



ANNUAL REPORT 2026



WHAKATAUKĪ

***He toka tū
moana arā he toa
rongonui.***

Your strength is like
a rock that stands in
raging waters.

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AGM JOINT CHAIR + CEO REPORT



LINDA COOPER // Chair



MICHELLE CLAYTON // CEO

Tēnā koutou katoa,

As we reflect on the past year it is clear that it has contained both challenges and opportunities.

Like many organisations across Aotearoa, we have navigated an environment of community need, financial pressures and ongoing uncertainty. Despite these circumstances our organisation has remained steadfast in its commitment to our mission and to the people and communities we serve.

While this year has tested us, it has demonstrated the strength, resilience and dedication of our staff, board and partner agencies who together have helped to continue to deliver our essential services.

Through this year we have strengthened our organisational foundations, reviewed our strategic priorities and continually reviewed our internal systems and processes, investing in staff capability and wellbeing, and continuing to build meaningful partnerships across our sector. This investment will position us well for the future and ensure we remain responsive to the changing environment.

Demand for our services has remained consistently high, reinforcing the importance of the work and confirming the trust our community places in our team.

We celebrated several achievements this year which include strengthening our relationship with the Safe Network with an MOU. We hope to create pathways for greater clinical collaboration in the year ahead.

Our refuge renovation was completed creating an accessible space. The only one in Auckland.

We had a very successful White Ribbon event which raised awareness and funds for our Christmas activities for clients.

We have expanded our clinical training providing education in family and sexual violence for new partner agencies.

As well as meeting our contractual obligations for the Ministry of Social Development, Oranga Tamariki, Ministry of Justice and ACC, delivering high quality crisis support and healing.

Our commitment to the Te Tiriti remains central to our work. We have continued to build cultural capability and strengthen relationships. Our team enjoyed a workshop on Rongoa courtesy of Hine Rei who have become referral partners and we had a day with Te Kawerau ā Maki exploring the Auckland sites that are important to them. Building cultural capacity is critical to ensuring that we are increasingly inclusive, culturally grounded and responsive.

Financial stewardship has been a significant focus. While the operating environment has been challenging, careful management has enabled us to remain financially responsible while continuing to invest in the services to our community which matter most. We continue to seek opportunities to diversify our funding and strengthen our long-term sustainability for the overall benefit of the community we serve.

We would like to acknowledge our staff, for their professionalism, empathy, innovation and willingness to go above and beyond for our clients to ensure they are safe and receive the support they need.

We launched the inaugural Janet Clews Scholarship as part of our commitment to staff professional development and to celebrate the life of one of the West's great Wahine toa.

Acknowledging our supporters, funders, and partner agencies, without whom we could not continue to be that safe space. Collaboration is one of our key strengths and we are grateful to work alongside so many organisations and individuals that share our vision. Particularly noting Give a Kid a Blanket for their assistance 365 days per year and Vision West. Vision West stepped in to help with our accommodation needs while our refuge was being renovated. Their help was most appreciated by the refuge team and clients who experienced a safe welcoming home.

Sincere thanks to our Trustees for their work and commitment Tevita Funaki, Kathryn Lawlor, Rachael Chandra, Rehana Sher and Josie Wall ably led by Chair Linda Cooper. We sadly had to say farewell to Rachel Morriss-Jarvis after 16 years of dedicated service but are pleased to maintain the relationship in her new role as Clinical Director of Rape Prevention Education.

As we look ahead, we do so with the confidence that we have a strong skilled team, steadfast community partnerships and a clear strategic direction which will guide us through any challenges and opportunities the new financial year may bring.

Tēnā koutou, tēnā koutou, tēnā koutou katoa.

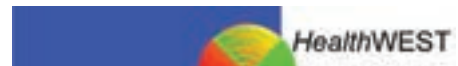
Linda Cooper // Chair

Michelle Clayton // CEO



NGĀ MIHI

THANK YOU TO OUR FUNDERS



STRATEGY

2026–2031

WE WORK TO
PREVENT AND
RESPOND TO
FAMILY VIOLENCE
AND SEXUAL
VIOLENCE IN
AOTEAROA.

