

Wainuiomata Community Centre

Annual Report

Incorporated Society

1st July 2004 to 30 June 2005

Special points of interest:

- *New staff enable programme development.*
- *Social review /Impact study findings*
- *Welcome Healing Hands*

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A Year to Remember

2004/05 has been a year of growth and development for the Wainuiomata Community Centre with new programmes and additional staff the Centre is humming with activity.

We welcomed Daena and Ari into their full time positions as youth worker and support worker respectively enabling the long awaited expansion of both the Centre's youth activities and information and support services.

Our recent social review/ impact study identified areas where the Centre is doing well and areas for improvement;

Since the conception of the Community Centre Incorporated Society, two community needs assessments, one HCC community consultation and several Community Centre surveys have identified that there's been nothing much for youth to do in Wainuiomata.

For eight years the Cen-

tre has been working toward providing activities for youth and finally this year we employed a full time youth worker Daena Robb who by request of our local youth started the after school and school holiday 'hang out'

Summarised in a sentence; the study overwhelmingly noted the Centre as a warm friendly welcoming place in need of raising it's profile so more people can benefit from the services and activities on offer.

More about the study results later in the report. (see pages 8&9)

Staff and volunteers working together to maintain and develop the Centre's resources have made it possible to continue to provide the great range of activities, contributing to the well-being of the community.

On 2nd April 05 in an

We are pleased to be providing a safe place for these 40 to 50 young peo-



open meeting the governance team developed a strategic plan for Centre's the next three years setting objectives for administration, management, facilities, Internet & computers, youth activities, services and activities. Wainuiomata Community Centre has been recognised as the busiest community centre/house in the Hutt Valley.

ple to 'hang out' participate in healthy activities and learn positive social skills.

Daena has created a positive community connection for these young people and by building relationships has opened doors for training and educational opportunities. More inside...

Youth Worker Helps Meet Youth Needs

Acknowledgements

Thank you to all the funding agencies and other organisations that have supported the Community Centre in so many ways

Adult Community Ed
Winton & Margaret
Bear Trust
Capital Community
Newspapers
Community Development
Group
Community Employment Group
Community Grants Foundation
Community Organisation Grants
Scheme (COGS)
Countdown
Creative New Zealand



Hutt City Council
John Illott Trust
IRD
Lion Foundation
T G Macarthy Trust
J R McKenzie Trust
NIWA
NZ Community Trust
NZ Lottery Welfare
NZ Lottery Youth
Pelorus trust
Pub Charity
Rainbow Trust
Sargood Bequest
Senior Citizens Assn
Shona Robb Electorate Secretary
to MP for Hutt South
Southern Trust

Unilever
Unison trust
Video Ezy
Williams Florist
Wainuiomata Community Board
Wainuiomata Community House
Wainuiomata Community Trust
Wainui High School
Wainui Intermediate
All Wainuiomata
Primary Schools
Wainuiomata Marae
Wainui Maori Wardens
Wainuiomata Shopping Centre



Principles

To provide access to social activities and services that are meaningful to individuals and groups in the Wainuiomata community.

To ensure we are viewed as a worthwhile organisation working for the common good of

the Wainuiomata community.

Ensure we run according to a code of ethics.

Be ethically and culturally sensitive and ac-

“High percentage of people agree the Community Centre is very successful in meeting it’s objectives” (Refer Pages 8&9)

cepting of all people.

Support the spirit of Te Tiriti o Waitangi and work in partnership with tangata whenua groups and interests

Constitutional Objectives

To provide a warm open environment.

To offer learning opportunities.

To gather and disseminate information on community resources and/or concerns relevant to Wainuiomata

To manage resources effectively so as to ensure ongoing provision and devel-

opment of high quality services.

To enhance job satisfaction of volunteers and paid workers.

To liaise with and support the Wainuiomata Community House and other similar facilities in the area.

To liaise with and support community

based social service organisations.

To maintain close liaison with the Community Development and Recreation Divisions of the Hutt City Council.

