marginalised people in society.

In 2024 the service provided support to 170 regular service users and served 16,000 meals during breakfast and dinner. The service is led by Pastor Warren Heke and a team of staff and volunteers, many with lived experience of homelessness. 2024 saw Kuhu Mai consolidate its position as a credible provider in Hastings and has growing support and funding from agencies and philanthropic organisations. The development of centre including the outdoor space is now a priority as is addressing the high level of unmet mental health need amongst users of the service.



Tūpuna Parenting — Ngākau Aroha

The Ngākau Aroha Parenting Programme by Tūpuna Parenting aims to revive traditional Māori parenting values to nurture happy and loved children. It equips children's workers with this knowledge and supports their learning.

WASSTB has been informally supporting Tūpuna Parenting for two years and formalized their partnership in 2023. In 2024 there has been substantial growth in the reach of the Ngākau Aroha Parenting Programme now over 180 children's workers who have graduated. During 2024 a social return on investment report was commissioned, and this will be published in late 2025. In the meantime, Tūpuna Parenting have received national attention with strong support for their workforce development approach.

Mission Aligned Impact Investments

Kete 3

Missioned Aligned Impact Investments under Kete 3 seek to optimise social or environmental impact, while also obtaining financial returns. All impact investments made under Kete 3 are assets of WASSTB and are recorded at market value. Ethical investing partners are evaluated across an array of ethical, spiritual, moral, cultural, legal and Te Tiriti o Waitangi considerations to ensure they are values aligned.



Christian Savings Limited

Christian Savings Limited is New Zealand's leading financial institution for ethical, Christian investments. Their goal is to have every dollar that is deposited with them re-invested in New Zealand Christian churches and charities to help them thrive.

Christian Savings is New Zealand's only Christian charitable deposit-taker, a leading financial institution for ethical, Christian investments and lending.

Starting in 1962 they now lend over \$270 million to Christian churches and charities.



Money Sweetspot

Money Sweetspot is a nationwide, purpose-driven, ethical debt consolidation lender whose mission is to support motivated New Zealanders out of debt, and on with their lives through a financial reset loan, financial education, and incentives and rewards for staying on track. They support debt consolidation alongside financial literacy as an alternative to pay-day lending or high interest finance companies.

Money Sweetspot offers a digital platform that encourages their customers to engage in financial education and supports them to increase their knowledge and understanding of their own finances. This feature is unique in New Zealand.

Money Sweetspot is working to launch the journey out of debt as a product, even for those who don't take out a loan and exploring with external partners who want to help their customers in a similar manner.



Critical.

Critical. is a company that is contributing to the sustainable circular economy, through recycling and re-using plastics. Their mission is to end global plastics pollution through building both the products, and the technology platform to transform plastic waste into beautiful, low carbon and endlessly recyclable materials. Critical. believes that our wellbeing and our future depend on the mauri (life force) of te taiao (natural world).

Critical. is building both the products and the technology platform to transform plastic waste into beautiful, low carbon and endlessly recyclable materials to empower the next generation of buildings. The Cleanstone product from Critical is a 100% recycled plastic panel made in Aotearoa, New Zealand. To complete the cycle and be a truly sustainable product, at the end of its life, Critical. buy back Cleanstone and reform it into new Cleanstone over and over again.

Our Service Locations

Early Childhood Education

Waiapu Kids Abbotsford

P: (06) 857 8965
A: 16 Kenilworth St, Waipawa

Waiapu Kids Merivale Whānau Aroha

P: (07) 571 5121
A: 45 Henderson Cres, Merivale, Tauranga

Waiapu Kids St Francis Whānau Aroha

P: (07) 347 3080
A: 13 Thomas Cres, Western Heights, Rotorua

Waiapu Kids St George's

P: (07) 308 6934
A: 32 Domain Rd, Whakatāne

Waiapu Kids St Matthew's

P: (06) 878 6924
A: 207 Lyndon Rd West, Hastings

Waiapu Kids Te Hapara Whānau Aroha

P: (06) 867 6770
A: 776 Childers Rd, Te Hapara, Gisborne

Waiapu Kids St Mary's Family Centre

P: (07) 575 9915
A: 1 Marlin St, Mt Maunganui

Waiapu Kids St Mary's Tahatai

P: (07) 572 5016
A: 114 Evans Rd, Pāpāmoa

Family and Community Services

Tararua Community Services

P: (06) 374 5029 / (06) 376 7608
A: 8 Ward St, Dannevirke
A: 43 Main St, Pahiatua

Te Hapara Family Services

P: (06) 927 7070
A: 776 Childers Rd, Te Hapara, Gisborne

Growing Through Grief

GTG Central Hawke's Bay

P: (0800) 229 484
A: PO Box 276, Waipukurau

GTG Tairāwhiti

P: (0800) 229 484
A: 776 Childers Rd, Gisborne

GTG Hawke's Bay

P: (0800) 229 484
A: PO Box 227, Napier 4140

GTG Ōpōtiki

P: (0800) 229 484
A: PO Box 453, Ōpōtiki

GTG Rotorua

P: (0800) 229 484
A: PO Box 351, Rotorua

GTG Tararua

P: (0800) 229 484
A: 8 Ward St, Dannevirke

GTG Taupō to Tūrangi

P: (0800) 229 484
A: PO Box 767, Taupō

GTG Tauranga and Te Puke

P: (0800) 229 484
A: 35e Hartford Ave, Pāpāmoa Beach 3118

GTG Whakatāne

P: (0800) 229 484
A: PO Box 164, Whakatāne

Older People's Programmes

Heretaunga Seniors

P: (06) 870 7025
A: 1120 Willowpark Rd Nth, Hastings

Pakeke Centre

P: (06) 858 7682
A: 71 Porangahau Rd, Waipukurau

The Kauri Centre - Mt Maunganui

P: 021 135 9090
A: 1 Marlin St, Mt Maunganui

The Kauri Centre - Te Puke

P: 021 135 9090
A: 47 Jocelyn St, Te Puke

p. (06) 834 0376

2 Bower Street, Napier 4110

PO Box 227 Napier 4140

www.acw.org.nz



A map of the Waiapu region in New Zealand, showing various towns and geographical features. The map is overlaid on a light green background with a faint, stylized pattern. The towns marked are: TAURANGA, PĀPĀMOA, TE PUKE, WHAKATĀNE, ROTORUA, OPŌTIKI, WAIAPU RIVER, TAUPŌ, GISBORNE, HASTINGS, NAPIER, WAIPAWA, WAIPUKURAU, WOODVILLE, DANNEVIRKE, and PAHIATUA. The geographical features labeled are Bay of Plenty, Eastland, and Hawke's Bay.

anglican care | waiapu

Te Oranga Ake — Flourishing Together