VISION

Whānau Toa | Strong resilient whānau living with safety, dignity and hope.

PURPOSE

Prevent, Respond, Restore

VALUES

Whānaungatanga

Relationships, trust and partnership.

Manaakitanga

Respect, aroha, generosity and care.

Mana Motuhake

Choice and self-determination.

Pono

Integrity, accountability, do what we say we will.

STRATEGIC POU

1. We are committed to Te Tiriti o Waitangi principles.
2. We offer a model of care that is client centred and culturally anchored.
3. We are a collaborative leader in the provider network of family and sexual violence advocacy, prevention and safety.
4. We strengthen the professional capability and leadership of our board and staff to achieve organisational excellence.



ETHNICITY BREAKDOWN

Maori	27%
NZ European	42%
Pacific People	11%
Indian	3%
Asian	4%
Other Groups	10%
Not Stated	3%

KEY STATS

14,335

Client facing hours
(including ACC)

3504

Number of
referrals

2148

Number of
engaged clients

61%

Engagement
rate

TOP REFERRERS

33%
NZ POLICE

18%
COMMUNITY
ORGANISATIONS

14%
INTERNAL
FAMILY ACTION

18%
WHĀNAU/SELF
REFERRAL

9%
MINISTRY OF
JUSTICE



CRISIS SERVICES

FAMILY HARM

The team is made up of six crisis social workers, one SAM Table liaison staff, and two refuge workers who bring a wealth of expertise and commitment to their roles. We value the strong partnerships we have built with Police, Oranga Tamariki, and the SAM Table, and we are proud to be recognised as a trusted and responsive crisis support agency in our community.

This past year we have focussed on best practice, and what gaps we may have in our service in order to get there. Changes to our service has largely reflected our commitment to best practice:

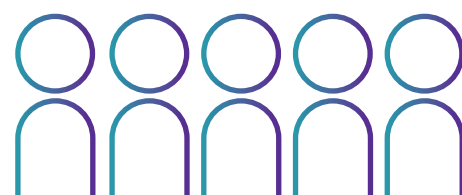
- Creating a more comprehensive safety planning tool for clients
- Partnering with Kainga Ora and Ministry of Social Development to refurbish our women's refuge with upgrades to enable a disability-friendly space
- Opening up a fourth room in our refuge, enabling us to provide one extra family with support at any given time
- Continuing to facilitate our Family Harm Introduction trainings to both internal staff and external agencies, and have recently mapped this onto the Family Violence Workforce Capability Framework.
- Creating more partnerships within our community that benefit victims/survivors

Looking ahead, we will continue strengthening our relationship with the Courts, recognising that this part of a client's journey can often be retraumatising and re-victimising. By building strong relationships and a trusted reputation within the Court system, we can better support and safeguard the whānau we work alongside.



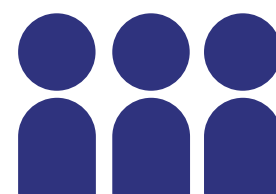
1518

NUMBER OF
REFERRALS



1047

NUMBER OF
ENGAGED CLIENTS



69%

ENGAGEMENT
RATE



CRISIS SERVICES

SEXUAL HARM

The Sexual Harm Team provides specialised crisis support for victim-survivors of sexual violence across the West Auckland region. This service is available 24 hours a day, seven days a week, for individuals impacted by recent or historic sexual violence.

Grounded in the principles of safety, advocacy, support, and empowerment, the team provides trauma-informed specialist crisis support, including assistance with medical examinations, police reporting, crisis counselling, safety planning, practical support, access to ACC-funded and in-house counselling services, and Court Support for Youth.

The Court Support-Youth role has continued to develop, providing ongoing support to tamariki, rangatahi, and their whānau when a child or young person has experienced sexual violence and court proceedings are underway. This role has strengthened the service's ability to provide consistent advocacy, emotional support, and practical guidance throughout what can often be a complex and challenging justice process.