>To do all such other things that will further the charitable objectives of our organisation

Governance Team

Ian Abrahams: Chairperson: Ian is a retired Management Consultant and Project Director. His specialties included business information systems, strategic planning, change management and project direction. He was a member of the Institute of Management Consultants, The Institute of Management and the Project Management Institute. He has held the positions of Vice President, Treasurer and Editor of the Project Management Institute. He has also been President and VP of the Wainuiomata Jaycees.

Peter Freedman: Deputy Chairperson. An ex-journalist and trade union advocate. He has been National President of the NZ Journalists' Union and former regional editor of The Dominion newspaper. Served as president of



Wainuiomata Lions and as a Lions zone chairman.

Pauline Aranui: Secretary. has been a resident of Wainuiomata for over 15 years. She has been working at the Community Centre as Administrator since November 2003. She is a Timeline Therapy Practitioner and an NLP Practitioner looking to complete her Masters Certificate in January 2005. Further studies include Counselling, Colour Therapy and Mirimiri.

Paula Paton: Wainuiomata Resident since 1955. Retired School Teacher, taught in Wainuiomata for 22 years. Ex-Chairperson Grey Power. Wainuiomata Historical Museum volunteer for 16 years. Volunteer Community Coordinator for Senior Citizen's Unit.

Reginald Webb: Wainuiomata resident for 41 year

involved with the Wainuiomata community during that time. Member of the Arthritis Exercise Group and Wainuiomata Historical Society, Retired Technical Officer Physics Lab.

Bede Mexted: Wainuiomata resident for 23 years and a member of the CORD group.

Beau Markland: Wainuiomata Kokiri Union Health Service. Board Member of Piki Te Ora Ki Te Awakairangi (PHO). Whai Oranga O Te Iwi Health Centre Community Worker, Community Centre Youth Worker. Resigned April 2005.

Bill Penn: Lived in Wainuiomata for six years after having resided in Avalon for 22 years. Community commitments: Secretary of Citizens Advice Service Wainuiomata. Member of Lower Hutt Council Elderly Persons forum. Treasurer of FOTHCL (Friends of the Hutt City Libraries.) Observer Status of the Lower Hutt Law Centre. A volunteer driver for heart patients on request by Hutt Hospital CCU.

Members

The Centre is home to a diverse range of internally and externally driven initiatives, services and activities for a local population of around 17,000. Quantitative records show that through the various services and activities available at the Centre some 7,500 people use the facility, although this appears to be around 42% of the population it is more likely slightly less de-

pending on how many people use more than one of the Centre's services or activities. The Centre's membership is defined as **'all people working in or using the Centre's services or activities'** this includes members of other com-

"7,500 people came to the Centre last year to access services or join in activities"

munity groups who use the facility, numbers of participants are collected but not personal details, we would not be prepared to breach confidentiality as a means of quantifying the membership.

Mission Statement



'The aim of the Wainuiomata Community Centre is to provide a warm caring friendly environment for activities which will enhance the life of the Wainuiomata Community.'

Staff

In 2005 additional staff have been sought to support increasing community needs and developing services and activities.

Three full time and one part time staff are working hard to keep up with the Community Centre's growth and development.

Centre Manager: Anne Mohi dedicated to listening to the voice of the community has initiated programmes and activities to meet community needs has been with the Centre for 9 years.



Support Worker: Ari Wharehinga-Garrett provides support for a diverse range of needs to individuals from the community and assists Centre staff with projects. Ari has been at the forefront of the information & support service for 2 years, first as a volunteer and then with increasing demand became a full time paid employee.

Youth Worker: Daena Robb appointed to a part time position in June 2004 to continue the provision of activities and member-

ship to young people had developed the position to include regular after school and holiday activities. Daena is now employed full time.

Administrator: Pauline Aranui employed part time since November 2003 to take care of the accounts and office correspondence. Pauline also lends a hand to customer service when the Centre gets busy.

