

PCC's Remarkable Story



Pakuranga Counselling Centre

Ross and Carol Wainwright

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on behalf of Pakuranga Inter-Church Charitable Trust

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Foreword

As I write this foreword, New Zealand has lived with a pandemic for two years. This is just the latest in the many challenges that Pakuranga Counselling Centre has faced since it opened its doors in 1994.

Throughout the highs and lows of the journey since 1994, the Christian foundations of PCC have remained strongly embedded, together with a steadfast focus on empowering people of all backgrounds to make positive changes in their lives.

We have remained true to the original **vision** of the founders that we are servants of Christ in service for all.

This is a remarkable organisation in so many ways. I commend this book as a testament to what has been achieved by remaining true to our **vision**.

Eric Shiels
Board Chair
March 2022

Introduction

by Ross and Carol Wainwright

Here we tell the story, honour people, provide a Counsellors' resource, and aim to enhance the connections for trustees, managers, counsellors, staff and donors.

We have first-hand experience of PCC over many years. PCC enjoys 'high trust' in the eyes of government funders, complaints are rare, the 'Christian underpinnings' bring success, and the governance structure and Trust workings are sound. Client evaluations are overwhelmingly grateful. People are benefitting.

This is a team history of compassion, generosity, resilience and achievement. The services offered are for all people without discrimination. The counsellors are fully trained accredited professionals, members of NZAC or NZCCA; they are supervised. They do not raise spiritual issues unless the client raises them. The Centre is everywhere respected: by Government agencies, ACC, courts, doctors, schools and clients. Countless clients might still be stuck in their issues but for the counselling they received here. PCC is about *empathetic trained Christian counsellors helping and equipping clients to make positive changes*. Here is the heart of the vision, couched in a peaceful professional atmosphere.

In line with best practice the archives are full of Minutes and Reports where now and then is hidden treasure that would be wasted unless searched out and shared. With permission, this is what we have tried to do. Not a full-length history, this book says what readers may most need to know. Appendices add important depth. It will be held in both digital and print form.

Many have supported PCC, its vision and ethos, as a ministry in the name and spirit of Christ. May the ministry continue to meet needs and lift people up.

About us: Carol Wainwright (nee O'Brien) MNZAC, MNZCCA was a member of the Steering Committee, a Counsellor for 24 years, Director for seven years and Family Court Counsellor for 12 years. After a lifetime of working with words, Ross enjoys writing family history books. He responded to a felt need and was pleased to lead this PCC History Project.



Dedication

To the Lord of being, vision, empowerment and blessing.

Special Thanks

Thank you to Mr Rodney Chin who bought 207 Ti Rakau Drive to house the Chinese Baptist Church on weekends until they could build next door; to Pastor Albert Tan who supported a modest rental cost of the building to PCC. In this way, you invested in a Christian outreach and PCC gained a very convenient home.

To the Staff and Volunteers who faithfully share the vision and keep it alive. We acknowledge all funders and stakeholders who continue to make this ministry viable.

Special thanks and honour to Dr John and Agnes Sturt for inspiration and legacy.

1 The Visionary Years

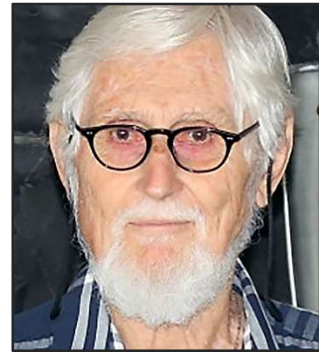
Pakuranga, across the water from Panmure, was once pastureland. In living memory, grass has given way to mainly houses, but also commercial, church, school, sporting and industrial precincts. For many years sections were large. Now it is all about smallness and high density. Don Whyte, a principal founder of PCC, remembered his being the only house on Greenhill Crescent and owning the first television in Pakuranga. He knew the heartbeat of a choice and growing suburb. Don was the one who said Pakuranga people should not have to leave the district to access quality counselling.¹

Don was not alone in recognising the need of hurting people for a professional counselling service underpinned by Christian values. The idea sprang up among the Baptists. Then the people of St Columba talked about it. "The idea drew the Baptists and the Presbyterians together into one project group, opening up possibilities and multiplying the commitment."²

A renewed Christian interest in the well-being of communities appears to have been a widespread feature of the revival going on in churches during the 1970's and 1980's.

Precursors

The father of Christian Counselling in New Zealand is Dr John Sturt, a former medical missionary to Papua, New Guinea. Settling in New Zealand, John and his wife Agnes trained as counsellors. A team gathered around them in 1979 to open/run a Christian Care Centre on View Rd, Mt Eden and to conduct seminars. They authored books on topics such as self-esteem, marriage enrichment, and loving life. Their pioneering legacy is enormous.³



Dr John Sturt/website

Spreydon Baptist Church, an integral part of Christchurch's South-West community, developed many ministries expressing the spiritual heart of the Church to support the people of the area.⁴ In 1986 they established the Arahura Trust to provide a Christian Counselling and Medical Centre. Their ministries were admired by churches throughout New Zealand.

Meanwhile in Pakuranga, St Columba Presbyterian Church people were running **The Haven Trust** and its house in Mangere where they operated a busy Op Shop providing clothes and furniture to people in need.

In 1988 Scripture Union and the Bible College of New Zealand began a series of annual Christian Workers' Training Days in Penrose High School. Among the presenters were Dr John and Agnes Sturt. In this first year the Sturts led three workshops on aspects of marriage. In 1989 they led three workshops on Couples Communication, plus a seminar on Building Strong Families.⁵ John and Agnes were kind, committed, wise, relevant, hard-working and full of the love of Christ. These Training Days repeated for five or six years. At their peak they drew almost 800 attendees.⁶ Young people from St Columba attended these

¹ Eastern Courier 1/7/1994

² Dr Elizabeth Smythe's article in St Columba's *The Pulse* August 2004, p.8

³ *Our Faith Journeys: 20 years with the NZCCA*, p50

⁴ Spreydon website

⁵ 5 hours teaching and responding in one day

⁶ Shirley Becroft the Organiser interview 20/2/2022

Training Days and so did Carol O'Brien who was interested in the Sturt workshops. For Ross Wainwright from Greyfriars it was the same.

Peter Winfield and Rev Don Elley's Report, 1991

Peter Winfield and Rev Don Elley's Report to the churches in July 1991 began by naming existing Christian Care Committee members (from 1989) - from Pakuranga Baptist Church - Janet Sharman, Les Motion and Peter Winfield; from St Columba Church - Rev Don Elley, Margaret Dewse, Bill Henwood and Trevor Sharp.

The report sharply focused the need. We "have no doubt about the need: Dislocation due to rapid change; Growth of poverty; Growing burden of caring; Personal confusion."

Elley and Winfield reminded the churches of their call "to care for both bodies and souls. Missionaries have long accepted this fact, but within New Zealand we have not had to worry about bodily concerns for some time. New Zealand is now a mission field ..." The gospel calls for demonstration. They reported salient advice from Dr Sturt and Spreydon Baptist: (1) Have a vision; (2) Prepare over 3-5 years; (3) Address the needs of the community; (4) Aim for quality (don't do what you're not qualified for); (5) Develop a multi-disciplinary team.⁷

Don Whyte recorded the Early History

Donald B Whyte was a quietly spoken elder and recently retired businessman at St Columba who participated fully in the effort to establish something 'helpful'. Years later he typed the history as follows:

"In 1991 following a series of workshops in the St Columba Church, Pakuranga there emerged a constant call for a local Christian Care Centre, which could provide counselling by qualified professionals possibly in association with a medical practice. A small committee comprising Elizabeth Smythe, Carol O'Brien, Diana Dowdle, Graham Spooner, Bruce Dixon and Don Whyte was commissioned (by then Minister Rev Glen Ashton) to investigate and facilitate the venture ... Preliminary work had already taken place, some two years previously ... by a combined Pakuranga Baptist/St Columba group." Due to local building programmes, their research was filed but not acted on. "With this report the new committee further researched several charitable trusts, which had associated medical practices, and other community needs such as budgeting and counselling."

"About this time, some forty doctors in the Pakuranga/Howick area had set up the East Care organisation and via two of their members (Doctors Bruce Page and Tony Edwards) who visited our committee, they made it quite clear that we should not venture into another medical practice in the area." However they confirmed the great need for Christian counselling services.⁸ It seemed right to the committee to agree on three grounds: several Christian doctors had chosen to go elsewhere; we "did not desire to alienate the local medical professionals"; and the medical side of a well-known medical/counselling Centre was not able to continue subsidising the counselling activity.

"Much prayer and passion emerged as the committee perceived the real need for local professional counselling, with expertise to deal with issues beyond simple pastoral care ... "



Donald B Whyte

⁷ Committee Report to the Churches July 1991

⁸ Minutes 8 June 1993

"During the later months of 1993 the St Columba committee was added to with Laurie Hayward and Peter Winfield from the Pakuranga Baptist Church.

These gentlemen noted that a Chinese Baptist member had purchased the dwelling at 207 Ti Rakau Drive" for church use on weekends in anticipation of a new church being built next door. "Following discussion with Mr Rodney Chin, it was agreed that the 'PCC' could rent the house as a Centre from Monday to Friday, provided the Chinese Church and Sunday School still has its use during the weekends." The arrangement was mutually beneficial, the location ideal with plentiful parking and privacy for clients.

"During the first three months of 1994 the building was completely renovated ... bedrooms converted into comfortable interview rooms and the lounge into an office and reception area. Gardens were planted and trees trimmed ... to convey the impression that 'we cared'.

"Of real importance to us was the early response of our first counsellors ... cornerstones upon which the service was to be established. Carol O'Brien and Moira Peach were the real catalysts ... with a God-given passion to see the Centre operating ... (Moira even donated all her fees for the first year to the establishment of the Trust). Andrea Williamson and Sybil Au added their own individual expertise ...

"The committee considered the best structure for the ongoing management of the Centre would be to create a registered charitable trust. Accordingly solicitors Gaze Burt were instructed to draw up a suitable trust deed ... wide enough to allow a variety of performed services under its objects." The name *Pakuranga Inter-Church Charitable Trust* was chosen.

