

Autumn 2021

Farewell from Chris Farrelly

Every day of my almost five years as Auckland City Missioner, I have experienced a deep sense of gratitude and privilege thanks to the generosity of our many loyal and generous supporters. I truly thank you for that.

Paralleled with deep gratitude, I have also experienced a growing awareness of the poverty, inequity and injustice that exists in our country. I have seen daily the deep and long-lasting pain it brings.

Yet too, I know there is a strong imperative of many to be part of the change that creates a better Aotearoa. That is the reason the Mission exists and why, I believe, people support our work. The Mission will always stand with those in desperate need and will always work towards a better future for all who have experienced injustice and inequality in their lives.

I leave my position not only grateful but filled with hope that we are a community that can recognise and hear the cries that come from poverty – and drive change.

The Auckland City Mission is a rare and exceptional organisation, not just because of what we do, but more so because of the people who are part of us. And it is this 'us' that I wish to throw light on and acknowledge as I leave. The Mission's is the people's Mission.

Our client whānau, our volunteers, our staff and Trustees, our donors and supporters all have the Mission in common. Yet all are from different ethnicities, cultural backgrounds, faith communities, political affiliations, ages, genders, sexual orientations, socio-economic circumstances and dependencies. This great diversity, which I have had a special insight into, gives us strength, breadth, compassion and respect for the mana of the other.

If I could gather you all together in one very large place you would see profound differences and also palpable commonalities. What we share is very precious. We are connected.

There is whakataukī and favourite waiata we sing at the Mission:

"Mā ngā huruhuru ka rere te manu." "It is the feathers that enable the bird to fly."

Our feathers are so varied in many ways, yet so similar in intent and values. And the gift is that these feathers together enable our flight – not one feather alone no matter how striking.

I acknowledge each of you who are part of the Mission – your rich diversity, colour and stories enable us all to fly.

I end with profound gratitude, for the gift of my five years as Missioner and for every person who has been part of my life during that time. I hope that what we have heard, seen and experienced together and who we are, may continue to enable our 'bird' to fly.

Chris Farrelly
CEO/City Missioner

A special message from Chair Joanna Pidgeon

When the Board recruited Chris Farrelly five years ago, we knew he would bring empathy and action to the Mission. Now, as he prepares to retire, I look back at what we have achieved under Chris' leadership, and it's so much more than we had ever imagined.

Under Chris' considered guidance, the Mission has expanded and improved our services exponentially, to provide greater and more sophisticated support to more people in desperate need. Guided by Chris' inherently collaborative nature, the Mission works with government and a range of agencies to provide short and long-term solutions to the societal issues of homelessness, food insecurity, addiction and affordable health-care.

The role of Missioner can be tough and, while a privilege, it is also a heavy burden to bear. Chris has always dealt with every situation with grace and kindness, and a deep understanding of how to create the very best out of every instance.

The biggest legacy Chris will leave is the Mission's most ambitious project, HomeGround. Whilst started before his arrival, it's under his leadership that the project has spurred ahead. Although he leaves just before its completion, he has provided a very clear path into the building and a great vision for all that will be achieved within its walls.

I am pleased to let you know the Board has appointed the new Auckland City Missioner to lead us into HomeGround and beyond. You might already know her. Helen Robinson has been with the Mission for almost a decade and her current role is General Manager of Social Services. Helen brings to the role a deep knowledge of the Mission's work and an even deeper commitment to a more equitable world, cemented by a strong background in social services. Helen begins in her new role on 2 April.

Thank you Chris – we are forever grateful and wish you well, in taking a break and spending time with whānau. You leave us in great heart, ready for the exciting next steps.

And welcome Helen, you will be a wonderful Missioner – the city's 10th.

Joanna Pidgeon
Chair



Joanna Pidgeon and Chris Farrelly.

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Christmas 2020

at the Mission

Food and Gift Service

In the days leading up to Christmas, with your support, the Mission distributed food parcels and gifts to those in need.