The team has invested significantly in professional development and capability building. Key areas of upskilling included working effectively with tamariki and rangatahi, trauma-informed practice, responding to anxiety and depression, and developing therapeutic skills that have strengthened the team's clinical confidence and enhanced our ability to respond to the diverse needs of clients experiencing the impacts of sexual violence.

A key focus for the coming year will be the implementation and embedding of the Sexual Violence Capability Framework across both the Sexual Harm Team and the wider Family Action organisation. This work will strengthen consistent, evidence-informed practice and support the ongoing development of a highly skilled workforce that is equipped to respond effectively to the complexities of sexual violence.

The team will also continue to develop and strengthen Court Support for Youth by ensuring tamariki, rangatahi, and their whānau receive specialised support throughout court proceedings and recovery journeys.

The team is also invested in expanding on delivering its current training programmes on sexual violence prevention and dealing and responding to disclosures of sexual violence. These workshops are aimed at professionals, parents/caregivers and young people.

We remain deeply grateful to our stakeholders and partners across the sexual violence sector, including the medical forensic teams, New Zealand Police, ACC, specialist sexual violence services, and community organisations. Through these collaborative relationships, we continue to ensure that victim-survivors and their whānau receive coordinated, seamless, and compassionate support at every stage of their journey.



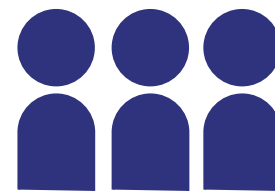
473

NUMBER OF
REFERRALS



421

NUMBER OF
ENGAGED CLIENTS



89%

ENGAGEMENT
RATE

COUNSELLING

ADULT + CHILD + YOUTH

Our counselling team remains committed to delivering compassionate, trauma-informed, and culturally responsive support to individuals, children, young people, and whānau who have experienced family and/or sexual violence. Through evidence-based therapeutic interventions, advocacy, and collaborative practice, we work alongside clients to promote safety, healing, recovery, and long-term wellbeing.

OUR SERVICES

We provide specialised counselling and therapeutic support for:

- **ADULTS:** Trauma processing, emotional regulation, safety planning, recovery from abuse, rebuilding confidence and supporting resilience.
- **CHILDREN AND YOUNG PEOPLE:** Developmentally appropriate trauma therapy, play therapy, creative and art-based interventions that support healing in safe and engaging ways.
- **EVIDENCE-BASED THERAPEUTIC APPROACHES:** Including Acceptance and Commitment Therapy (ACT), Cognitive Behavioural Therapy (CBT), Compassion Focused Therapy (CFT), Internal Family Systems (IFS), Narrative Therapy, EMDR-informed therapy, Person-Centred Therapy, Dialectical Behaviour Therapy (DBT)-informed practice, Written Exposure Therapy and strengths-based approaches.
- **PSYCHOEDUCATION:** Practical guidance on trauma, healthy relationships, emotional regulation, communication and safety planning.
- **WHĀNAU ENGAGEMENT:** Working in culturally responsive ways to strengthen connections, resilience and collective healing.
- **CRISIS INTERVENTION:** Safety planning, emotional stabilisation, and immediate therapeutic support for clients experiencing acute risk or following recent disclosures of abuse.
- **COLLABORATIVE CARE:** Working closely with internal social work teams, refuge services, ACC, Police, Oranga Tamariki, health providers, schools, and other community agencies to provide coordinated support.
- **COUPLES COUNSELLING AND FAMILY THERAPY:** Therapists are trained in Emotionally Focused Family Therapy (EFFT). This practice is rooted in adult attachment theory and supports the couple/family to move away from defensive emotions (e.g. anger) towards primary attachment needs (e.g. attunement)

THE DIFFERENCE OUR SERVICE MAKES

Our work contributes to meaningful and lasting outcomes for victim/survivors and their whānau including:

- Increased safety, confidence and empowerment.
- Reduced trauma symptoms and improved emotional regulation.
- Stronger relationships and greater family resilience.
- Improved engagement with education, employment and community life.
- Greater understanding of trauma and healthier coping strategies.

CLIENT FEEDBACK

"I'm getting my power back."

"My counselling sessions were so very helpful...such a difference to my life."

"I was broken when I came, I was able to put my pieces back together and now I'm whole again."