"Seven churches were to join the trust within the first year. St Peters Anglican, St Columba Presbyterian, Pakuranga Baptist, Pigeon Mountain Baptist, Trinity Methodist, Pakuranga Christian Fellowship and Faith Tabernacle all sent members as trustees.

"The St Columba Church, with the very real encouragement of Rev Glen Ashton provided the trust with \$5,000 as a 'seed' fund." This was added to with donations from a memorial fund of \$1,842, and from a furnishing appeal.

"June 1994 saw our first two counselling appointments take place. Within the year the Centre delivered almost 400 counselling hours ... Almost 200 individuals or families directly received benefit from our services in this first year. The main areas of counselling were family and teenagers, stress management, marriage relationships, depression and anxiety, grief and loss, sexual, physical and emotional abuse and family therapy.

"Referrals soon came from a wide spectrum" - medical practitioners, social workers, ministers, CAB's and government agencies.

"Many hundreds of hours were poured into the establishment of the Trust and its premises. Clerical work, reception, administration, gardening and lawnmowing were all provided by voluntary donated time."

"Trustees each gave time and effort and carried out their duties with efficiency and due prudence. With Trust Board meetings each month receiving detailed accounts and Administrators' reports, the Trustees were able to carefully monitor the formative period of the new Trust. In order to adequately develop, however, it ... became obvious that we needed some permanent reception/office staff. With the help of NZ Employment Services 'Task Force Green' the Centre employed its first reception person, Ianny Greig, in August 1994 ... "

"Funding was to present challenges for the Trustees and soon all were on a new learning curve for sourcing funds from trusts and agencies. Local businesses had been supportive in sponsoring regular advertisements in the *Eastern Courier*. Others supplied printing at little or no cost. Furniture has been hired long term at no cost and Telecom provided our phone at domestic rates as a form of charitable sponsorship ...

"The Community Funding Agency has strict requirements re accountability, monitoring, policy statements, pc matters, systems management and audit control. Fortunately we were able to supply a good business plan, future budgets and demonstrate that the Trustees were in constant touch with finances and control. It was gratifying to receive certification as an 'Approved Community Service under Section 403 of the Children, Young Persons and their Families Act 1989 to provide the following services: provision of individual/family counselling by qualified counsellors ...'

"Our initial grant from the Community Funding Agency was \$4,600. Thus began a relationship which has been invaluable to the Centre with Annual Grants growing to five figures."

A look at Papakura Christian Services Trust

(in South Auckland, 23 March 1993)

"We visited the Papakura Christian Services Trust and attended a meeting of their Board ... The Trust was formed by the joint agreement of 10 churches ... The Trust Board has oversight of (but does not run) the various services – including the medical centre, budgeting service, Love Link and a community-based rehabilitation service. The Board has oversight to ensure that the services are being run well and ethically. It also serves as the communication link from the services back to the ten church congregations ... The chairman (Sally Knowles) commented that the services have come together with unbelievable ease, a beautiful demonstration of God's provision ... Love Link is working well, with few requests for help unmet. Providing solo mums with a full flat of furniture has been a particular outreach. The service is co-ordinated with the Salvation Army and St Pauls."

Vision about to be realised

"The steering committee has visited a number of Christian Care Centres. Our group has also had valuable input from selected Christian doctors ... Three independent Christian midwives who are already practising in this eastern area have registered their enthusiasm to link with the CCC as an ideal base to work out of."⁹

Regarding a medical practice, "it was felt that a full-time medical practice on the Baptist church site might impinge on the practice of about six other doctors. Local doctors would be loath to refer patients for counselling for fear of losing them."¹⁰

"We praise God that the vision for a Christian Care Centre in Pakuranga is about to be realised, with the opening after Easter of the first stage – a *Counselling Centre*."¹¹

⁹ Report to Pastoral Elders, March 1993

¹⁰ 8 June 1993

¹¹ Don Whyte's Report and request for cash gifts, 1994

2 First Steps – Administrator Don Whyte Years 1994-1995

After five years of prayerful preparation, the **Pakuranga Counselling Centre was opened and dedicated by Rev Glen Ashton** on Sunday afternoon, 17 April, 1994.

The Steering Committee continued with Don Whyte as Convener, but from July he was also PCC's appointed Administrator. Mrs Grace Whyte acted as bookkeeper until relieved by Geri Lister temporarily. Don Scott cared for the records until March 1995. Don Whyte did countless unpaid hours of clerical work at home, fund-raising, mowing PCC lawns (for 10 years), delivering Nutrifare meals, and ensuring the infant PCC survived. There were no paid employees. Don Whyte's leadership and work was boundless and awesome.

A list of other early Office workers includes: David and Marilyn Gordon, Bill and Joan Lawrence (both couples were volunteers); Pauline Johnston, Christina Lai, Jenny Lowe, Jannette Brown, Carol Barnett, Lin Webb, Cheryl Brussow, Laurette Smith, Sandy Snook, Trish Bielby.

Whereas the project was provisionally named the Christian Counselling Centre (CCC), the name actually chosen was 'Pakuranga Counselling Centre' (PCC). Don explained: "The Christian nature/perspective of the Counselling Centre will be described in all promotional literature. The word 'Christian' will not appear in the name of the Centre so that no one will get the false impression that the Centre is primarily about Christianity."¹²

The Pakuranga Inter-Church Charitable Trust was formed "to be a Christian outreach in specialised areas of community ministry. It is not the intention of the trustees to be anything but an extended arm of the churches."¹³ The four original Trustees were Bruce Dixon, Pastor Ian McInnes, Lawrence Hayward and Diana Dowdle.

The Trust is "to carry out such charitable purposes within New Zealand as the Board shall determine including: 1 (a) The advancement of religion, in particular through caring and compassionate ministry in the name and spirit of Jesus Christ. (b) The advancement of education. (c) The relief of poverty. (d) The advancement of purposes beneficial to the community. (i) The establishment of helping services or servant ministries including setting up of a medical practice, the establishment of counselling services and the conduct of budgetary advice services or any other such means that the Trustees shall from time to time decide; and (ii) To exemplify commend uphold and maintain the Christian faith and to encourage people to enter into a relationship with God based on a personal knowledge of Jesus Christ."

The membership of the Trust is to represent the participating churches, and number no less than three.¹⁴ The Trust governs PCC maintaining the vision, high standards and charitable purposes.

¹² 26 April 1994

¹³ Minutes November 1994

¹⁴ Trust Deed sections 1 and 8. Refer Appendix 3 for all trustees



Official Opening in April 1994.



Top: Rev Glen Ashton speaking

Middle: Convenor Don Whyte

*Lower: Steering Committee:
Graeme Spooner, Don Whyte,
Rev Ian McInnes, Carol O'Brien,
Laurie Hayward, Liz Smythe,
Bruce Dixon.*

PCC archives



Early “FEEDBACK after opening: Very positive, coming from all sorts of places”.¹⁵ For example –

“Wonderful service, right from first phone call. Thank you.”

Counsellor Sybil Au, from the Chinese Baptist Church, conducted seminars into schools, under the theme, ‘Asian Immigration Students at Risk’. Nearly two hundred participated.

“I thought your presentation, Sybil, was excellent and it was a good opportunity for educators from the local area to air concerns and share experiences.”¹⁶

“Each of our counsellors is a committed Christian and each is a trained professional.”

“Each has a supervisor. They meet as a group once a month for discussion and fellowship together.”¹⁷

Sixth month statistics (November 1994):

33 sessions of counselling –

Sybil Au	12
Carol O’Brien	6
Moirra Peach	5
Andrea Williamson	10

Average session time - 1¼ hours.

Average fee received \$43.18.

“We may need to extend our hours to stay viable.”¹⁸

¹⁵ Minutes 9 August 1994

¹⁶ Guidance Counsellor, Macleans College, 10 August 1994

¹⁷ Minutes November 1994

¹⁸ Steering Committee Minutes 13/12/94

3 Through the Hoops – The Up and Down Years 1995-2003

‘When the going gets tough the tough get going’

The Steering committee wrestled with issues like charging the counsellors a flat rate; setting up a ‘slush’ fund to subsidise low fees; renting out the spare room; unpaid accounts; ensuring PCC remains viable, and trustees not networking back to their churches to access support.

In January 1995 the Trust knew it was in a financial crisis situation. Laurie Hayward, through a Trust, “has arranged for sufficient funds to cover the rent for the next six months”. “Graeme Spooner offered to subsidise Ianny’s salary” (Minutes Feb 1995. A year later Graeme donated \$500). The Committee was reminded “A new business takes at least a year to establish”.

Clarity: “Our aim is for a three-fold increase in clients.”

“There arose a general feeling that we are where we are meant to be.”¹⁹

In April 1995 someone donated a computer with Word Perfect 5.1. Trustee Francine Bennett suggested a logo of two heads under a shelter with the hint of a cross.²⁰

Don Whyte visited all seven churches and spoke to their pastors.²¹ “Their feedback was: What we have got now is ideal; we should not change unless it becomes essential; no church said they were in a situation where they could house us”, and there was positive feedback about the quality of counselling. The Minutes also noted “If we carry on, we will run up a deficit of \$600 a month.” “The meeting closed with prayer for guidance, with a sense that we have not ‘failed’, we are rather moving on to a new phase in our development. We are grateful that the need for a major re-think has been made so clear ... We have a sense of excitement about the possibilities for the future.” Julie Baker from Trinity Methodist was welcomed as a new trustee. David Tucker from St Columba Presbyterian served as Trust Auditor from July 1995 to June 2000 (AGM 25/7/2000).

Renier Greeff – Director (Psychologist)

Renier and family from South Africa immigrated to New Zealand in April 1994. At St Columba Church, he met Carol O’Brien who introduced him to Don Whyte. In August 1995 Renier became the first Director of PCC²² He ran courses for counsellors and community seminars at Te Tuhi, Pakuranga.

