

FAMILY WORKS NORTHERN



EACH STEP LIGHTENS THE LOAD

A life of abuse and addiction was the only life Leila knew before she shifted to another town and was referred to Family Works. She was struggling to care for her young children and grieving over the suicide of an older son.

Leila received counselling and budgeting help and joined a parents' support group. The Family Works social worker helped her see how resourceful she was in overcoming her difficulties.

“Leila managed to leave an extremely abusive relationship, and focus on building a new life. Each step is lightening the load – with light comes hope, and new beginnings.”

SAFE AT HOME AND SCHOOL

One Family Works social worker in schools (SWiS) identified a culture of violence among some of her students. She suggested running a Restore programme. All 12 students who attended the 8-week course had experienced or witnessed abuse, while many suffered grief and loss, through parents separating, death of close whanau members, or family dysfunction.

The programme gave students a safe place to talk about their experiences. They learnt how to develop safety plans and manage emotions like anger, fear and anxiety positively. As a result, students are now talking openly about abuse within their families and among their peers. One intervened when she saw her brother being bullied and said:

“Before, I would have been the bully or ignored what was going on, but now I can stop it.”



SUNSHINE IN A DARK PLACE

“My family worker helped me when I was at the worst place in my life. She was like sunshine. I get teary when I think about her love and support. She helped me identify strengths within myself, and to know what I needed; to trust what I was feeling, articulate my needs, and walk towards the help, knowing that the answer would be there for me.” (Coral, a single mother of two)

**All names have been changed to protect identity.*

THE DIFFERENCE FAMILY WORKS MAKES

Sourced from results based accountability survey 2014, or from comments made directly to Family Works staff:

“I no longer feel lost, confused and out of my depth.”

“I wish you could see a ‘before’ and ‘after’ family photo.”

“Without a doubt I am more confident and less anxious. I sleep at night now.”

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Family Works supports at-risk children and their families to help them address complex issues like violence and conflict. We are working towards a vision of New Zealand as the best place in the world to raise tamariki (children).

QUICK FACTS

- + Family Works provides over **20** different services (including budgeting) in **11** locations from Whangarei to Turangi
- + Family Works is the largest provider of social workers in schools (SWiS), with **65** social workers dealing with **1,086** cases and **25,884** advice enquiries in **126** low decile schools
- + Family Works supported more than **15,200** children and their families in the last year
- + **48 percent** of clients identify as NZ Maori
- + Budgeting services supported **3,017** family members
- + Over **35 percent** of staff are Maori.

NEW INITIATIVES

- + Out of Gate, a community reintegration programme for women offenders.
- + Family Dispute Resolution services focused on the children of separating or separated parents.
- + Mentoring for the women on probation who attended the second successful Whakamanahia Wahine – Strengthening Foundations for Women course.
- + YWiSS (Youth Workers in Secondary Schools) provides nine mentors in seven secondary schools in South and West Auckland under contract to the Ministry of Social Development.

PROGRAMMES & SERVICES

For whanau and families

- + Family counselling
- + Social work support
- + Strengthening Families Coordinator and lead agency
- + Women Against Violence (WAVE) programme
- + Family Dispute Resolution Services

For matua (parents)

- + The Incredible Years programme
- + Parenting through Separation programme
- + Strengthening Step-Families programme
- + Plunket Family Workers

For tamariki (children) and rangatahi (young people)

- + Child abuse counselling
- + Child and family counselling
- + Social workers in schools (SWiS)
- + Restore programme for children and young people who have experienced abuse
- + Youth workers in secondary schools (YWiSS)
- + Family Start home visits for babies and young children

For communities

- + Adult Victim Advocate (in the Family Safety team in Hamilton)
 - + Family Violence Response Coordinator
- (Note: Not all services are offered at all sites)



GOALS

- + overcome the effects of abuse
- + resolve challenging behaviour
- + develop parenting skills
- + strengthen family relationships
- + help children and young people make positive changes
- + increase confidence and self-esteem
- + encourage families to develop their own resources
- + advocate to prevent family violence
- + enable children and their families to connect with their communities

MEASURING OUTCOMES

Family Works surveys clients regularly to measure outcomes and improve services

- + **88 percent** of clients believe we have met their needs.
- + **94 percent** of clients say their ideas, culture and privacy are respected
- + **92 percent** of clients trust their social workers to look after their child and believe that they respect their culture
- + **91 percent** of parents and caregivers are satisfied with the service.

www.familyworks.org.nz