"Just a wonderful programme"

From a parent *"Outstanding help and support- your service couldn't be better"*

From another parent *"XX's emotions have stabilised and they are a lot happier, more settled at home and school... exceptional"*

Male victim/survivor *"I'm feeling stronger than before attending therapy. I'm feeling like the past is in the past and felt a huge benefit to coming here every week. God bless you".*

CURRENT CHALLENGES

Like many organisations across Aotearoa, we are experiencing significant pressures that impact both service delivery and the wellbeing of the workforce. These include:

- Increasing demand for specialist services as more individuals seek support following family violence and sexual violence.
- Funding uncertainty, making it challenging to maintain service capacity and provide the continuity of care that trauma recovery often requires.
- Greater complexity of presentations, with many clients experiencing cumulative trauma alongside mental health challenges, neurodiversity, substance use, housing insecurity, financial hardship, and ongoing safety concerns. These factors often require longer-term, flexible therapeutic support rather than short-term interventions.

COUNSELLING

ADULT + CHILD + YOUTH

- The growing number of clients with complex trauma and co-existing significant Mental Health challenges has increased the demand for therapy, their enduring mental health difficulties often make it challenging to engage consistently in therapy and implement strategies offered. The inability to access specialist mental health services can disrupt therapeutic progress, increasing the risk of worsening mental health, repeated crises, and poorer outcomes.
- Workforce pressures, including secondary trauma, compassion fatigue and the need to support practitioner wellbeing while maintaining high-quality care.
- System barriers, where limited access to housing, specialist mental health services, legal supports, and other community resources can delay recovery and reduce opportunities for sustained safety.
- Cultural responsiveness, requiring ongoing learning, reflection, and partnership to ensure services remain accessible, equitable, and responsive to the diverse cultural needs of our communities.

We are grateful for the availability of ACC Sensitive Claims funding, which enables longer-term therapeutic engagement for eligible clients and supports more sustainable recovery outcomes.

LOOKING AHEAD

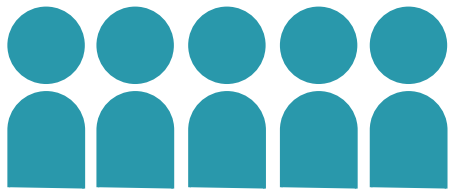
Over the coming year we will continue strengthening our service by:

- Investing in professional development focused on complex trauma, family violence, sexual violence, neurodiversity, and culturally informed practice.
- Developing sensory-based therapeutic interventions tailored to the needs of children, young people, and adults affected by trauma.
- Continuing to strengthen collaborative partnerships across the family violence sector to improve coordinated responses and client outcomes.
- We have recently upgraded our therapy rooms to provide a more holistic and sensory affirming space.

Despite increasing demand and ongoing sector challenges, our counselling team remains resilient, passionate and committed to providing high-quality, trauma-informed care. We are privileged to walk alongside victim/survivors and their whānau as they move from crisis towards safety, healing and hope.



KEY STATISTICS ADULT



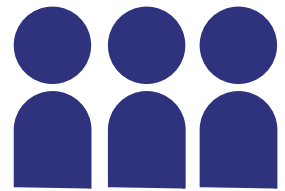
654

NUMBER OF
REFERRALS



340

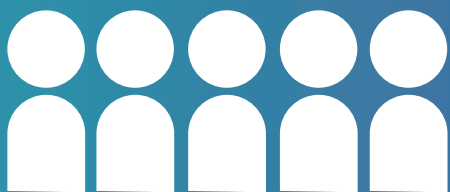
NUMBER OF
ENGAGED CLIENTS



52%

ENGAGEMENT
RATE

KEY STATISTICS CHILD/YOUTH



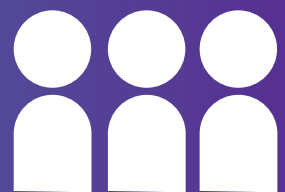
269

NUMBER OF
REFERRALS



161

NUMBER OF
ENGAGED CLIENTS



60%

ENGAGEMENT
RATE

ACC SENSITIVE CLAIMS

Family Action holds an ACC Sensitive Claim contract offering funded support for treatment and assessment services for survivors of sexual abuse or assault.