The Centre was struggling financially. By every means possible money was raised, but May’s deficit in 1996 was \$1,033. There were good statistics like 99 appointments in April. “Often the three counselling rooms are being used at the same time.” With remarkable spirit all the committee people said, “We are achieving our vision! We need to be encouraged. We need to ask our Churches to keep praying for the Centre.” Renier reported a real commitment and enthusiasm from the counsellors.”²³

Nine churches had now established links with the new Inter-Church Charitable Trust: Pakuranga Baptist, St Columba Presbyterian, Bucklands Beach Co-operating Parish, East Auckland Apostolic Church, Faith Tabernacle, Pakuranga Christian Fellowship, Pigeon Mountain Baptist Church, St Peters Anglican Church, Trinity Methodist Church.²⁴

¹⁹ 11/4/95

²⁰ See Appendix 11

²¹ Minutes of the Special Meeting of the Trust and Steering Committee on 25/7/1995

²² *Eastern Courier* May 1996. L Hayward letter

²³ Minutes 14 May 1996

²⁴ Annual Report June 1996

Don's letter thanked the Mt Eden Christian Care Centre Trustees: "Our Trustees all shouted **Hallelujah** when they heard the good news, for we were really in very difficult circumstances for these next two months. The use of the \$2,640 is immediate and bridges a period until other anticipated funding ..." Yours in Christian Bonds, Donald B Whyte, Administrator.²⁵

Caring for the Caregivers. Prompted by a mother's desire for a support group after her daughter attempted suicide, Renier set one up for **caregivers** of people who had considered or attempted suicide (February 1997). The Group met for years in PCC rooms assisted by Carol Wainwright. For more on this story see Appendix 11.

One member of the Group wrote, *"For many years I struggled from crisis to crisis with a deeply depressed suicidal daughter. I had tried everything and about everything I did was wrong, except I never stopped loving her and I refused to give up the struggle. Then I joined the 'Caregivers' Support Group' and from the first meeting I have never felt alone again. Gradually I learned to understand my daughter's illness and to apply the knowledge I'd learned in the Group to help her. More than once she thanked me for joining the Group. She at last feels understood. Her health has improved to the extent she is now taking control of her life. None of this would have happened had I not joined the Group."*²⁶

The **Spreydon Baptist Leadership Conference** in Christchurch attracted Renier and his wife Lynnette to attend. In his Report to the Trust Renier said it was an incredible experience. Spreydon's Counselling Centre was about 16 years old; had a total of 16 therapists delivering 250 to 1000 sessions per month; therapists (and interns) paid a flat rate to be part of the Centre; they committed to help with any work needing to be done at the Centre; the Centre got grants but no serious support from Regional Health. "Every trust member supports a specific function in the Centre and helps with funds, marketing, admin, mentoring and general support."²⁷

"PCC advertises each week in the *Eastern Courier*. Each ad is sponsored by a local business. Thus after one year approximately 50 businesses would have had some supportive role. All doctors, colleges, churches, police, CAB's and community groups have been supplied with brochures. Ministers' Fraternal, Budgeting groups, School counsellors and community agencies have all been hosted at PCC to explain our service."

Kerrie Palma as Marketing and PR officer wrote after the first four years for St Columba's *Karere*: "Trustees monitor each month's activities, finances, etc. They have careful checks and balances ... There's a happy spirit among the counsellors, staff and voluntary support team."²⁸

It was important to maintain faith and funding: "Please pray with us that wisdom will be given to the Trustees and administrators as we seek to be good stewards, and not allow developments thus far to be eroded through lack of faith and funding."²⁹

In this period there was slowly rising fee income, plus many cash donations from church members, funding from some agencies, proceeds from garage sales (five between 1995 and 1998), Renier and Lynnette Greeff's sausage sizzles, and Don's delivery of frozen meals.³⁰ Garage sales at St Columba were huge inter-church volunteer events raising sums like \$1,030 and \$1,997. (A by-product of the book stall was fostering romance between Carol and Ross that led to their marriage in 1996!)

²⁵ Minutes 18 June 1996

²⁶ PCC Newsletter June 2000

²⁷ Director's Report 12 August 1997

²⁸ March 1998

²⁹ Minutes

³⁰ From September 1995

Distribution of the Presbyterian Support's frozen **Nutrifare meals** "has been greatly appreciated by an ever-growing group. Deliveries are made to many shut-ins and those recovering from hospitalisation. At \$5 a meal the Centre's turnover was over \$10,000 in the past year."³¹ These meals were made in Support's catering kitchen in Otahuhu. There were 15 menus to choose from. Then demand slowed. Soon Don reported about \$100 a month in sales, and said "unless our profits double, it is not worth the effort involved."³² The service stopped.³³

A few years after Renier gained his NZ registration as a psychologist he began developing his own professional practice at the Pakuranga Plaza. As he ceased counselling at PCC the Trust remembered his 'huge investment of energy and commitment', his long association with the Centre as its mainstay since Opening, and said they were sorry to see him leave.³⁴

Don Whyte resigned for personal reasons from administering PCC in July 1998 (he was 68). This perhaps forced a 'fledgling eaglet to find its wings?' Sadly he died in September 2005. This ended a great era.

A Celebration of the life of DONALD BARRY WHYTE

"This week I said goodbye to one of my heroes. The master of no fuss!

The verse says, 'young men will see visions and old men will dream dreams.' Don never gave up on being a visionary. He could outdo any young man's vision. The most visionary man I've ever known, he was always building for tomorrow. He could see things in the future that no one else dared to see.

He was a man of detail. No kite can ever fly without a string; no vision can become a reality without a plan of action. Don had the ability to make great kites fly! Detail, detail, detail!

He always signed on; never signed out. Ideas and words were not enough, he gave his body, heart and soul.

Don was a man who followed Jesus; his words and actions bear the hallmarks of one who spent time in the presence of God.

Well done good and faithful servant."

(St Columba's senior minister Rev Andrew Norton. 16/9/05)

Ron and Bronnie Bennett began running successful Parenting Toolbox Courses. In Oct/Nov 1999, they led one in the Elm Park school, sponsored by PCC. There was very positive feedback from the 15 who attended.

When headmaster Roy Morrison resigned from the Trust Board, daughter Rachel stepped up. "We are pleased to have her youthful outlook and participation."³⁵

³¹ Annual Report 30 June 1997

³² Minutes 11 February 1997

³³ AGM 25 July 2000

³⁴ Annual Report to 30/6/2001; 8 July 2007

³⁵ Annual Report June 2001

Peter Fraser – Director, April 2001-June 2003.

Peter took up part-time directing at PCC. He was also with the Salvation Army in their Bridge programme for alcoholics. He became Clinical Manager at the Bridge and continued to direct PCC for two hours a week.³⁶ It was hoped that his being ACC accredited and a Family Court counsellor would bring in more clients. In June 2003 Peter returned to Tasmania for health reasons.

Sample feedback: *“She gave me permission to feel anything and to be kind to myself. I don’t know if I’ll ever fully get over the death of my baby, but it helped having the tragedy acknowledged.”*

For **Bicultural relations with Maori**, it helped when Carole Carr (a trustee) said she was of Ngati Haua (Waikato) and Ngati Ruanui (Taranaki) descent, and happy to act as a liaison person in communicating with Maori clients for the Centre. It was also noted that another trustee, Rachel Price, had just completed a Graduate Diploma in Maori Development, and that “most of the denominations represented on the Trust have a Maori wing attached that could provide a network with local Maori.”³⁷

“Having the ability to speak to someone who was non-judgemental of my experiences and able to support me with ideas and suggestions, through guiding me, has been invaluable. Things have really improved. I am very grateful for the help I have received. I am very happy and satisfied with the services I have received and appreciate it being from a Christian Counsellor specifically.”

Carol Wainwright, an original counsellor, took over as Acting-Director.

Long Service Volunteers

Dr Liz Smythe – St Columba - from 1992 for 11 years, Secretary for both the Steering Committee and the Trust Board. She would type up finished Minutes to give out at once.

John Roscoe for IT support for 16 years sorting computer problems.

Graeme Spooner for serving on the Steering Committee for 11 years, lending furniture at no cost, and leading monster Garage Sales.

Carol Wainwright for 11 years on the Steering Committee, gardening and interior decorations, including Christmas, Easter, Anzac, Americas Cup (with Sir Peter Blake’s red socks!).

A Recognition of John Roscoe’s IT Contribution

When John Roscoe (St Columba) saw the commitment and passion of PCC people, he chose to take responsibility for the IT side in his own time after work. He met with Carol Wainwright to discuss PCC’s needs. This was in the days of floppy discs and before the Internet. John supplied phones and computers. He set up a basic network, wrote a backup programme and trained staff. For many years he was virtually our on-call IT person. Why did John do this? He was impressed with this struggling group’s dedication and that it was becoming a significant missionary outreach from the churches to the community.

³⁶ 14 August 2001

³⁷ Trust Minutes 13 November 2001

4 The Running Well Years



Carol in 2015

Carol Wainwright – Director, June 2003–March 2010

With Laurie Hayward, Julie Baker, Rachel Price leading the Trust with three other trustees, and seasoned counsellor Carol Wainwright acting as director, PCC was in experienced hands. The counselling service was now widely respected. It would always require energy, funding and vision, and in this period there would be renewal, but with it came a sense of stability and satisfaction. This new level marked the next nineteen years through the times of successive directors and trustees, not forgetting how excellently the counsellors contributed.

Renewal began at once. Carole Carr (trustee) and Carol Wainwright supervised the “painting contractor, and installation of new curtains in Reception, pictures and accessories. The Centre is now looking much fresher.”³⁸ Julie Baker met the Half Moon Bay Rotary Club asking for funds to freehold the furniture hired from Graeme Spooner (for nine years at *no cost*). They gave her \$800 toward the \$922 price.

Carole Carr’s husband (John Irwin from Filecorp) donated a flash new filing cabinet and 400 files, which are fully utilised.³⁹

Personal landmarks for Carol were when she was accepted as a Family Court Counsellor in February 2004 and confirmed as the Director in June that year.

