

# 2021 OUTCOMES REPORT



We serve the highest-risk families in South Auckland and The Far North - addressing the deep-rooted issues of trauma that cause family dysfunction through counselling and crisis intervention.

Our programmes are tailored to address the challenges our community face including depression, drug and alcohol abuse, domestic violence, suicide, sexual abuse and family breakdown.

## Our Vision

To see once vulnerable families living well and children given every opportunity to reach their full potential.



Family Restoration Course Graduation

## Our Whānau



"Life was chaos. I had lost all three of my children. I was just in a really bad place. Through this course, I've been able to find myself again, and reconnect with my children"- mum of 3

## Our Programmes

283

**Clients Reached Through Our Programmes**

Impacting up to 1000 vulnerable children

169

**Attended the Family Restoration Course**

Exploring how past trauma affects individuals, relationships and families

601

**Hours of One-on-one Counselling**

Addressing individual past trauma and emotional and behavioural responses

876

**Whānau Coaching Sessions**

Mentoring to addresses addiction, parenting, home management and life skills

2598

**Client Engagements Made**

Contact made with whānau to provide support or counsel.

# Our Outcomes

Moving families from 'high risk' to 'low risk' of negative outcomes, specifically measuring Social Connectedness and Mental Health outcomes which are key to enhancing family stability and wellbeing.

We surveyed clients before and after the Family Restoration Course, the first stage of their journey with us.

# 89%

**of our clients have experienced an improvement in at least one indicator.\***

- Mental health indicators measured: Depression, anxiety, suicidal thoughts.
- Social Connectedness indicators measured: Social contact, domestic violence, relationships with children.

\* Independently Analysed by Impact Lab

## Would our clients recommend the Family Restoration Programme to friends and family?

(-100 - 0)	(0 - 30)	(30 - 70)	(70 - 100)
Needs Improvement	Good	Excellent	World-Class

## Net Promoter Score (NPS):

# 86

## Niko's Story

"I come from a broken upbringing, and then I poured it out on other people in public too. I was walking around and kicking people's doors in because they owed me money. I smashed men over in front of their families and their children. I've done a lot of things that I'm not proud of, I now regret. Sincerely, deep down I regret.

I was once upon a time, not a very nice person. I would not stand here and talk to any of you. I've made it to the point where I wouldn't even talk to my own kids or my wife. I thank God for my partner, who's put up with me and my crap for over 25 years.

I was telling her to come and do this course with me. But in actual fact, I had to do this

course because of me. I needed to find myself and go back towards places that we all block out. I've come from sexual abuse, rape, and all that crap. I grew up and then I ran away from home. At the age of 12, I lived on the streets. Now I have the chance to remake myself, because I've got seven children, so I need to lead by example for them. I've got six sons and one daughter, and what am I showing my children? Who are they looking at?

Every day's a struggle. I'm not going to lie. I go through it. I got an anger issue. It's the one thing that's always put me back in prison - just acting like an animal. But sitting in this course, I now realise I don't have a problem. There is a problem and I want to sort it out." - Graduating dad of 7



Family Restoration Course Graduation Lunch

"This course has helped us so much with communicating with each other in a better way. It was the best thing that ever happened for us. It makes our family how it should be - tight."

"I got to the point where I actually didn't want to be here anymore. I didn't want my kids. They deserved better than me. But I wanted to change. I thank Te Whakaora because they saved my life."



Graduation Ceremony



**Scan the QR code here to watch the graduation video of client stories**

Open your camera to scan code

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