A dedicated team of workers who go beyond the port of call to ensure the Community Centre is viewed as a worthwhile organisation meeting the needs of the community.

Volunteers

The people who work for love not money, from the governance team to the youngest member who helps out on their day off, these volunteers add a dimension to the group found uniquely in the community sector.

There are 40 members who volunteer on a regular basis, be it small job or big, these people make a valuable contribution to

the organisation.

The largest group of volunteers in 2005 are the youth radio announcers who keep 88.7 alive from after school until midnight.

Ian Abrahams (now chairperson) has been voluntarily

keeping the Centre's 15 computers working for the good of the organization and for others who use them.

John Coffey who lives nearby helps with minor maintenance.

Also the people who volunteer time to gain work experience.

**"A BIG THANK
YOU TO YOU ALL"**

Staff Training & Development

2005 has seen three staff members take on the challenge of further education.

Our manager Anne has one paper left to complete her PGD in the Management of Not for Profit Organisations which she is



undertaking online through Waikato University.

Our Youth Yorker Daena will have completed his National Certificate in Youth Work by the end of 2005.

At the beginning of this year our Administrator Pauline

commenced working toward a degree in psychology.

Our Support worker Ari attended the Hutt Valley Community Law Centre's Para-legal training.

All staff are keeping up with their first Aid refresher courses.

Social Services

Permanent tenants of the Centre are; Wainuiomata Budget Services Trust, Citizens Advice Service, Wainuiomata Community Trust and Wainuiomata Marae Family Support Service

The range of tenants services include; advocacy, advice, budgeting, counseling, family support, information, secretarial services, training opportunities, volunteer work and assistance in finding em-



Wainuiomata Marae

ployment.

Wainuiomata Grief Support Network used the centre meeting room during its forming stages and now meets monthly in the Family Support Services room.

Wainuiomata Social Services Network meetings are held in the meeting room on the sec-

ond Tuesday of every month, facilitated by Shona Robb, Electorate secretary for MP Hutt South Office. 15 to 20 groups get together to share ideas and pass on information.

Hutt Valley Community Law Centre hold a weekly free legal service in the Citizens Advice area.

Inland Revenue Department have reduced their advisory service from once per week to once per fortnight.

Community Groups & Meeting Room Use

Community Groups and agencies that used the Centre's meeting rooms during 2004/05 include;

Assembly of God, Barnardos-Kid Start, Bushfire Force, CORD, CYFS, Free Spirit Friends, Hutt City Council, IRD, Kiribati Club, Malologa Mo Pasifika, Open Home Ministries (OHM) Homework Centre, PAFT PI, Samoan

Cricket, Senior Citizens VCC, St Pats Youth Group, Schizophrenia Fellowship, Social Services Network, Weight Watchers, Wgtn Regional Asthma Society.

The Community Centre uses the meeting rooms for its own ini-

tiatives including; after school and school holiday 'hang out' Wainuiomata Youth Workers Network, hip hop dance, community education, youth activities, peer supervision, interviews, movies, privacy for clients, governance team meetings and Annual General Meetings.

"New groups this year:

Antique Road Show, Healing

Hands, Healthcare NZ,

Drama 4 Kidz, Open Home

Ministries"

Computer & Internet—Community Access

This year has seen increasing numbers of people making use of the computers and Internet technology.

Preparing CVs, emailing job applications, school assignments, tertiary study, business proposals, emailing friends and relatives, research, chat and games are some of the may reasons people come in to use the computers.

Our Support Worker is available to help



people get started from setting up email addresses to formatting word documents.

All the computers are donated by various businesses or government departments when they upgrade (see acknowledgements on p2), we are happy to take their old computers and our volunteer technician Ian Abrahams prepares them for use in our Internet cafe.

From the computers that are donated to the Centre Ian also prepares computers for other community groups and schools.

So far, around 12 to 20 people have been using this service daily.

We are very appreciative of the volunteer work and gifts in kind that support making technology available to all people.

On Tuesday and Thursday afternoons the OHM homework centre make good use of the computer & Internet facility.