Ten years out from start-up, management showed restraint when seeking funds from ratepayer pockets, but still PCC’s need for a new vacuum cleaner made headlines. When the Director attended a meeting of the Pakuranga Community Board and modestly asked for



\$120 to help buy a new vacuum cleaner they said to her, ***“Why have you only asked for \$120? You deserve to be funded for the full cost” - and gave her \$300!***⁴⁰

It was gratifying that when Carol resigned from the **Suicide Support Group** in May 2005 after eight years, there had not been one completed suicide.⁴¹ Another source of gratification was the St Columba Op Shop committee taking over the custom of an annual grant of \$1,200 when the Haven Trust had to stop.⁴²

In the Christian Care Centre, Mt Eden, PCC had a generous backer. A day came when their director Dr John Sturt invited PCC to write a piece for him to put in a book he was writing about Christian-based Counselling Agencies⁴³

One of the new client pools Carol tapped into was **EAP SERVICES**. She approached Rod Berry, General Manager at EAP. He agreed to sub-contract some of his work to PCC. This was the beginning of a mutually helpful relationship, such that by June 2007 she reported “a large proportion of new clients are through EAP Services”.⁴⁴

³⁸ 30 June 2003

³⁹ 30 September 2003

⁴⁰ Eastern Courier 12 March 2004, p7

⁴¹ Report 10 May 2005; A R June 2005

⁴² Minutes 17 October 2005

⁴³ Minutes 30 November 2006

⁴⁴ Director’s Report to the Trustees

Trust member, Lucie Macdonald, managed the transfer of the NZA Gold computer accounting system to the more user-friendly Mind Your Own Business (MYOB). She donated most of the cost (23/3/2004).

Connection to the Internet by Carol's son, Paul O'Brien, ushered in new opportunities for marketing (23/3/2004).

A sand tray and toys were donated by John Carney (March 2004).

Carol achieved the securing of the Tindall Foundation's **SCOPE PROJECT** to build capacity in the not-for-profit sector by providing funds for accessing 'sector-savvy' advisers at no cost. First, Frank Claridge reviewed all systems. Then Frances Hancock updated and refined basic documents and processes. She taught us to do Strategic Plans. They were very impressed that the October 2006 CYF's audit could not fault us. Scope's general conclusion was that we were a well-run Centre fulfilling a community need, with good policies in place, sound budgets and financially sound. Resulting from this extensive work, "we are now able to move forward knowing that we have strong systems in place". "We all share the same vision with compassion and heart."⁴⁵

"Concert: St John's Co-Operating Church will be hosting a concert this Saturday night (November 2007) with 20% of the takings going to Pakuranga Counselling" featuring Father Chris Skinner (thanks to the input of Margaret Wernham, Trustee).

This table offers a snapshot of the Counselling Team and their specialties from the Annual Report in 2010:

Counselling Team June 2010		
	Started	
Francesco, Bob	June 2002	NZ Family Court approved, General Counsellor
Hardiman, Frances	Feb 2004	ACC (Sensitive Claims), General Counselling, EAP Provider
Holliday, Sylvia	Jan 2008	ACC (Sensitive Claims), General Counselling, EAP Provider
Lacey, Patricia	Sept 2003	General Counselling, EAP Provider
Parsons, Tony	Nov 2008	General Counselling, EAP Provider
Thompson, Karen	Feb 2006	ACC (Sensitive Claims), General Counselling, EAP Provider
Wainwright, Carol	June 1994	NZ Family Court approved, EAP Provider, General Counselling
Crabtree, Fay	Sept 2009	General Counselling, EAP Provider
Graham, Robyn	Nov 2009	General Counselling
Crowe, Brigitte	Dec 2009	General Counselling
Yao, Stephen	Jan 2010	General Counselling, EAP Provider
McGrath, Jo	Jo is currently in the process of joining our Team as a General Counsellor.	

⁴⁵ Director's Annual Report 2007

Sample Feedback: *"She has enabled us to resume our relationship where previously it seemed impossible, but now a reality. I cannot express how grateful I am for our six sessions. It has made our situation very different (for the better). Prior to counselling the ship had sunk and the counselling was really about being able to separate amicably. Along the way we have been able to refloat the ship."*

At a 2010 staff meeting: "There was a special atmosphere between all who attended this meeting with the three new counsellors expressing how happy they were to be working at PCC. Stephen Yao described it as a 'sacred place'. Carol commented "I believe the staff morale is the highest it has ever been and we are all in good heart moving forward. The Lord has really blessed our work here."

Rev Glen Ashton, who had appointed the Steering Committee 19 years previously, visited the Centre on 3 March 2010, and congratulated PCC for the "achieved creditable success of the Trust, as well as our dedication, Christian commitment and focused vision and what we have achieved from the original vision."⁴⁶ Less than three months later, on 29 May, after a walk, Glen died suddenly in his home. Glen was 70. PCC's Annual Report at 30 June carried this Note:

Glen Ashton Bequest

"Donations were given in lieu of flowers, at the request of the Glen Ashton estate. Glen was an integral part of the vision for Pakuranga Counselling Centre, and was always interested in how things were going. Glen, and his wife Angela came and visited us earlier in the year. His sudden death was a sadness for all who had known him, and Pakuranga Counselling Centre were overwhelmed when the request for donations to the Centre, rather than flowers was made. Glen was a man who was passionate about helping the Community and had a great interest in books. We felt it appropriate to use the \$805 received from these donations, in starting a **Library** for the use of clients of Pakuranga Counselling Centre, and those attending the Courses being run by the Centre in the coming years."

Client Subsidy Fund - Working with those in greatest need

A high percentage of people who seek help from our Centre are financially disadvantaged and unable to contribute fully to the cost of a counselling session. It is important to us that no-one be turned away because of a lack of funds. It was this motivation that prompted us to create a Client Subsidy Fund, to ensure that people with the most need could access counselling support at Pakuranga Counselling Centre. Clients are requested to make a donation towards their counselling and the Subsidy Fund makes up the difference. We are dependent on grants received for this purpose. This year, **179** Counselling hours were offered at significantly reduced rates, with over \$4,000 spent assisting clients, over and above the money given by Ministry of Social Development to subsidise each private counselling session by \$25. It is very satisfying for our counsellors to help clients who may find themselves in unforeseen and very difficult circumstances. 'Client Evaluation Forms' show that our clients greatly appreciate this financial assistance. The more clients we can help in the area, the more people in the community are positively affected, making the community a safer and better place.⁴⁷

⁴⁶ Director's Report 30 March 2010

⁴⁷ There was \$19,119 in the Subsidy Fund. Annual Report 2010

As Carol's tenure of seven years was ending total Assets stood at \$279,338. Total Owed was \$74,076, resulting in a General Reserve of \$205,262. The Current Year to date Surplus was \$9,307. It had taken 15 years of donated time, fund-raising and stringent controls to reach this gratifying position.⁴⁸

Bob Francesco	12	Brigitte Crowe	17	Carol Wainwright	45
Fay Crabtree	23	Frances Hardiman	49	Karen Thompson	0
Patricia Lacey	2	Robyn Graham	16	Stephen Yao	7
Sylvia Holliday	11	Tony Parsons	50	Total	232

Table showing Counsellors' Kept Client Appointments in March 2010 (a good month)

What clients liked: Comments were often made appreciating the ambience, being listened to, rapport, new coping tools, fresh hope. Whether they knew it or not, they were in a happy atmosphere, flowing from prayer and the love of Christ.

Everyone liked Christmas Dinners: End-of-year functions enjoyed by the team and their partners were meeting and eating at places such as Waipuna by the water for Sunday dinners. Farewell speeches were given in the garden courtyard.

Web Page: Our first web page was created in March 2010. One of the first enquiries it generated was from a mother in Australia on behalf of her son who lived in Pakuranga!

PCC had grown markedly in these seven years since 2003. Throughout this period Carol had been counselling as well as directing, fundraising and networking, for example, she took a team to Te Rawhiti (Mental Health), which led to mutual referrals. A List of Funders and the dollar values for one of those years is included as Appendix 10. Fundraising often involved meetings in person and satisfying the funder with management reports. When the Ministers' Fraternal sat in PCC Reception for lunch they heard a promotion from Carol and her team.

Carol faced a dilemma. The directing job had grown steadily. She had to decide between directing and counselling. There were grandchildren to think of too. As her heart was in counselling Carol chose to relinquish the directing job in favour of continuing mainly as a Family Court and Grief counsellor.

Carol said in a letter to the Christian Care Centre Trust on 26 April 2010, "Let me take this opportunity of saying how much I have appreciated the relationship Pakuranga Counselling has had with the Christian Care Centre, that goes back to the time before our inception. It is heart-warming to know that there is a special affinity between our two organisations, both run by committed Christians. With your financial support, especially for our Client Subsidy Fund, we are now the largest counselling agency in Manukau East. We currently have a multicultural team of eleven counsellors."

"At 16 years of age I believe we are fulfilling our original vision of providing confidential, professional and affordable counselling to our community."

On 22 March 2010 Counsellor Sylvia Holliday was introduced to PCC team as their new Director.

⁴⁸ Abridged Balance Sheet from Larry Liow, Treasurer, 30 April 2010

5 The Expansion Years



Sylvia Holliday

Sylvia Holliday – Director, April 2010-October 2015

“We received a tiny white envelope with a cheque for \$50,000. The money is for renovations that will hopefully provide us with two more counselling rooms, a group room and a new roof.”⁴⁹ It was from the Christian Care Trust. From 16 December 2011 Dennis Peat (St Columba) converted the double garage into a front group room and behind it two counselling rooms (#3 and 4) fully insulated. To gain internal access the old Room 3 was reduced to a small office for the Director. Happily the whole building was now put to full use. An Open Day was held on 21 April 2012 when Kaumatua Pastor Dick Lewis gave a Whakatau, Karakia and Waiata to bless the new counselling rooms. Having a group room enabled on-site community courses. The architect for this renovation job was Mrs Jane Waugh from the Wesleyan Church who generously capped her fees.



