

8 November 2021

Service Manager's Annual Report.

As our statistics reflect, this year has followed on from previous years by being one of demand and growth, with the GSS Team working hard to respond to the needs of our community. Statistics are one thing but I'd like to acknowledge the heart our team and what it takes to continually step up and be inspired, not daunted by our work; and to humbly hold as an honour, the invitations into our clients' life stories. Manaakitanga – offering hospitality, kindness, respect and care for others; and Whakawhanaungatanga- the valuing and encouraging of whanau, families, children and the building of meaningful relationships underpin our collegial and client relationships. I thank and acknowledge our administration staff, counsellors – paid, voluntary and trainee, for working so well together to make the difference we do, for our community. I also acknowledge the contribution of voluntary hours put in by team members and some of our family members.

We have had some staff changes through this year and have developed one new counselling position. This position has our counsellor, Robyn Crosa, seeing clients either at their home or a community centre if coming to our rooms is difficult, one day per week.

Our Suicide Bereavement Support Coordinators have worked hard to develop alternative services to counselling and will soon be starting a campaign to increase the uptake of these services. At this stage, counselling still seems to be the preferred option with the number of counselling sessions having a large increase this financial year.

We have been unable to keep up with the demand for child counselling so from the new financial year we will have a new counsellor working three days per week to make a difference in meeting this community need.

An exciting mark of progress has been the development of the role of Business Development Manager. Jen Murray, who previously held the role of Funding Administrator, has capably stepped into this role which involves developing a sustainable funding model as well as some operational tasks.

As seems to be the trend each year, we have had another room change, now using one of the large rooms as an open plan office for the Suicide Bereavement Support Coordinators, the Business Development Manager and a hot desk for the counsellors. This means the little room that was an office is now a cosy counselling room.

The Memorial Service was organised by Amy Colonna this year. It was organised to run after the HopeWalk and this attracted a number of people who would not have otherwise come. Amy organised a number of speakers, including one of our SLS (Suicide Loss Support) Peers. Our Peers are a passionate group of people wanting to do what they can to be involved in supporting the suicide bereaved.

It has been business as usual with staff undertaking various professional development, networking and presentation opportunities. We also participated in some one-off activities. We ran the movie “The Girl on the Bridge’ in November with 140 people attending. We took up the opportunity for a group of our clients to attend a therapeutic art session which was well received. This led to the idea of running a craft group for clients who have been, or are still involved with our service. Two very keen volunteers took on running this group but unfortunately lockdown interrupted the delivery of it. We will look to offer it again next winter.

I would like to acknowledge our dedicated, skilled, compassionate board of trustees, well led by chairperson Bronwyn Jackson, for their inspired governance of this NGO. It is a pleasure to work with you.

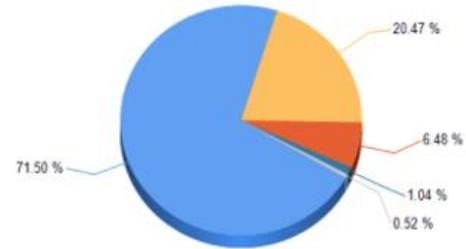
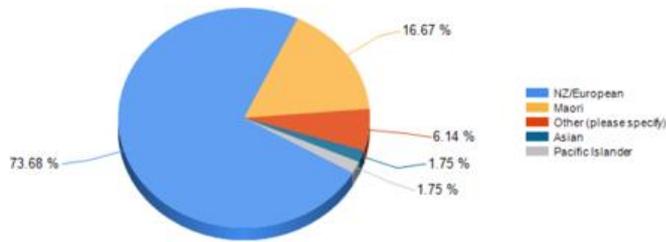
Final thanks and acknowledgement goes to the funders who have understood the importance of the work we do and have seen fit to support us with the funds necessary to sustain this work, and to the clients who have provided support with their donations.

Janet Baird

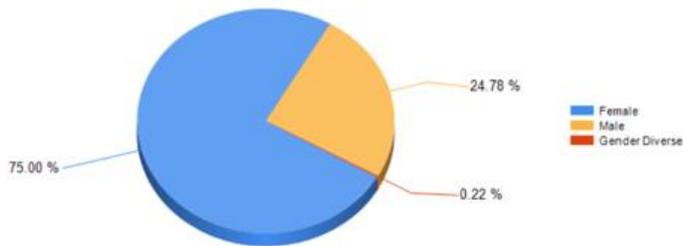
Service Manager / Senior Counsellor



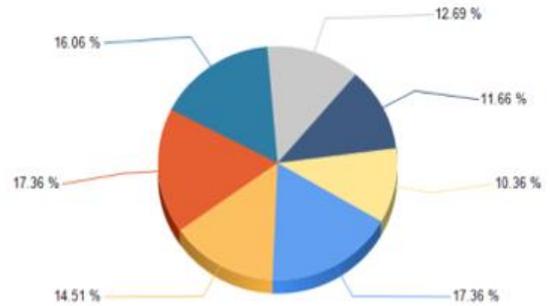
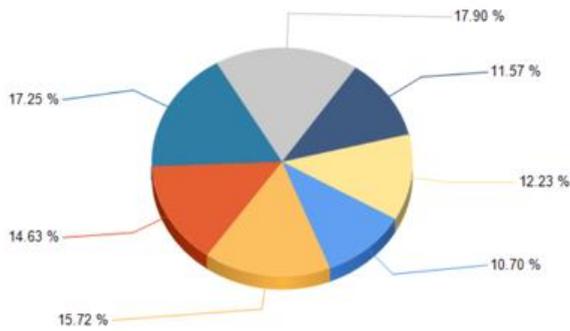
Ethnicity



Gender



Age Referred



Grateful thanks to our clients who have generously made donations to our Service and to our funders, listed below, for supporting this work.

