

**Building
strong families**

*Whakatupuria
he whānau
whakapakari ake*



Family Works New Zealand

– at a glance



Words can change the world



Sarah was horrified when her 10-year-old son drew a knife on another boy at school. Jason was being bullied and had decided to take matters into his own hands.

The school referred Jason to a Family Works Social Worker in School (SWiS) and he became part of a group programme to help boys learn positive ways to manage their anger. Jason can now walk away from fights and he knows that it's OK to ask for help.

As a single mother, Sarah is grateful for the support her son receives from Family Works.

“It's helpful for me to know my son can now talk to people and get help.”

Family Works is accessible in local communities – reaching those who might otherwise struggle to connect. Social Workers in Schools provide a listening ear for children and help link parents with other services.

Family Works

Safe, strong and connected

Family Works makes a positive difference to families with services ranging from early intervention and prevention to intensive casework throughout Aotearoa New Zealand.

Safe means children and young people feel secure and protected.

Strong means families have the resources and skills to face challenges with hope.

Connected means people feel supported and included in communities.

How we do it

- ✓ Family Works **builds on the strengths** individuals and families and whānau already have.
- ✓ Family Works takes a **whole-of-family approach** that recognises the individual's place in the context of their family and community relationships.
- ✓ Family Works' **services are tailored** to meet the needs of each child, young person, parent and whānau.
- ✓ Family Works' **qualified and professional staff** operate under a national practice framework and multi-disciplinary Family Solutions Model of Practice.
- ✓ Family Works' frontline staff are **respectful, approachable and non-judgmental**. They understand the importance of building meaningful relationships with clients that will lead to positive outcomes.
- ✓ Family Works is **accessible** in local communities – reaching those who might otherwise struggle to connect with services.
- ✓ Family Works **collaborates with other agencies** to provide **individually tailored support** that effects lasting change.
- ✓ Family Works **regularly evaluates** the work that we do.
- ✓ Each Family Works service centre provides a mix of services designed to **meet local community needs**.
- ✓ Family Works **delivers** - we do what we say we'll do.



**“FAMILY WORKS IS A
WONDERFUL SERVICE AND
I FEEL SO FORTUNATE TO BE ABLE
TO ACCESS PROFESSIONAL HELP
AT SUCH A DIFFICULT TIME.”**

“It’s started all kinds of important conversations about family violence and bullying, especially among our local young people.”

“The strategies I learned have improved our home life and my relationship with the kids.”





“The key thing for children and young people is that they have the opportunity to express their feelings and be heard.”

Why we do it

Family Works aspires to build communities where all children, families and whānau can thrive and reach their full potential.

Poverty, family violence, stress and anxiety are among the most enduring problems in our communities. The reasons for these social issues are complex, as are the consequences for children and families now as well as for future generations and entire communities.

Our guiding principles are:

- ✓ Our children and young people/tamariki flourish when families and whānau function well.
- ✓ Families work well when they are free from violence, share healthy relationships, and have the resources they need to flourish.
- ✓ Strong families build strong communities.

**“I WILL NEVER FORGET HOW
LIFE-CHANGING YOUR SUPPORT
HAS BEEN FOR ME.”**



Bridge to a brighter future



Lesieli loved her five children to bits, but life was a struggle. When a sixth child arrived, she almost went under. The family had very little income and Lesieli felt stressed and overwhelmed until a Plunket nurse referred her to the Family Works family worker who was integrated into their team.

The family worker helped Lesieli access food parcels and budgeting support. She also supported Lesieli in enrolling her preschooler at kindy and encouraged her with regular visits. Lesieli has a job now and life is much better. She is grateful for the support she received from the Plunket Family Works team.

“It gave me peace and took a big hard rock from off my back.”

Family Works partners with others to make a positive difference in families’ lives.

What we do

- ➔ **Family Works provides effective services to families – from early intervention and prevention to intensive casework – which makes a positive difference to their lives.**
- ➔ **Family Works provides services such as:**
 - ✓ social work
 - ✓ counselling and therapy
 - ✓ social work in schools
 - ✓ parent education programmes
 - ✓ family violence prevention
 - ✓ family dispute resolution
 - ✓ mentoring and support for children and young people
 - ✓ foster and alternative care
 - ✓ financial capability services and foodbanks.
- ➔ **Family Works supports people to reach positive solutions informed by research and evidence.**
- ➔ **Family Works leads and partners in local and national networks as needed to deliver integrated, wraparound support.**

**“WE NOW HAVE A PLAN THAT SUITS
EVERYONE AND THE CHILDREN ARE
HAPPY AND SETTLED.”**

“I loved all the support and encouragement, also the fantastic skills/ideas.”

“Having someone to call on whenever I needed her made all the difference.”



“I liked the fact that everyone was working together.”



Painting the pain away



When Hannah came for counselling at Family Works, she didn't want to talk about her dad or the violent things she'd seen him do. So the counsellor suggested art therapy as a way for the young girl to express her feelings instead. The result was an outstanding painting that demonstrated Hannah's resilience and her new-found strength and hope.