PCC in 2012 after conversion and a new roof

Courses

First in the Baptist Church, then in PCC's new group room, a renewed initiative was undertaken from August 2010, when PCC provided community courses as follows

- Parenting (three different age groups 0-6, 6-12, 13-18)
- Blended Families
- Boundaries
- Communication and Anger
- Parenting Alone
- Pre-Relational
- Relationship Enrichment

MSD funding received of \$50,000 paid for free Community Courses.⁵⁰

⁴⁹ Staff Meeting Minutes 7 March 2011

⁵⁰ Annual Report 2011

Gift from John Sturt's Christian Care Centre Trust

"On 10 September 2012, PCC was delighted to receive a gift of \$175,000. The funds were originally earmarked for the provision of professional development to counsellors but can now be used at the discretion of the Board for other activities of the Trust."⁵¹



SPACIOUS: Counsellors Sylvia Holliday, left, and Brigitte Crowe, are looking forward to running courses in Pakuranga Counselling Centre's new rooms.

Times photo Bruce Nicholson

Centre renovated

By REBECCA GARDINER

AGROTTY garage has been transformed into three new therapy rooms at a counselling centre.

The renovations at Pakuranga Counselling Centre have created additional space for individual and group therapy sessions, and will also be used for day and evening programmes.

Director Sylvia Holliday says the makeover will save the centre money by allowing more courses to be run on-site.

"We went over to Pakuranga Baptist Church in the past," says Ms Holliday.

"It was a lovely facility, but we had to keep carting things over. Now we can see more clients and do better work with children and teenagers. It's just given us more room."

Building and decorating work

at the facility on Ti Rakau Drive started on December 16, cost \$50,000, and was funded by the Christian Care Centre trust board.

Rooms have been fitted with new carpets, full insulation, fresh paint and tranquil furnishings, and the centre's roof completely redone.

"Our painter and builder did a lot of work for us, and didn't charge for a lot of it, because we are non-profit" says Ms Holliday.

Courses offered at the centre cover a range of topics, such as blended families, self-esteem, communication, and pre-relationship counselling.

Trained counsellors run the programmes, which typically have 10-15 participants and are designed to be interactive.

Due to its popularity, the six-week blended families course is scheduled to run four times this year.

"Feedback from clients who have

done it has been fantastic," says Ms Holliday.

"These are for families who have either come together and realised 'it's not as easy as we thought it was going to be', or that are contemplating [coming together]."

Counsellor Brigitte Crowe, a children and families pastor at Pakuranga Baptist Church, will facilitate the course alongside Ms Holliday.

"It doesn't matter whether your kids are two or 22, children are children," says Mrs Crowe. "They [parents] have to be more lenient. It's not 'get with the programme'."

"The kids don't ask for this situation. They get thrust into it with no control," adds Ms Holliday.

"These couples love each other and expect the children to love each other."

For more information on courses offered by Pakuranga Counselling Centre, phone 576-4248.

Another upgrade was a Library for those attending courses and for clients.

⁵¹ Trust Minutes 2018

OUR VISION

Individual, family and community well-being
fostered through Christianity in action.

(2012 Annual Report)

Sample Feedback:

"Thanks for all your help. You have prevented us splitting up by giving us the tools to look after our relationship long term."

Responding to requests from businesses, six PCC counsellors began doing 'Critical Incident' work, (mainly for EAP), off-site and on demand.

"Each visit took the weight off my shoulders, relieving the stress I was carrying around, and I went home feeling much better. Thank you for your assistance, you were marvellous, and a great help in regaining my confidence. I feel so much better about life and will return if I have any problems in the future. Thanks again."

"Signs have made a huge difference regarding people finding the site, also have proved to be our best advertising to date" – 2012.

Notes from Sylvia's Annual Report to June 2014. "Following a successful Audit of our systems, undertaken in 2014 the Child Youth and Family contract "Pathways to Partnership Scheme" was extended with a 3-year 'High Trust' Contract. We are entering into our 4th year of **Community Workshops** ... the workshops have produced the most positive evaluations from participants. Having a Course Coordinator has taken all the stress off the Director re Community Education. We are now delivering an average of 16 community workshops per annum - reaching many individuals and indirectly benefitting their families and workplaces. Many participants return to attend other workshops or for 1-1 counselling. The fact that the workshops are so affordable is the key to their success."

Our Community Education Team	
Fay Crabtree	Course Coordinator
Sylvia Holliday	Facilitator
Tony Parsons	Facilitator
Robyn Graham	Facilitator
Brigitte Crowe	Facilitator
Stephen Yao	Facilitator (Cantonese)
Lesley Hofer	Facilitator
And a number of counsellors who help host the workshops	
Our Professional Development Team	
Carol Anne Tan	Coordinator
Lesley Hofer	Financial Administrator
Sylvia Holliday	Director

Trends: There have been large increases in the following areas this year:

- 50% increase in Drug Abuse
- 40% increase in Domestic Violence
- 27% increase in Sexual Abuse
- 16% increase in Addictions/OCD/Eating Disorders/Gambling
- 15% increase in Workplace Issues
- 10% increase in Suicidal Ideation

We would like to continue to increase the number of counselling clients we are able to see each year by opening satellite offices.

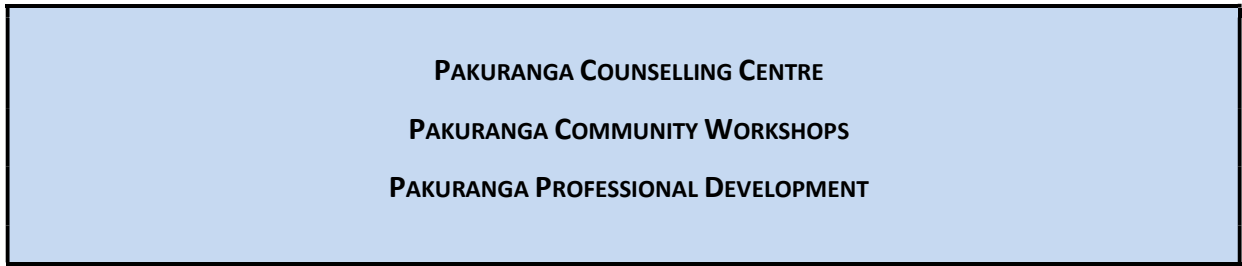
A Building and Relocation Reserve of \$200,000 has been created to fund the relocation of the centre upon the eventual termination of the lease by Auckland Council because of the AMETI Roothing project, and also the fund may be potentially used for the setting up of satellite counselling centres.⁵²

In her nine years as Office Manager **Sandy Snook** was the loved face and voice of PCC. Technically innovative and tirelessly working, she kept things running smoothly, did much digital archiving, and fitted in well with the SCOPE PROJECT of 2007. Sandy and her husband Noel brought volunteers from Eastgate Church to demolish the old broken fence and build a brand new one. They planted several trees between the Centre and Church. Sandy finally left employment in 2015 to move, with Noel, to Whangamata. There she decided to enrol at Bethlehem College to qualify as a counsellor, well knowing what she was getting into - and loving it!



2014 Fay Crabtree, Sandy Snook, Sylvia Holliday, Jo McGrath, Margaret Wernham, Pastor Andrew Brown, Carol-Ann Tan, Frances Hardiman, Carol Wainwright, Tony Parsons.

⁵² Annual Report to June 2014



Ethnicities

Of the 3,475 people seen in the last year

- 62% were Pakeha New Zealanders
- 9% Maori, 7% European/UK
- 7% Pacific Island
- 6% South African, 3% Asian
- 3% Indian
- 3% Other (Australian, North and South American, African, and Middle Eastern people)⁵³

Sample Feedback:

"I am feeling very happy now, not like I used to be. Self-esteem was very low. I am sleeping better at night and now meeting new friends at church and exercising every morning for one hour. Only with professional help have I been able to improve myself. I will recommend this to others as the only way. Thank you."

"I felt I was being heard, understood and encouraged to dig deep into my life and feelings. I was comfortable to reveal my feelings and they were acknowledged! Thank you."

"Unpacking my issues with my counselor has allowed me to challenge my feelings of anxiety and worry, which in turn empowers me to choose how I respond to the events that occur around me."

Sylvia married Rex Beech and went to live in Hamilton. She resigned as Director from October, 2015. For some months she returned to counselling in Auckland one day a week.

⁵³ Annual Report to June 2014

6 The Partnership Years



Ken Fraser

Ken Fraser – Manager, October 2015-February 2020

Ken chose when he retired from being General Manager of Henkel Consumer Adhesives to give something back to the community. He accepted the Director's position in PCC. His management skills quickly came into play and lifted PCC to a new level. Ken shared with the counsellors graphs tracking performance and statistics. Ken said of graphs, 'If you can measure it, you can manage it.' The team feeling fully included was excellent for morale.

Ken said, "It was quickly apparent that the needs of the community were great. Two communities really stood out for me. The marginalised and vulnerable people, and children. After spending time looking at the demographics of the areas where our clients came from, clearly we were not reaching the Maori and Pacific Islands peoples or enough children and young people of all ages, from 5 years to 18 years. Neither of these groups had the financial capability to fund their own Counselling sessions at the Centre. Something just had to be done. We had to reach out."

*Look ahead and sow the seed,
Reach out and find those in need,
Seek out the vulnerable one,
Give them their day in the sun,
To feel the power of better health,
To have this is the only wealth,
That each of us will ever need,
It starts in the beginning by sowing the seed.*
Ken Fraser

"About Jesus it is said; 'He heals the broken hearted and binds up their wounds'. 'Jesus went through all the towns and villages, teaching in their synagogues, proclaiming the good news of the kingdom and healing every disease and sickness.' 'He said to her, Daughter, your faith has healed you. Go in peace and be freed from your suffering'.