We introduced a phone booking service so that people did not have to queue for food and gifts, reducing the risk of any possible COVID-19 community transmission. It also meant people no longer had to queue from early hours of the morning, as they had in previous years, resulting in less disruption for their whānau.

At one stage our phones became overloaded due to the high demand, so the team worked quickly to get the service back up and running. Along with our partners, we worked to support as many people as possible during the festive season.

Eden Park, MUMA, Papakura Marae, Vision West Community Trust and Manurewa Marae were the distribution sites for 9,000 food parcels and over 30,000 gifts for people who would have otherwise faced a festive season of hardship.

Auckland Angels

Last year's Auckland Angels food and gift drive was the largest ever. More than 400 businesses, schools, churches and individuals collected non-perishable food and Christmas gifts for those in need – thank you! All donations were used to fill food boxes and provide Christmas gifts to Auckland families. Thank you Auckland for your generosity!



Christmas Day with a difference

In a year like no other, the Mission changed our traditional Christmas plans to ensure we offered people support during the festive season while reducing any risk of COVID-19 transmission. That meant doing things differently while keeping the spirit of a Mission Christmas.

Instead of holding the country's biggest Christmas Day lunch, as we have done in the past, we held five lunches around the city to ensure people who would not otherwise be able to enjoy the day had company and festive food in a safe environment. We were delighted to have support for Christmas last year of our friends ASB, who sponsored all lunches, and Nando's who welcomed Mission guests into two of their restaurants.

ASB CEO Vittoria Short says: **"This has been an incredibly tough year for so many people, something we're seeing first-hand at ASB, but it has also been a year where we have seen Kiwis really come together to support one another, and some amazing work by charities helping to look after those in our communities who need it most. The Christmas Day lunches being held by the Mission are a great example of that."**



Over 30,000 gifts provided for children at Christmas



More than 9,000 food parcels distributed to families and individuals



30 loaves of bread to create 6 kilos of stuffing for the roast chicken enjoyed by guests on Christmas Day



Wāhine services at

the Mission

As the world acknowledges International Women's Day on 8 March, it has been just over a year since the opening of Te Whare Hīnātore, the Mission's safe haven and place of healing for wāhine. It is the only one of its kind, providing a safe home, the company of other wāhine and access to healing programmes based on kaupapa Māori. Those who access the service are called raukura.

About Te Whare Hīnātore

Te Whare Hīnātore is a place of safety and healing for the wāhine who have walked through the doors. Whaea Rose Harrop, one of the founding staff members, knows only too well the value of Te Whare Hīnātore.

"It holds a special place in my heart" says Whaea Rose. "There is an acknowledgement that women who are disadvantaged, who have experienced historical trauma and who continue to experience trauma have nowhere to go but to carry the trauma on their shoulders. The Whare is very much about 'come and sit, come and eat with us, come and gather and we will help you to lift the trauma'. That is my vision for the Whare."

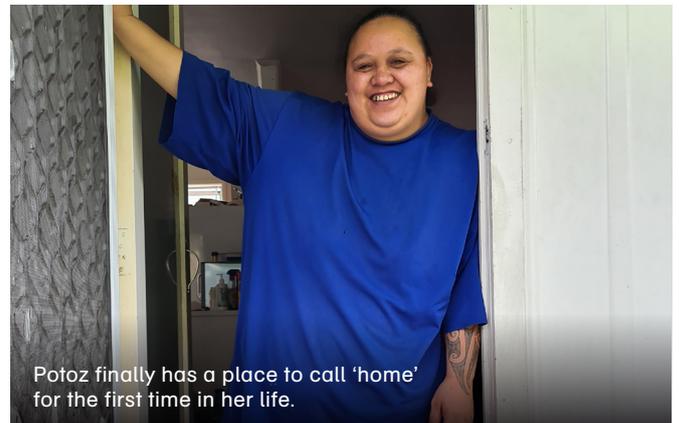
Te Whare Hīnātore provides practical support first of all. It provides a basic need in the form of a place of safety, which is in itself often ground-breaking as many wāhine who come through the doors have been transient almost all of their lives. It's also a starting point from where profound relationships are formed as many of the raukura find themselves forming welcomed bonds with others in the residence.