Information & Support Service

With so much information and limited space for pamphlets and posters we have started cataloguing information to make it more accessible.

This year we began the process of assembling catalogues of educational institutions, training courses, health groups, senior citizen groups, youth groups and family support services with information about what they offer and contact details; rather than having to search endless no-



tice boards, pamphlet stands and stacks of brochures people can flick through a topic specific catalogue. The categories are decided by the information that is most frequently requested.

It's intangible, unquantifiable, often invisible, it's the support we give to people when they are in difficult situations. We never know when someone will come in distressed, homeless, hungry, emotionally dis-

traught even suicidal. This year more people than ever have turned to the Community Centre for help with personal problems.

We give comfort, we give support, we give confidence and we refer people on to more specific support groups..

On Mondays and Thursdays we receive a couple of trollies of bread from Countdown and distribute them through Foodbank and other community services to people who need extra support. Food parcels can still be collected from the Community Centre as arranged through the Wainuiomata Foodbank Collective.

Community Directory

In June 2005 we completed the annual community directory update. The update involves phoning all the group contacts to confirm details, there are presently 320 contacts listed in the directory.

We haven't been able publish the community directory for distribution to all households in Wainuiomata, instead we have included it on our website in PDF format so it

can be downloaded and printed. For the cost of photocopying and postage we send it out when requested.

Along with the annual update we keep it updated as and when new information becomes available.

"A complete listing of social services and community groups relevant to the Wainuiomata Community"

We are pleased to be able to make this resource available to the community, social service and community groups who frequently request copies, we give it to people who are new to the community and it is kept at our fingertips for answering telephone inquiries.

www.wainuiomata.org.nz

The website continues to provide information about the Community Centre.

This year we have been able to assist ex-Wainuiomata citizens living over seas with information such as how to contact their doctor to arrange for medical records to be forwarded. People use our feedback form to locate friends and

family that they have lost contact with.

Interactive feedback forms are also available to register new community groups or change existing details in the community directory, register interest in the broadcasting training, make meeting room bookings, find out information about the community and/or the

Community Centre.

The website received just over 1000 visits during the 2004/2005 year.

We plan to make the website even more interactive with some of our programmes for example, the youth radio DJs are presently preparing their own web pages.

Youth Activities

For several years the youth in Wainuimata had been asking if we could help organise more activities for them. Our monthly disco 'tha rage' had been a great success for eight years but the teens were saying they wanted something more activity based and more often than once a month.

Our fun but irregular activity evenings (table tennis, movies and games) were popular and we needed to build on this.

Faced with the changing needs of our local youth we knew we

couldn't provide what they wanted unless we had someone to run it. So work began on fundraising for resources and to employ a youth worker.

In January 2005 we welcomed Daena Robb to the full time position as youth worker/ project coordinator. Daena was working with our youth part time in the latter half of 2004 and with the support of NZ



Lottery Communities we were able to realize our long time dream of employing a full time youth worker.

Daena brought to the Community Centre a huge amount of positive energy, new ideas and activities. He has been a good advocate for our youth and guided a few young people through difficult personal situations.

Open Home Ministries started the homework centre here in term 2 this year which complements our activities and provides the kids with an opportunity to get help with their homework, they make good use of the Internet and computer facility.

88.7 The Rage FM—Youth Radio Station

Broadcasting since November 2003 88.7 tha rage fm currently has 22 young radio announcers aged between 10 to 24 hitting the airwaves each week.

Over nearly 2 years we have trained a total of 55 young people in broadcasting standards, on air presentation and use of technical radio equipment. 48 DJs were trained over several one day workshop settings and the other 7 were

peer trained.

88.7fm broadcasts 24 hours per day from the Community Centre and is attended by our young announcers from after school until midnight most nights.

Under the direction of Garry Hunt our Broadcasting man-

ager, Daena Robb our Youth Worker we are able to keep the music up to date and create innovative free advertisements for local youth focused community groups.