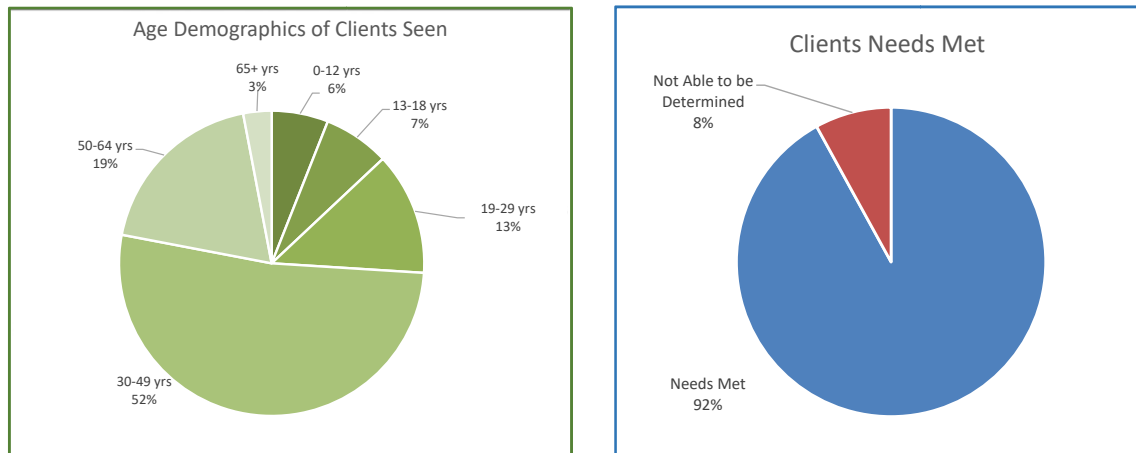
"Helping, meant we needed money to fund sessions. A strong focus immediately went into funding to increase the Client Subsidy Fund from \$16,000 a year to \$90,000 a year. Within a year we achieved the funding increase thanks to generous support and a change in the strategic approach to fundraising.

Sample Feedback:

"It was helpful to have the freedom to say exactly what was on my mind and an issue. To cry and not feel judged. I felt at ease in my sessions."

"So so much has been helpful. Tools for managing my anxiety. Perspective and maintenance going forward are just a couple. PCC is amazing. Thank you."

Ken's pies showing Age Group proportions, and Client Needs met in 2019



We engaged with Tamaki Budgeting Service in Glen Innes and offered free counselling to their clients.

Additionally, an approach to local Intermediate and Primary schools offering free counselling saw an increase in the number of clients within the target category. How satisfying it was to reach out into the community, reaching the most vulnerable people.”

Fay Crabtree – Clinical Manager, 2015-2020

Fay, a **Senior Counsellor**, was appointed to be the first stand-alone Clinical Manager. Ken and Fay were a partnership team co-managing from 2015 until her retirement in 2020.

In Ken’s words “Fay is a special person not just as Clinical Manager, but as a counsellor. Her heart for her work, for those most in need and the love she brings and shares consumes everyone. She supported our out-reaching programme as much as she could, she took the burden off other counsellors when they needed support, to talk through any issues with clients, and themselves. She gave her time generously to Ken who had no counsellor training, trying to guide where she could to see that the Centre did the right things, to the right people at the right time. Her open door spoke of the privilege she offered to the whole team.”



Fay Crabtree

Ken rotated outside signs to catch the public eye and say what courses were running. His signs were friendly, engaging and very effective.

“Carol said to Ken, ‘I have been to this Liz Walker Professional Development training on Pornography as a major health issue. Children are seeing images that they don’t understand, young people are not aware of the harm this brings to their mental and physical wellbeing. We have to do something about it!’. Ken immediately went about securing funding from the Local Howick Board.” Macleans College would welcome visits. Ken, Fay and Carol secured the services of Liz Walker a specialist therapist (from Australia) on sexuality and the internet, to talk about health issues. In a whirlwind tour, Liz presented to 500 students, 120 parents

and 200 people including teachers, youth leaders and related Government Departments to inform them on the harm pornography causes to young minds and bodies.”⁵⁴

Lynnette Greeff and a team of awesome St Columba caterers hosted the meeting for 200. The church venue was free of charge, and people were overcome by the excellence of the hospitality and Liz’s presentation.

Margaret Wernham – Trust Chairperson



*Farewell
Margaret*

Plunket executive Margaret joined the Trust Board in April 2004. Over the next 15 years Margaret would give valuable service. As Chair of the Trust Board, PCC gained a mother figure with kindness, awareness, definition, stability, not forgetting sweet treats from her kitchen! Ken said, “Margaret with her years of experience helping in the community and the mothers of new-born children, stood out as the person of ‘walking wisdom’. Margaret at the Board Meetings as Chairperson was not the chatty type. She let other Board members with experience in their field have their say. But when Margaret spoke, it was worth listening to. It was always clear and precise, directional, with guidance. It was always wise, straightforward and insightful. Margaret would attend the important events outside of the Board room, be it funding accountabilities, funding events or something in the community. Margaret brought her sense of humour and infectious

laugh to most discussions, and you always knew she was strictly confidential with information given or discussed.”

Herculean effort!

In 2020 Ken Fraser and Tony Parsons decided to fix a dangerous slab of path on the Norfolk Pine corner. One day while no one was around they grabbed axes, spades, crowbars and saws, forced the concrete up and carved a massive tree root down. The two-metre slab settled safely. How they did this is still an untold epic. Bravo white-collar workers for your blue-collar herculean effort!

In March 2018 the time came for Carol Wainwright to retire from counselling. The Centre had been her ‘baby’ since 1991, but she was finally ready to end her career and take the Practising Certificate home. Her colleagues gave Carol a memorable farewell among many friends. Fay Crabtree laid out a table of lunch treats. Ken, always the partnership man, wore his poet’s hat reserved for such occasions –

*“Carol has been the cornerstone of this place
She is good with the issues and clients face to face
Her high standards have been her prized gift
All along giving our spirits such a lift.
Her colours of teal blue and black
This time she says she won’t be back.
All the years of giving her heart
From the very first day it set her apart
She was part of the dream of PCC
On the committee, the Director or making the tea ...”*

⁵⁴ Ken’s Annual Report to 30 June 2018

Ken continued, “Carol zips into the driveway, walks with dedicated purpose carrying her case notes to the front door which opens quickly and quietly; there is a vortex of breeze as she speeds up into the corridor, down the steps and into Room 4 – **Carol has arrived.**

As she passes my door she says good morning; the sound travels with her like a bullet train disappearing into the distance. **Carol has arrived.**

This is not a big building, yet Carol makes it appear so with a zephyr of air that’s left in her wake. When we say Carol is a breath of fresh air around the counselling centre, we mean it! **Carol has arrived.**

The organisation has been so much a part of her life and the people within it! Carol is so well organized and beautifully presented every day of work, if you could franchise her, it would be a business model all of her own! Carol’s fastidious attention to detail, her sharp eye and quick mind pick up things that require attention around the Centre that others don’t notice. The colour-matched tissue boxes, hand towels and beautifully created artworks in every room with seasons change-out at Christmas, all speak of her.”

Jo McGrath with her guitar sang to Carol a song based on Ken’s poem and to a familiar tune.

Among her replies Carol said, “I want to thank the many volunteers who adopted the vision, lent us their time, expertise and help. The difference you made and continue to make is crucial ... Wonderful people will carry the ministry forward. As society changes and pressures on people increase, our counselling ministry will be ever more needed.”



Past and present counsellors and trustees at Carol Wainwright’s Farewell 21 March 2018

Fortunately for PCC, after Ken retired as Manager, he stayed on as Board Secretary and Deputy to Eric Shiels, Chairman.

Jenny Carter came into Ken’s office as Manager.

7 The Covid Years

Jenny Carter – Manager, February 2020 to the Present



Jenny Carter

The scourge of a worldwide Covid 19 Pandemic arrived in New Zealand in February 2020. Jenny, almost at once, had to manage PCC through lockdowns, health protection rules, contact tracing, working from home and a growing climate of fear. To the credit of Jenny, the Counsellors and Trust Board, work continued. People got used to zoom therapy sessions, social distancing and talking through masks.

Below are the dates of the New Zealand lockdowns, to provide an indication of the periods of impact on business.⁵⁵

Lockdown	26 March-27 May 2020	62 days
Lockdown 2	12 August-23 September 2020	42 days
Lockdown 3	14 February-7 March 2021	21 days
Lockdown 4	17 August-3 December 2021	108 days
Phase 2	15 February 2022-until further notice	unknown



Team building day for counsellors and Ken Fraser, by Red Boat cruise up the harbour to Riverhead Tavern, August 2021, just before another Covid Lockdown.

Left to Right: Paul Williams, Ken Fraser, Christine Taylor-Agnew, Denise Kuek, Vilma Pearson, Frances Hardiman, Brigitte Crowe, Gail Alexander, Candy Yao, Lesley Hofer, Stephen Yao, Jenny Carter

⁵⁵ Courtesy of Jenny Carter 23 March 2022

Jenny reflected on the Receptionist's role

"It takes courage to start a counselling journey. To be courageous and open the door to the Centre. On the other side of the door, you need someone who cares, really cares. Someone who knows how brave you are being today and welcomes you to your safe place for a while. Gail Alexander is all that. She carries the vision of the elders and the Lord in her heart and understands the purpose of the Centre. Gently and calmly, she takes care of her flock, in the same way every day, not missing a beat. No pandemic stops her delivering the same caring service. She works tirelessly to protect clients' appointments, and their refuge space as we lurch from Lockdown to Lockdown. The first person and the last person the Client sees, she smiles reassuringly conveying light and hope. A most important cogwheel in the workings of PCC, this role is never to be underestimated."⁵⁶

"I entered the centre as a closed book, was hesitant, nervous, and shy as it is not common for Pasific people to use counselling. But the 1st day I had my session with my counsellor I was able to feel safe and able to open up to many feelings and wonderful emotions. My experience has been a blessing, my sessions gave me comfort, confidence, and strength. Every session I had with my counsellor I walked out with a smile and loving life so much and the people in it. My counsellor is such an asset to your lovely centre. My family love my counsellor and she has not only helped me, but my family have come out of a dark tunnel. We will continue to grow and take on board what I have learnt."

"I am feeling very happy now, not like I used to be. Self-esteem was very low. I am sleeping better at night and now meeting new friends at church and exercising every morning for an hour. Only with professional help have I been able to improve myself. I will recommend this to others as the only way. Thank you."

AMETI (EASTERN BUSWAY PROJECT)

AMETI is the abbreviation for Auckland Manukau Eastern Transport Initiative. Growing suburbs need wider roads to cope with increasing volumes of traffic. PCC is beside one of the busiest arterials and is therefore impacted by such expansion. As far back as 2002 Transport authorities have talked and spent millions of dollars on consultants and public dialogue. At 207 Ti Rakau Drive the road will at least be widened but on which side and by how much and when are questions that have hung over our heads for 20 years. Our Directors too have talked with Council as necessary. Now the Panmure to Pakuranga portion has been built Ti Rakau Drive could be next in line. How thankful we are that PCC has been able to carry on undisturbed to date!