Beyond the practical and emotional support Te Whare Hīnātore offers, it is a place of transformation as the raukura restore their sense of personal worth, overcome trauma and build their confidence. To find out more about Whaea Rose and the work she does at the Mission, go to page 8.



Potoz's story

Te Whare Hīnātore wasn't around when Potoz needed help. Her little cottage in West Auckland is now her home, but at 36, Potoz's life is a far cry from her childhood, which she describes as the worst imaginable. Potoz was four when she was removed from her family in the far north and spent much of her childhood moving from house to house until she found herself on the streets and pregnant at 16. After many years of drug and alcohol abuse, Potoz met her partner and knew she had to change. "I wanted my kids back. It took me a while, but I have been clean for over four years now and I have stayed clean." Once clean, Potoz regained care of her children again and with the help of the Auckland City Mission, has been in her whare with her partner and younger children for more than a year. "I feel grounded and safe. I have a real home that's mine for the first time", says Potoz. For Potoz's full story, go to our website at aucklandcitymission.org.nz



Potoz finally has a place to call 'home' for the first time in her life.

Wāhine dinner proving to be a highlight

Every week the wāhine of Te Whare Hīnātore join other wāhine supported by the Mission to share a meal.

It's such a popular event, filled with music and laughter, companionship and comradery. Many wāhine consider it a highlight of their week.

For Tina* this event is especially important. Tina now works at the Mission part time and helps prepare the meals, a role she didn't dream of having 12 months ago.

"I was shy when I first came to the Whare, but mixing with the people at the wāhine dinner made me realise that they're just like me!

This job has opened me up from my shyness and I can talk with others now much more easily. Everyone has noticed the change in me, even my family.

I always wanted to give back to the Mission in some way to thank them for their support so this is a good way to do that. It's a good change for me."

* Client name changed to protect their privacy.

HomeGround Update

With the roof completed at the end of January, the Mission has been busy developing the services that HomeGround will provide to Aucklanders in need. Our new home represents the heart of everything we do. A home for those to come, sit, share food, access health services, advice and activities. The new building will provide 80 apartments – half for those experiencing homelessness and half for those on the social housing register.



Neil Finn's visit to the HomeGround site.



HomeGround from Hobson Street.

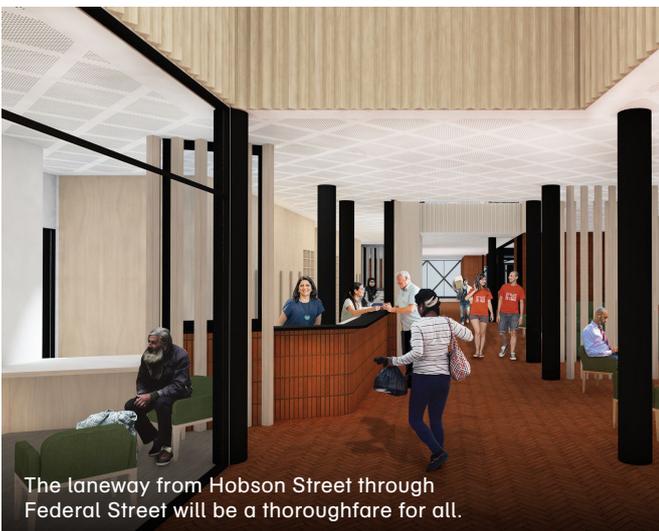
Living at HomeGround

The Mission team is currently working with people experiencing homelessness to better understand what they would ultimately seek to gain from living in an apartment at HomeGround. In December last year we held workshops with representatives of the homeless community in Auckland and those who expressed interest in living in the apartments. The feedback has told us what matters most to those who will be living there. Shared values, safety, security, along with a diversity in age, gender and life experience will be the cornerstone of this community. It's groundbreaking in New Zealand, and you can find out more on our website:

aucklandcitymission.org.nz/homeground



HomeGround will house 80 apartments to provide safe, permanent shelter.