This mahi is completed by our team of skilled:

Independent Contractors

- Psychologists,
- Psychotherapists,
- Art Therapists
- Counsellors

Service Providers

- Social Workers
- Dietitians and
- Occupational Therapist.

The focus for the last year has been supporting the ACC contracting team bed in the new SCS (Sensitive Claims Service) Contract.

As always, we have welcomed new ACC practitioners and a some have left us for a number of reasons.

Our condolences to the whānau of Michelle Holt who sadly passed away in May 26. She will be sorely missed by the sector.

Thank you to all who continue the mahi supporting our clients.

***Poipoia te kakano,
kia puawai.***

NURTURE THE SEED AND
IT WILL BLOSSOM.



38

LEAD PROVIDERS



6

SERVICE PROVIDERS



179

NEW CLIENTS



508

CLIENTS SUPPORTED

2026 HIGHLIGHTS

PARTNERSHIP DEVELOPMENT

We launched a new partnership with **Auckland City Mission** delivering essential ongoing training to their staff around sexual harm prevention and awareness.

Thanks to **Lotteries Community Foundation, ANZ Staff Foundation** and **Foundation North** we have been able to continue to offer counselling supports to tamariki/rangatahi following funding cuts.

GROWING OUR WORKFORCE

This year we supported eight ākonga across different disciplines including psychology, social work, psychotherapy, counselling and health management.

AGENCY UPDATE

Our annual agency day focused on developing an understanding of Rongoā Māori and Indigenous approaches to health and wellbeing, with training delivered by Hine Rei.

The inaugural Janet Clews Scholarship was awarded to Caroline Major to support her Trauma-informed EMDR training

COMMUNITY FUNDRAISING

Our White Ribbon Day dinner was a huge success, bringing together the community and raising over \$3,500 that went directly to supporting families over the Christmas season





285

CLIENTS SUPPORTED



166,026

ESTIMATED VALUE



8

FAMILY HOMES
FURNISHED BY
WOVEN EARTH,
VALUE \$63,000



202

FAIR FOOD PACKAGES

GIFTED ITEMS

COMMUNITY PARTNERSHIP

Through our mahi, we're proud to partner with many incredible organisations to support our clients with gifted items and essential grants.

Ngā mihi nui to our generous community partners and funders for walking alongside us, including:

FAIR FOOD, GIVE A KID A BLANKET, VICTIM SUPPORT,
WOVEN EARTH, I'VE GOT YOUR BACKPACK,
NZ POLICE, MINISTRY OF JUSTICE

*Nā tō rourou, nā taku rourou,
ka ora ai te iwi*

WITH YOUR FOOD BASKET AND
MY FOOD BASKET, THE PEOPLE
WILL THRIVE.

HELPING TO
FEED

288

ADULTS

326

TAMARIKI/
RANGATAHI



COMMUNITY PARTNERSHIP

*We would like to give special acknowledgment to
Te Kawerau ā Maki for their guidance and tautoko.*

ASB
Auckland City Mission
Auckland HELP
Care Waitakere
Community Law Centre
Community Waitakere
Counselling Services Centre
Cue Creative
Everlasting
Fair Foods
Fono
Give a Kid a Blanket
Good Bitches Baking
Henderson Budgeting Services
Henderson High School
Immigration NZ
I've Got Your Back Pack
JR McKenzie Trust
Kainga Ora
Kindred Family Services
Life Church Christmas Boxes
Man Alive
Morrisons
Nesuto

Nurturing Families
Odyssey
Pet Refuge
Pohutukawa
Police
Ranui Baptist Church
Respect
SAFE Network
St Dominics College
Te Hunga Tauwhiro I te Kura (SWiS)
Te Puaruruhau
Te Whānau o Waipareira
Te Whatu Ora
Tu Wāhine
Vic Movers
Victim Support
VisAble
Vision West
Waitakere Ethnic Board
Westie Witches Helping Hands
WINZ
Woven Earth
Youth Justice



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