⁵⁶ Gail Alexander started in November 2015.

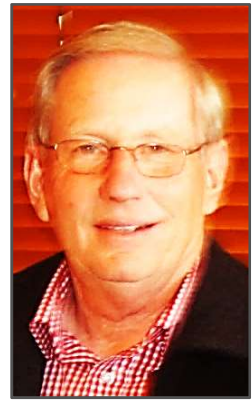
8 The Enduring Years, 1993-2018

Laurie Hayward – a founder and enduring friend of PCC

Laurie was an engineer who played a major part in the establishment of PCC.

From the Pakuranga Baptist Church, he joined the Steering Committee in September 1993.

Laurie was one of the first Trustees of the Pakuranga Inter-Church Charitable Trust formed in 1994. He was the longest-serving Board Member, having given over 25 years to PCC serving at various times as chairperson and deputy chairperson. He brought to the Board his calm manner, vision, keen judgment, business acumen and good governance. He was Mr Fix-it who sorted out maintenance issues with no-fuss. Several times over the years Laurie said he wanted to retire, always hearing the same response – “You can’t Laurie – we need you!”



Laurie Hayward

At the Opening Day of the new rooms on 21 April 2012 Laurie said, *“It is my privilege to speak on behalf of the Board and to bring to our attention today the people who were in this Centre at the beginning and the service given since then. The early vision of Pakuranga Counselling Centre came from two Churches, Pakuranga Baptist and St Columba. Quickly all seven Pakuranga Churches came on board, and the vision was turned into reality.*

When the Baptist Church moved to this property this house was privately owned but the owner took fright at being surrounded on all sides by a church, so offered it for sale. Unfortunately the church could not afford to buy it so Rodney Chin a member of the Chinese Church bought it and made it available at a very modest rental. PCC now had a home from which to operate. This modest rental gesture continued until recently when the property was bought by Auckland Council for roading expansion, and as it will not be needed for some years they are allowing us to remain at a reasonable cost.

People who have had a big influence on PCC were:

The Rev Glen Ashton who was on the pastoral staff at St Columba took control of setting up a Steering Committee, which were the group that turned a vision of a Counselling Centre into a reality .

Don Whyte who was the original Administrator served in this role for many years and had a huge influence on the effectiveness of the Centre in those early years. His dedicated service was invaluable and he will always be remembered with fondness, from those who served with him.

Bruce Dixon from St Columba was Chairman from 1992 to 1996.

Dr Liz Smythe from St Columba was Secretary for 11 years.

Julie Baker from the Methodist Church (now Wesleyan) was a Board Member and Chairperson for six years.

Carol Wainwright who, as Director for many years, brought the Centre into a new vibrant era. Her service through this period has been invaluable.

Rachel Price and her father Roy Morrison from the Pakuranga Christian Fellowship were Board Members and Rachel was Secretary for over seven years.

Jo McGrath, former PCC Counsellor, was a Board Member and Secretary for five years.

Without the vision and dedication of all these people this Centre would not be in the strong position it is in today.”

9 She heard the Heart and saw the Soul

PCC is blessed to have **Sister Frances Hardiman**, our current longest serving counsellor. Here are some memories of her 18 year journey at PCC.

“In February, 2004, in response to an advertisement in a NZAC Newsletter, I was interviewed by the then Manager of the PCC Board, Laurie Hayward and Director, Carol Wainwright. I left the Centre with a real desire to be accepted, impressed by the broadminded, holistic approach and professionalism expected, the not-for-profit basis and how the service, underpinned by Christian values, required of Counsellors sensitivity and respect for the various faith beliefs of clients. It was also a huge relief to hear about the subsidy fund which meant no one seeking counselling would be excluded on financial grounds. I would later hear again and again the sentiment expressed by one of my clients in his evaluation:



*Counsellor Frances Hardiman (middle)
with Carol and Ross Wainwright, 2018*

We were most grateful for the subsidised fees as we were under extreme pressure emotionally, psychologically and also financially.

Starting with one day a week while completing my counselling contract at Friendship House, I moved into a full-time role in September that same year. I soon realised PCC was a well-established Counselling Centre with a small but very dedicated team and Board. The Board has always shown real care for the Centre and I have often admired their generous attendance ‘for free’ at the monthly meetings and the way they have improved amenities as funds became available.

A corollary of not-for-profit can be not-for-luxury. Managing without non-essentials in those early days was no problem for me. With 24 years of missionary life in Fiji and a couple in the Philippines, I was used to making do with limited resources. When the stove in the kitchen was replaced by a small table and two chairs, we no longer needed to have lunch ‘on the run’. Then came the luxury of the dishwasher, then a desk, office chair and reading lamp in each counselling room. More recently heat pumps arrived and roll-up sunshades above the two north-facing counselling rooms. After renovations in the bathroom made it more spacious, one of my clients wrote in her evaluation:

Even the toilet area makes one feel a bit special with nice soap, tissues and hand lotion available.

The transformation of the double garage into a meeting room and two counselling rooms created a venue for well-patronised Workshops and a more comfortable space for Counsellor team meetings. Further, the Director now moved from ‘making do’ here and there to gaining an actual, even if mini, office! PCC has definitely been blessed with a series of really efficient, selfless and dedicated Directors.

Our forward-thinking Board has enabled us to gain benefits from developments in technology. Texted appointment reminders significantly reduced client late cancellations. Being able to print from our counselling rooms and scan directly onto a USB stick has made

life easier both for the team and Administration. The Board has also assisted Counsellors to keep up-to-date professionally by making available a much-appreciated Professional Development Fund. These above small and not-so-small material changes are indications of how our Management moves with the times and continues to listen to felt-needs. This is reflected in the following feedback from a client:

Going to Pakuranga Counselling Centre is a pleasant experience from the moment you walk in the door. The house itself is very welcoming and feels more like a home than a clinical space. Thus I found it very relaxing albeit the turmoil inside me.

Something that hasn't changed through the years is the simple, tasteful décor throughout the Centre and also the special theme decorations for example ANZAC Day, Easter etc. The Insiders among us know who is responsible for this. Almost daily, if not weekly, comments are made by clients about how peaceful and restful it feels inside the Centre and they also often comment on the welcoming atmosphere and hospitality offered. Client feedback reflects this:

I was always greeted, made to feel welcome and offered hospitality. That always takes away the stigma of why one seeks counselling.

From the time you enter the door one is greeted and offered a hot drink. Lovely background music calms you down. Staff & facilities – out of a hundred = 100 +

There has been both change and continuity at PCC over the years. The vision and core values of the Centre have remained the same, as have the basic presenting issues and ethnic diversity of the clients. Different emphases in client presenting issues can be identified as reflecting societal changes and associated pressures. The Covid-19 pandemic catapulted us into the virtual world of counselling. PCC has proved itself up to ongoing challenges.

This scripture quote reflects why I feel so comfortable and 'right' serving at PCC as part of a like-minded team:

*'I have come that you may have life,
and have it to the full.' John 10:10."*
(2 April, 2022)

10 Journey to Wholeness

By Dr John Sturt

The eminent **Dr John Sturt** wrote of his own learnings (and unlearnings) illuminating the nature of a person's journey to wholeness.

Significant Insights and Learnings

"When I started training as a counsellor, I attempted to learn the skills of the trade from books, teaching sessions and from the models I saw of effective counsellors at work. There was so much to learn – and unlearn, mainly about myself. I didn't really know who I was, but started to see myself more objectively and accepted feedback from others. Change starts with insight.

My overall life goal is to become a whole person: physically, mentally, emotionally, socially and spiritually. I wanted to help people reach this objective too, but to do this I needed to be a whole person myself. You can't give away what you haven't got. I define 'wholeness' as growing in all areas of life, rather than having reached perfection. Jesus said, *'Be perfect as my Heavenly Father is perfect'* (Matthew 5:46). That sounds like an impossible task! But the Greek word translated 'perfect' here is 'telios', meaning whole. So Jesus's words can be paraphrased, *'Be wholly who you are made to be as your Heavenly Father is wholly who he is'*. This insight was a great help to me, and also to various people I've shared it with who were trying to be perfect. Becoming whole can also be defined as becoming like Jesus.

But I had a major problem. As a doctor I was a trained 'medical advice-giver.' That was the contract I had with my patients – 'I have a health problem Doc, what should I do about it? What do you advise me to do?' There's nothing wrong with appropriate advice-giving but this is not counselling. I had to stop advice-giving and learn how to empower people to find their own answers in order to make the needed changes. This was a new skill. Clients know what they need better than I do. It's not my place to tell them but help them find it.

I am a Christian counsellor, that is, in my view, someone whose values are based on the word of God, who is drawing on the Spirit's power and is also a trained counsellor. I am learning to work in partnership with *'the counsellor', the Holy Spirit*, (John 14:16,17). The basic skills of counselling are to be fully present to your clients and listen closely to them. This means listening to what they're saying, to their paralinguistic messages, their body language, and to hear what they are not saying. Listening is hard work. Listening is caring. Listening is loving. The Holy Spirit is the one who brings about change in people's lives, so I had to learn to listen to Him during the sessions too. For Christian counsellors, their work must be undergirded by prayer, before and after, but especially during appointments.

I discovered that the Bible is the best 'textbook' available on counselling – not to provide snap answers to problems, but true wisdom for life. All effective counselling principles that have been 'discovered' in the past hundred years or so are actually found in Scripture! For example, the Bible has a lot to say about listening, particularly in Proverbs and James. Jesus said repeatedly, *'He who has ears to hear, let him hear!'* Scripture provides much guidance for the craft of counselling.