The laneway from Hobson Street through Federal Street will be a thoroughfare for all.

Calder Health Centre

Calder Health's move from the Mission's current place in Union Street to HomeGround will create a more comprehensive medical service in a bigger, purpose-built clinic. The Mission's current medical professionals will be joined by dentistry, podiatry and physiotherapy teams to provide a holistic, low-cost health service.

In the new space, enrolment will be open for all inner-city dwellers as well as the Mission's current patient base.

"The Mission team believes that early intervention is key to improving health outcomes of those who need medical and health services. Having a larger space alongside many of the Mission's other services means that we will be able to reach more people earlier," says the Mission's Health Services Manager Gilli Sinclair.

Aucklanders

helping

Aucklanders

Everybody Sings performance a hit!

Thanks to the wonderful people at the Everybody Sings choir for putting on a spectacularly festive Christmas show and raising \$25,000 in support of the Auckland City Mission. We are so grateful for the immense effort that goes into putting on this event, especially in such a challenging year.



Everybody Sings at Christmas.

Nativity Scene Highlighted Homelessness

During Advent, the Friends of Holy Trinity Cathedral and ADJust created a nativity scene in Parnell showing Mary and Joseph as displaced people looking for shelter and safety, highlighting the issue of homelessness in Aotearoa today. As part of the project, visitors to the Cathedral were asked to make a donation to a Christmas tree of non-perishable food for the Mission's emergency food parcels – collecting more than 3,000 cans in total.

48-hour Christmas Radiothon

We were thrilled when Roshila Prasad and the fabulous team from Humm FM arrived at our Distribution Centre in December with five vans packed full of Christmas gifts and food. The Mission was one of the lucky charities to be chosen for the radio station's annual Christmas Radiothon last year. During the 48-hour Radiothon, Humm FM's Bollywood RJs called on their audience to support the Mission and their generous listeners responded by donating thousands of gifts, food and toiletry items for Aucklanders in need.



The team at Humm FM.

Christmas rides for the Mission

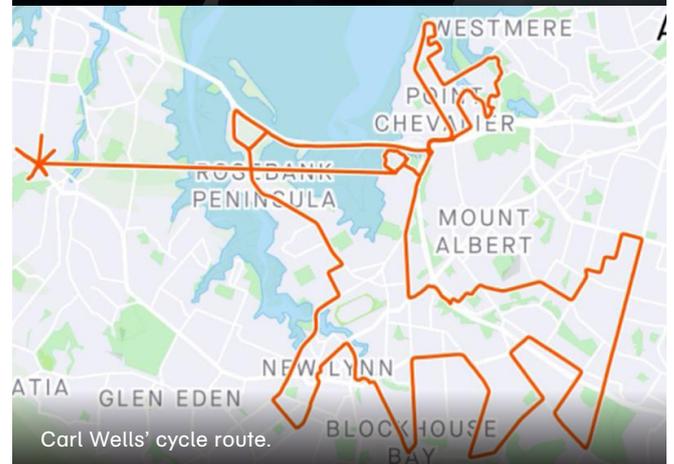
Concerned by the increased demand for food banks in our community last year, friends Jemma Murray and Ngahuia Williams were inspired to journey the length of Te Waikato Awa late last year to help provide nutritious kai. They travelled 260km in just three days from Port Waikato to Lake Taupo – on foot, by bike and by boat – and raised more than \$4,000 for the Mission.