Hannah's mum was moved to tears when she saw the completed canvas. She decided to seek counselling for herself as well, realising that Hannah's wellbeing depended on her ability to overcome her own anxieties and fears. In this way, Hannah's artwork became the means of healing for two people.

With Family Works' support, children feel safe, loved and cared for, and family relationships are restored.



Out of the prison gate



When Miri came out of prison, she was disconnected from her family, abusing substances, and transient. With intensive and committed support from Family Works, she began a training course which gave her some stability. Family Works continued to support Miri as she gradually built a more positive relationship with her family and her partner, with whom she is now expecting a baby.

Miri has stopped all substance use, including cigarettes, and she and her partner are making a safer environment for their baby. Miri continues to work with our services and her family to break intergenerational patterns, and create a positive future for her child.

Family Works builds on people's strengths and strengthens their connections with their community.



Escape to safety



Nicola's children were just babies when their father locked her out of the house one cold night. In desperation, she called a Family Start family worker who came and picked her up from the side of the road. The family worker stood by Nicola for the next three years, an invaluable support on the young mum's journey to safety and independence. Eventually, Nicola aims to get back to work as a hairdresser and continues to bring up her children in a home free from violence and abuse.

“Having someone to call on whenever I needed her made all the difference.”

Family Works frontline staff know the importance of building meaningful relationships with clients that will lead to positive outcomes.

Who we are

- **Family Works is a reliable, trusted part of more than 50 local communities throughout New Zealand.**
- **Family Works provides services in seven regions: Northern, East Coast, Central, Upper South Island, South Canterbury, Otago and Southland.**
- **Family Works is part of Presbyterian Support New Zealand which has supported children and families for more than 100 years.**
- **Family Works services are all approved providers of child, youth, family and community services under Section 396 and or 403 of the Children, Young Persons and their Families Act 1989.**
- **Family Works' services are contracted by:**
 - ✓ Ministry of Social Development
 - ✓ Oranga Tamariki: Ministry for Vulnerable Children
 - ✓ Ministry of Justice
 - ✓ Department of Corrections
 - ✓ Ministry of Education
 - ✓ Department of Internal Affairs
- **Our work is supported by donations, grants, bequests and investments.**
- **Family Works has more than 50 centres nationwide which are supported by Family Works New Zealand and Presbyterian Support New Zealand.**



**“I WAS FEELING LOST
BUT NOW I FEEL SECURE.
I HAVE A HOME AND
HAPPY KIDS WHO LOVE
THEIR NEW SCHOOL.”**

“I cannot imagine a more positive outcome for my kids than what occurred.”

“Family relationships have been restored.”

“This group has given me a sense of belonging and I have met many new people – it is very helpful for me.”

“I don't want to go back. I want to go forward, not just for my sake but for the sake of my children and grandchildren.”





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

How well we do

With Family Works’ support:

- ✓ children feel safe, loved and cared for
- ✓ children and young people have hope for a brighter future
- ✓ families are strong and resilient
- ✓ communities change for the better
- ✓ New Zealand can become the best place to raise children.

More specifically, Family Works’ services help children, young people and their families:

- ✓ make positive lasting changes
- ✓ strengthen family relationships
- ✓ develop parenting skills
- ✓ overcome the effects of abuse
- ✓ resolve challenging behaviour
- ✓ increase confidence and self esteem
- ✓ develop their own resources
- ✓ connect with their community.

The results are:

- ✓ a better return on social investment
- ✓ less pressure on the health, welfare, education and criminal justice systems
- ✓ more cohesive, supportive communities
- ✓ children, young people, families and communities are safe, strong and connected.



Back from the brink



Tanya moved house constantly but couldn't shift the emotional load she was carrying. After a series of crises and abusive relationships, she'd hit rock bottom. She was struggling to be a good mum to her young son Xaviar and almost lost the will to live.

Family Works stepped in to support Tanya when the little boy started showing signs of distress at kindy. Through counselling, Tanya found a safe way to uncover her hurts and affirm herself in new ways. Life is more stable and mother and son share a stronger bond. Both are smiling again now that despair has turned to hope.

“Counselling changed my mindset from feeling worthless to feeling capable and worthy.”

Family Works strengthens people so they can bounce back from adversity and make positive, lasting changes in their lives.



Paying it forward



Daniel was 16 when he moved to another city after a traumatic experience. He had no job and nowhere to live. With the help of a Family Works youth coach, he eventually found a safe place to stay and settled into an IT course, working part time to cover costs. He also completed a Family Works budgeting course.

One of Dan's goals, which he often talked about with his youth coach, was to travel when he'd finished his studies.

Two years later, Dan visited Family Works carrying a laptop and a cell phone. He told the team he was about to fly to Australia to fulfil his dream. He wanted to donate the laptop and phone to Family Works so someone else could move on with their lives too.

“Family Works’ youth service helped me change my life – I wanted to help do the same for someone else.”

Family Works helps young people like Dan face hard times with hope, by encouraging them to identify and meet their own goals.

Family Works New Zealand

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