

TŪMANAKO TE ORA

Catholic Family Support Services

Keeping hope alive

Our mission and values

Catholic Family Support Services is the Social Service agency for the Diocese of Hamilton. Our services are home-based and provide the support necessary for people to make fundamental changes to their lives. The ultimate goal is to empower families and individuals to regain control of their own lives. Our commitment is to foster independence and confidence. It is not about a "hand-out" but a "hand-up". We welcome people whatever their beliefs.

Events

28th March 2020 - Family Gala at Te Are Hou Village, 100 Morrinsville Road. 8am - 2pm.



Manager's Corner



It is a pleasure and privilege to bring the first of many Catholic Family Support Services (CFSS) Tūmanako te ora newsletters, where we will provide you with current news, stories, and fundraising events

including details on how to engage with the service.

Tūmanako te Ora - "Hope Alive". Tūmanako te Ora connects with Catholic Family Support Services' philosophy of "Keeping hope alive" and that we see potential in every individual, whanau/family and see our role as helping them achieve their potential, no matter how much their circumstances have worked against them.

CFSS offers a very unique wrap-around service that puts into practice the leadership of Pope Francis to create a safe environment for the poor and vulnerable whanau/families in our community. Pope Francis said, "We all have the duty to welcome with generosity, minors and vulnerable persons and to create for them a secure atmosphere that has their interests as a priority".

At CFSS, we do this by offering Financial Mentoring (Budgeting), Intensive Family Support, Supervised Contact as well as other programmes. The complexity of cases has increased, and the needs, issues of people and their whanau/family no longer work in silo or isolation. This means a combination of mental health issues, drugs, alcohol addictions, child protection issues, domestic violence, homelessness, financial hardship and the list continues to grow. The CFSS team has worked tirelessly for all our



Services

Family Support

Social work services for families who require some support to manage the challenges they face.

Children's Team

We are active members of The Hamiltons Children's team, with a Lead Professional and members of the Children's Action Network on our team.

Financial Mentoring

Our staff can work with you to help people struggling to achieve their financial goals.

BFC + Kabukura

It is a holistic approach to building financial resilience that acknowledges financial issues are not in isolation of an individual's wider social needs.

Provision of basic resources

We can access food, clothing and other basics for people who are struggling.

Supervised Contact

We provide a safe environment where children can have contact with their parents.

whanau/family in the community who have needed assistances and services during 2019. Without question, my team have gone over and above the call of duty every day and treat everyone with respect, aroha, whanaungatanga, manaakitanga, kotahitanga and integrity no matter what their circumstances.

I recently read in the Apostolic Exhortation *Evangelii Gaudium* from Pope Francis, **A mother with an open heart:** 46. *A Church which "goes forth" is a Church whose doors are open. Going out to others in order to reach the fringes of humanity does not mean rushing out aimlessly into the world. Often it is better simply to slow down, to put aside our eagerness in order to see and listen to others, to stop rushing from one thing to another and to remain with someone who has faltered along the way. At times we have to be like the father of the prodigal son, who always keeps his door open so that when the son returned he can readily pass through it.*

The work and services provided by the CFFS team is not glamorous, and at times may appear to not make a difference, but by keeping the doors open, spending time, listening, advocating and supporting people and their whanau we can make a big difference.

The following is just one success story that demonstrates where giving a little, listening and supporting whanau/family goes a long way - We were working with an individual who suffers from depression and anxiety, and had a six-month baby suffering from mild Laryngomalacia. The baby required 24 hour monitoring due to breathing problems, and special formula. The partner was made redundant, which left the family with no source of income. This family is from another country and was not entitled to any assistance. They had no funds to pay their monthly bills and rent. Their rental agreement was terminated because they had no money to pay rent. CFSS provided the family with St John's supporter scheme that gave them 24-hour access to St John's ambulance for free. We were able to provide food parcels for which the family were grateful. We advocated for the family with a Work & Income Manager, who, after a meeting, granted the family with an emergency benefit. The family were so thankful for receiving the support that resulted in a positive outcome. The family asked to pass on to the Work & Income Manager their gratitude. The Manager from Work & Income acknowledged Catholic Family Support Services' work and indicated that they do not receive positive feedback from clients often.