Another keen cyclist and fundraiser, Carl Wells invited his friends to join him for a special Christmas ride to raise funds for the Mission. Their route through West Auckland created some festive art on the fitness app Strava – the outline of Rudolph the Red-Nosed Reindeer!

And thanks to the awesome members of Bike Auckland who stopped off at the Auckland City Mission last year on their annual Pohutakawa Pedal Christmas bike ride to drop off much-needed gifts and food donations for our Christmas food and gift service.



Jemma and Ngahuia after their Waikato Journey.



Carl Wells' cycle route.

Aucklanders running for Aucklanders

At the time of writing, the Mission team – runners and volunteers – were preparing to take part in Round the Bays. We are so grateful to have such enthusiastic and dedicated supporters.

A special mention has to go to the inspirational members of our street whānau – people experiencing homelessness – who trained hard over summer to prepare for Round the Bays, as part of their personal journeys to health and well-being.

It was a privilege to be the official charity partner this year for New Zealand's biggest fun run.

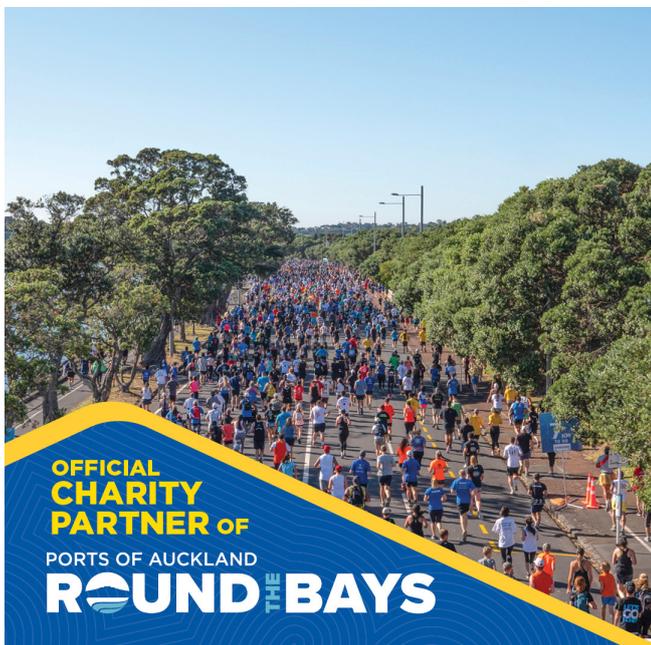
If you would like to challenge yourself to raise funds for the Mission this year, or be part of the Mission's team at the Auckland Marathon, find out more at aucklandcitymission.org.nz/support-us



A special thank you to David Taylor and The Athlete's Foot for kitting out our street whānau team with new shoes and socks to help them get race ready for Round the Bays.



The Mission street whānau training in action.



My Food Bag customers donated more than 10,000 items for Christmas.

My Food Bag customers support Auckland City Mission

My Food Bag's wonderful customers donated more than 10,000 items for the City Mission to help Kiwis in need this Christmas. During November, My Food Bag offered their foodies an easy way to fill up a box of food and gifts to be delivered to charities, including the Auckland City Mission. Boxes were filled up with food, toiletries and new toys to gift to those who needed a hand at Christmas.

Meet Whaea Rose

Auckland City Mission employee Rose Harrop can be found every Tuesday night at the wāhine dinner. It's in her role as Whaea at the Mission that Rose gives the greatest of care and support to Mission clients. On a Tuesday night that means sitting with the wāhine attending dinner, listening to their stories and quietly providing advice and connection. Away from the dinners, Rose spends time with a range of clients throughout the week, bringing that same level of deep care and aroha.

Having been with the Mission for more than four years, and in social service organisations for more than 30 years, Rose's calm, positive presence brings a serenity to every situation.