The radio station is a good focal point for our youth and a great confidence builder for our young broadcasters.

"It's cool when people recognise us by our voices!"

After School & School Programme

The 'Hangout' a safe place for teenagers to enjoy healthy activities in the company of their peers during the school holidays and three days per week after school.

Daena introduced the after school hangout at the beginning of term

II after the school holiday pilot attracted 30 to 50 kids each day.

Their ages range from 10 to 17 and we are fortunate to have some great role models amongst the older youth.

We have been impressed with the

standard of behaviour and willingness to help setting up and packing away the equipment.

The programme has been supported by the W&M Bear Trust and with a donation from the Lion Foundation this year we were able to buy a new basketball system, a welcome addition to the activities.



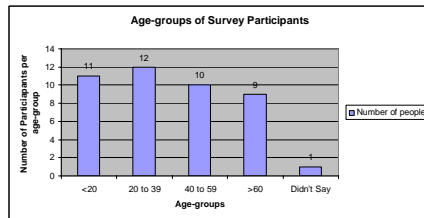
School Holidays

Social Review/Impact Study

Who Responded

In May 2005 the Community Centre conducted a study to find out how well it is doing in meeting its social objectives, as they are written in the constitution. Further questions were asked to find out how well the stakeholders think the Centre is doing and/or could be doing to meet community needs.

A total of 48 people responded to the survey questionnaire. Of the 50 community groups who were sent the questionnaire (with reply paid envelopes

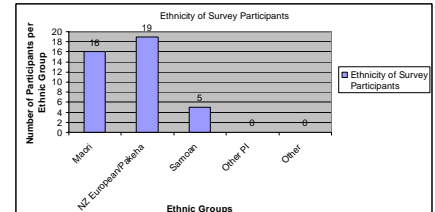


enclosed) 8 replied. Of the ten neighbouring businesses who were invited to participate in the survey 2 responded. The remaining 38 questionnaires were completed by people who came into the Centre during the survey week.

Considering the very short response period available the response rate was very positive.

The questionnaire was completed by various age-groups,

reflecting a cross section of the range of age-groups using the Centre's services and activities.



The ethnic response fairly closely reflects the main users of the Centre. Response groups fell within the 3 main ethnic groups, a more diverse range of ethnic groups use the Centre but less frequently,

Methodology

Information was gathered over 10 days, we called it 'impact survey week' and everyone who came into the Centre during office hours was invited to participate in the survey.

To ensure a good degree of confidentiality people were not asked to include their name on the questionnaire and a 'survey

box' was placed on the reception desk to allow people to anonymously return their responses.

To ensure the organisation is able to measure and report on its performance both quantitatively

"Both quantitatively and qualitatively the objectives and actions are presented together in the report"

and qualitatively the objectives and actions are presented together in the report with the existing and/or proposed methods of social bookkeeping.

Recommendations will be presented to the governance team for further consideration.

What People Had To Say

Some of the Positive Quotes:

"providing an array of activities for the surrounding communities" "you can come to the Centre and do your homework and get help from one of the workers if you don't know how to do something" "friendly, helpful, easy to talk to and know what they are talking about" "Helps people's needs e.g. budgets, counseling, advising" "we

are very fortunate to be a part of the Centre, the venue is an appropriate place to meet parents and young one's needs" "inclusive, innovative, active, community focused" "listening to various groups within Wainui and addressing needs when they are able" "excellent facilities, well managed and welcoming" "getting youth off the streets"

Some of the Negative Quotes:

"Low profile, I am a user and I don't really know what is on offer" "a little bit too informal-noisy" "until a couple of years ago I thought the Centre was run by the Hutt City Council" "the over crowdedness" "sometimes it's very busy and I can't talk to the manager because everyone else is there"

A Summary of Results

Community Centre Objective	No Score	Don't Know	Negative Score	Positive Score
to provide access to social activities and services that are meaningful to individuals and groups	7%	9%	3%	81%
to ensure the Centre is viewed as a worthwhile organisation working for the common good of the community	9%	5%	5%	81%
to be ethically and culturally sensitive and accepting of all people	7%	5%	0%	88%
to support the spirit of Te Tiriti o Waitangi and work in partnership with the tangata whenua groups and interests	9%	16%	3%	72%
to provide a warm open environment	7%	2%	3%	88%
to offer learning opportunities	7%	12%	5%	76%
help meet the needs of the Wainuiomata Community	26%	2%	9%	63%

Is the Community Centre Meeting Community Needs

Two questions were asked i) what do you think the Centre is doing to meet community needs and ii) what do you think it could be doing?