This success story and many others would not be possible without the ongoing support and generosity of many individuals, groups, organisations, parishes, trusts and others. CFSS is incredibly grateful to everyone, especially the generous members of Club 1000. Their ongoing support, including many individuals who drop into our office clothing, knitted goods, and other much-needed items which makes such a difference to our whanau/families.

A special thank you goes out to Greenlea Foundation for their generosity and continued support which has helped many of our whanau/families in the community who are less fortunate and vulnerable.

2020 is looking to be another busy year for the team at CFSS. We look forward to seeing you all in the New Year. From our CFSS Team and Board of Trustees we would like to wish you all a Merry Christmas and Happy Safe New Year 2020.



Noho ora mai

Renee Rewi

Our Staff

2109 has been a time of transition for the agency, and also an exciting time with new staff joining the team, all who bring fresh energy to the service. One development is the introduction of a Hamilton Senior Practitioner who is responsible for leading the Social and Family Support workers.

Our staff are the heart and soul of our organisation, and we trust that they carry our organisational mission and values out into the Waikato community. Over the next few months we will introduce our staff to you in our newsletter. However, if you want to know more about them now, you can find more details about our new team on our website.

Fundraising



Club 1000

Members of our community have been supporting our organisation for over 10 years through Club 1000. Club 1000 was set up to allow people who wish to donate a particular amount of money to CFSS regularly. The money is used in the general day-to-day running of our organisation. If you want to begin donations to our Club 1000 fund, please make contact with our organisation.

Charity Quiz Night

On Friday the 1st of November, we held our first annual Charity Quiz Night and raised funds to help pay for a vehicle for our social workers. The new car allows another of our social workers access to our at-risk clients in the community, which is such an essential part of our service. 19 teams participated at our quiz, over 160 people. We had over 30 raffle and auction items.

This is the first of our annual quiz nights, and it was so successful that we have already begun planning next year's event. Please keep an eye out on our Facebook page for that information. We have so many people to thank for their help during the event. A special thanks should go to Cater Plus Catering

Services for the amazing food; Maria Marsh from Desert Springs Community Centre for being our MC on the night and keeping track of our raffles; Campbell Scott from Harcourts for being our auctioneer during the evening, as well donating some autographed Chiefs caps; and Ernie Bailey who accidentally donated his time to help us with the sound equipment. We could not have done it without you all.



Whanau Gala - Saturday 28th March

Our community is at the heart of our organisation, and we wish to be connected to it as often as we can. In the summer we plan to hold a Community Gala on Te Ara Hou Village green. We will organise fun family activities, food stalls and a car-boot sale. More details of this event will be in our 2020 newsletter, and our Facebook page. If you wish to be involved with this event please contact - events@cfss.org.nz.

Christmas Hampers

We had a heart-warming response to a call for members of our community to pledge to provide a Christmas hamper for clients who will struggle this Christmas financially. However, there are many more families who need support. If you are interested in helping a family less fortunate than yourself, please contact (07) 856 3760 to make a pledge yourself.

Financial mentoring

Our financial mentors focus on the goals that our clients want to achieve and managing financial crises. In this digital age, dealing with our finances becomes more and more difficult, with many businesses only communicate with their customers online. It is also a time where there is more access to pay-day lenders than ever before, and recently our roles involve dealing more with debt rather than with planning a week-to-week budget. Christmas is a stressful time, and there is a great deal of pressure to give expensive gifts and food. Our advice is to avoid borrowing money over the Christmas period if it is at all possible to avoid the stress of these debts coming due in the new year.

Social Media

Many of you may have seen our Facebook page, but now we also have an Instagram page, so please follow our pages to keep up to date with our events and other hopefully interesting posts.



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