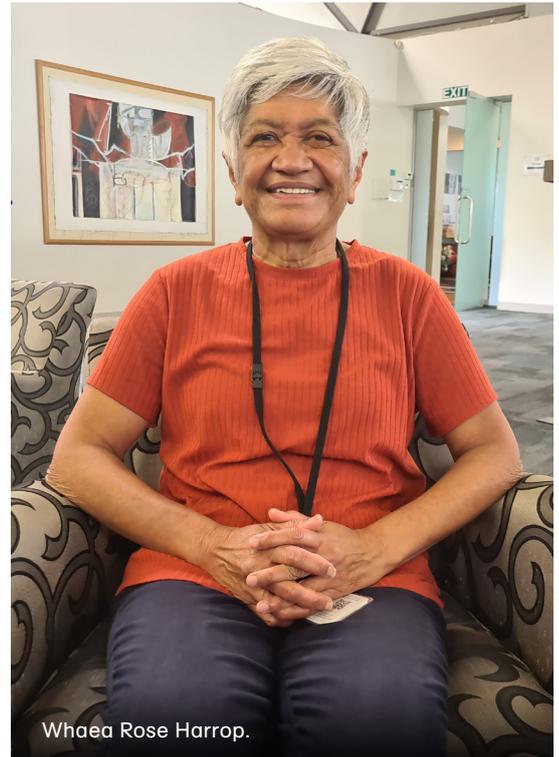
We asked Whaea Rose about her role and what it means to be whaea at the Mission.

What does 'whaea' mean?

Well, if we translate whaea, it means mother or aunty. A lot of our clients and street whānau here call me that. But whaea is not so much a role, more of a presence. Our community sees me every day and it gives a level of comfort, continuity and a grounding influence.

What are your hopes and dreams for the wāhine who the Mission supports?

When we sit with people who come to the Mission, our hopes for them are lofty yet often times the most important work we do is to walk beside them. We often say 'walk in someone's shoes', but we can't walk in other people's shoes. We can only wear our own shoes and walk beside them as they walk in theirs. That's what we do. We don't pretend to understand to know what they are suffering. We can see it but it's not our experience therefore we walk beside them and we support them. Everybody is on a journey and it's not always straight out in front of you. The Mission is there to support each person through the twists and turns of that journey and sometimes we have to go back to go forward.



Whaea Rose Harrop.

**Give a gift today to help
support the people in our
community in desperate need.**

Auckland City Mission is a registered donee organisation.
Charities Registration #: CC22938 IRD/GST #: 10-007-771

How to donate...



You can make one-off or regular donations to the Mission online:

aucklandcitymission.org.nz

Bank deposit: Acc no: 12-3011-0520064-00
REF 1: TA21
REF 2: Donor ID or Surname
REF 3: Donation

Phone: (09) 303 9209

Donate your tax credit

Now is the time to claim your tax credit for any donation of \$5 or more to the Auckland City Mission in the past financial year. You are able to claim back 33.33% of the total donations you make during the tax financial year. You can also donate your tax credit to the Mission. It's an easy way to make your original donation go even further.

How to claim your tax credit

Download the IR526 form at ird.govt.nz or request one by calling 0800 227 774. If you have claimed a tax credit in the previous financial year, you will automatically receive a form by mail. (Note: You do not have to file a complete tax return to request your tax credit.)

To donate your tax credit to the Mission, IRD now require that you receive the tax credit and then donate it directly.

If you need more information or copies of your Auckland City Mission donation receipt, please contact us at fundraising@aucklandcitymission.org.nz or call (09) 303 9209.

Upcoming changes to cheque donations

You've probably heard the news that many banks are phasing out cheques over the coming year.

We know that many of our incredible donors prefer to give this way and we will continue to accept donations via cheque for as long as we can.

If your bank is no longer supplying cheques we are here to help.

Contact our fundraising team on (09) 303 9209 or fundraising@aucklandcitymission.org.nz so we can take your payment over the phone or discuss some other options for you to continue supporting the Mission's work.

✉ fundraising@aucklandcitymission.org.nz

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