Responses (doing) : "It is doing a lot because they provide a lot of different services" "as much as they can and if not provided will try to help" "treating kids as though they were adults and love

doing it" "providing youth with opportunities and after school activities" "everything it can" "meeting place for elderly"

Responses (could be doing): "publicise it more" "let the community know of the various social

groups and services" "I feel the Centre is doing this"

63% of respondents said we were successful to extremely successful

in meeting community needs, a high number of people didn't comment on what we could be doing to further meet community needs.

"Meeting needs by being open for everyone"

Recommendations

The report is yet to be presented to the governance team for their recommendations some suggestions from the researcher as follows;

Develop a strategy to improve where the results fell below 75% of the benchmark.

Highlight the areas

where the Centre is performing well and develop a strategy to build on these successes.



Hip Hop Dance Group

Set targets for next year's review: what we want do, change, improve or build on?

Analyse the review questions: Which questions drew out the most useful information?

This year we examined how members perceive the Centre's success in meeting it's social goals, next year we may want to look at how useful the objectives are in relation to the organisation's mission.

WAINUIOMATA COMMUNITY CENTRE

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We're on the Web
www.wainuiomata.org.nz

Healing Hands

This year we welcomed Wai Williams-Taylor, Healing Hands massage therapist. At a young age Wai was taught mirimiri/ Maori massage and has had twenty year experience working in health caring for the elderly, sick and disabled.

Wai has trained and worked as an Aix masseuse at the Polynesian pools at Rotorua's Polynesian spa and completed extensive training through the the NZ College of Massage.

We are very fortunate to have Wai providing this service to our elderly and disabled, her massage therapy involves manipulating the soft tissue of the body by applying light or deep pressure using the palms of the hands and pads of fingers or thumbs and may also use the forearms.



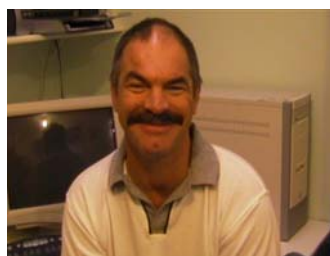
Tinana Hinengara Wairua
Mind Body Spirit

Chairpersons Report

This past year has been very successful due to the dedication and hard work of the Wainuiomata Community Centre's great staff and team of volunteers.

More specifically; under Anne Mohi's management the Centre has continued to grow as an organisation, as it continues to adjust and expand the services it provides to the Wainuiomata community.

Pauline Aranui's friendly and quiet efficiency has ensured that the background, but extremely important, accounts and administrative pa-



perwork are kept up-to-date allowing others to focus on the delivery of services.

Ari Wharehinga-Garret our Support Worker is the first friendly smile that greets the Community Centres users and visitors. This she does extremely well, contributing invaluably to peoples experience of the Community Centre.

Daene Robb is our Youth Worker. Due to Daena's and Anne Mohi's efforts a very successful free holiday programme is being run every school holidays. In addition a free youth after school drop-in programme is being

run during the school term.

I must also mention one of our volunteers. Garry Hunt, despite working full-time and having a young family, his efforts in overseeing the Radio Station, Tha RageFM 88.7, and training our volunteer youth radio DJs has been invaluable.

I would also like to acknowledge the contribution of my fellow Governance Team members.

All these people, plus a large number of other people who have given their time so willingly prove the old saying "That there is no I in Team". The Wainuiomata community owes all of you a very big thank you.