Another problem I had was the desire to rescue people and take responsibility for their issues. This was especially so in our marriage counselling. If a couple wasn't doing too well, Agnes and I would often try to carry their burden, as if it was our problem or our responsibility to fix their relationship! Eventually we learned to say to them at the start, 'We're not here to fix your marriage – that's your job. Our job is to help you identify the

problems, see what's going wrong and maybe provide you with some tools to help you resolve them.' This took the load off our shoulders. Whew! While they were with us we gave them our full attention – as if they were the most important people in our lives. When they left we 'pulled the blind down.' That didn't mean we ceased to pray for them or plan better strategies to help them, but we refused to carry their burdens ... Jesus is the world's 'burden-bearer'. Not me or you! He gives us each a 'portion' to carry which He said '*is easy and light*' (Matthew 11:28-30).

I've learned more from an in-depth study of how Jesus interacted with people than any counselling book. Anyone would think Jesus had done a counselling course! What struck me was his love, listening, patience, profound use of questions and reflection, affirmations, making people own their problems – not always removing pain or problems but sharing them. These and many other insights shine out from the Gospel story.

One shift I made over the years was to move my focus from 'problem-counselling' to 'growth counselling.' Of course problems needed to be addressed, but I find it more helpful to provide tools than solutions. Given the right tools, clients can move from stuck places to freedom and growth. The tools include self-awareness, insight, communication and conflict resolution principles, relationship building skills, and many more.

Another lesson I learned, perhaps rather slowly, is the importance of self-nurture. Counsellors can burn out! I believe God is just as interested in the messenger as he is in the message. The hardest word for me has always been 'no'. In the past, my usual response to a request was 'yes', like a knee-jerk reflex. But I discovered 'no' is a good word too. This helped me balance the number of clients seen or seminars taken along with family commitments, exercise, relaxation, solitude and spiritual growth. I greatly value supervision, not only to improve my skills but for my own protection.

As a counsellor, I'm aware of my own pain and problems – not pretending to have it all together. Being a 'wounded healer' doesn't mean sharing our wounds with clients but bringing both our healing and our woundedness to the task. This insight has become more real to me since the death of Agnes – my lover, friend, companion, co-counsellor and spiritual encourager. We spent a lifetime together, working with and caring for people in many ways. We also wrote several books together on personal growth, self-esteem, marriage, intimacy and wholeness, and used these in conjunction with our work. Books don't wear out like counsellors do!

God is in the business of healing and he offers us the privilege of working with Him in this process. At the same time, He wants healing and growth to take place in me as well as in people I work with. Counselling, or people-helping, is a lifestyle."⁵⁷

(In 2022, John is now in his early 90's)

⁵⁷ Dr John Sturt in *Our Faith Journeys, c.2013, Chapter 3, pages 52-55*

The PCC story is Ongoing

Here the present book ends with words from former Trustee, **Dr Liz Smythe**, and the present Chairman, **Eric Shiels**.

Former Trustee - Liz Smythe

Liz wrote that the original idea “needed the fertile soil of a Christian community to grow roots. It needed the synergy of a group of people, the seeding investment of Elderships who caught the vision, the prayer of the faithful who know that hurting people need help.

“Ideas are easy. Turning an idea into action and sustaining it for decades is a cause for celebration ... Life is never to be taken for granted. To sustain ongoing years of service, there needs to be fresh names, new energy, and untapped ideas. Perhaps your name could be amongst those who keep this idea healthy, strong and growing.”⁵⁸

*The “PEACE” rose presented to PCC by
Counsellor Tony Parsons when he was
farewelled in June 2020, speaks of
PEACE,
the fruit of this Ministry.*



Looking Ahead

Chairman - Eric Shiels

“Currently we live with a high level of uncertainty – how to live with Covid; will the economy recover as New Zealand reopens to the world; the threat that the Russian invasion of the Ukraine will escalate into more widespread conflict; the global climate crisis requiring significant action by every country; to mention only a few.

Nevertheless, Pakuranga Counselling Centre can look forward with confidence to the future. Over the years, underpinned by our faith in God, we have developed into a highly respected counselling centre. We have delivered many, many counselling hours over the years, and in so doing, have made a positive difference in the lives of many clients. There is a critical need for the services that we provide.

The people associated with PCC – staff, contractors, volunteers – have been, and remain, highly committed to the organisation.

We put our trust in God with confidence and humility.”

28 March 2022

⁵⁸ St Columba's *The Pulse* August 2004, p8-9

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VISION, MISSION AND VALUES
VISION Individual, family and community well-being fostered through Christianity in action
MISSION To be recognised as a high quality provider of relevant counselling services and community life coaching programmes
VALUES High quality services Stewardship of funders resources Respect for the Treaty of Waitangi Respect for human dignity and diversity Evidence based accountability in meeting communities' needs

Appendix 2

 COUNSELLOR DETAILS as at April 2022			
Counsellor	Qualifications	Specialities	Other
Frances Hardiman (F)	B.Ed, MA Pastoral Ministry: Family Ministry & Counselling - Philippines, Adv Trauma, MNZAC Works Tuesday & Thursday	ACC Registered for Sensitive Claims/Abuse, General Counselling, Supervision, Relationships, Adolescents, Trauma, Stress, Grief, Depression, Anger Issues, Confidence & Self-Esteem, Addiction, Domestic Violence, Faith Journey, Workplace Issues	Modalities: CBT, TA, IDT Other: Restorative Justice Facilitator, Speciality in Trauma, Stress Management, Ex-Secondary School Teacher, Speaks Fiji Hindi Works with older adolescents & adults of all ages
Christine Taylor-Agnew (F)	Postgraduate Diploma in Counselling, Diploma of Applied Theology, Prov MNZAC Works Monday, Tuesday & Thursday	General Counselling, Children, Youth & Families, Alcohol & Drugs, Other Cultures especially Maori & Pasifika, Anxiety, Trauma	Modalities: Narrative Therapy, IDT, Solution Focused Therapy, Te Whare Tapa Wha Other: Theologically-trained, Facilitator for Building Awesome Whanau & Smashed and Stoned Programmes All people except Couples Counselling
Denise Kuek (F)	M.Ed (Hons), Dip OT, MNZAC Works Tuesday, Wednesday, Thursday & Friday	General Counselling, Adults, Elderly, Marriage Relationships, Adolescents, Children, Loss, Grief, Pregnancy, Abortion, Illness, Disability, Workplace Issues, Self-Esteem, Anxiety, Cultural Issues, Migration, Separation	Modalities: Person-centred CBT, TA, Narrative Therapy, ACT Integrated, Drawing, Writing, Sand Tray Therapy Other: Experienced with all cultures, particularly European and Asian School age 5 years +, 65 years +, terminally ill & their families.
Lesley Hofer (F)	Dip Counselling, B.A. Biblical Studies, MNZCCA Works Tuesday, Wednesday & Thursday	General Counselling, Marriage Counselling, Relationships, Child & Family, Adolescents, Grief, Stress, Depression, Anxiety, Self-Esteem, Parenting, Migration Issues, Workplace Issues	Modalities: CBT, TA, IDT, Theophosics Other: Business Background, Facilitates Toolbox Parenting & Marriage Courses. 5 years +
Paul Williams (M)	M.Ed Counselling (Hons), M.Sc (Hons), Dip Teaching, PG Dip School Management MNZAC Works Wednesday & Friday	General Counselling, Teen Issues, Stress, Anxiety, Depression, Anger, Existential Issues, Relationships, Parenting Adolescents, Loss, Grief, Trauma, Workplace Issues, EAP, Substance Abuse, Critical Incidents	Modalities: Person-centred & Eclectic, CBT, IDT, TA, ACT & Mindfulness Other: Experienced with Maori & Pacific clients and others of diverse cultural backgrounds, Wide work experience in Education including Senior Management and High School Guidance Counsellor, Trained in Restorative Practice Happy to see young people aged 11 and up
Stephen Yao (M) (丘國樑)	Dip Counselling, B.Sc, MNZAC Works Monday, Tuesday, Thursday & Friday	General Counselling, Relationship, Stress, Anxiety, Loss, Grief, Workplace Issues, Migration Adjustment, Men Middle-Life Transition	Modalities: PCT, CBT, IDT, Sartir Growth Model Other: Speaks Mandarin & Cantonese, Corporate Business & IT Background, Special Interest in Asians Will see male & female from 16 years
Vilma Pearson (F)	B.A., Dip Teaching, B.Counselling, TESOL Dip, MNZAC Works Monday, Tuesday & Wednesday	General Counselling, Abuse, Spiritual, Emotional, Addiction, Eating Disorders, Loss, Grief, Stress, Adolescent, Anger Management, Anxiety, Build Resilience, Bullying, Workplace Issues, Child & Family Issues, Conflict Resolution, Depression, Health, Chronic Illness, Life Coaching, PTSD, Self-Esteem, Identity, Trauma, Pregnancy, Parenting, Women Issues, Migrant Issues	Modalities: Multimodal Integrated, Person-centred, Narrative Therapy, Small Figures, Sand Tray Therapy, Strength Based, Mindfulness, Tree of Life, CBT Other: Speaks Afrikaans, Teaching Background, Facilitates Toolbox Parenting, Motivational Speaker, Worked in prisons with diverse cultures Teen +
Brigitte Crowe (F)	B.A., Higher Dip Teaching, Dip Counselling, Grad Dip Theology, MNZAC Works Tuesday, Wednesday & Thursday	General Counselling, Family & Couples, Children & Teenagers, Trauma, Grief, Blended Families, Boundaries, Migration, Sexuality, Coaching, Supervision, Faith, Spirituality, Mediation with Families, Workplace Boundaries	Modalities: PCT, CBT, Narrative Therapy Other: Ex-High School Teacher, Pastor, Coach, Speaks English & Afrikaans fluently, Facilitated Onsite Workplace Boundaries, Parenting Toolbox Courses, Pre-Marriage Counselling, Sexual Abuse within the Workplace 5 years +

PCC Trustees from 1994-2022

Don Whyte (Administrator)	Convenor of Steering Committee	1992	1998
The original Steering Committee was: Don Whyte, Bruce Dixon, Laurie Hayward, Peter Winfield, Ian McInnes, Graham Spooner, Elizabeth Smythe, Carol Wainwright			
Bruce Dixon	St Columba Presbyterian	1992	1996
Diana Dowdle	St Columba Presbyterian	1992	2000
Elizabeth Smythe	St Columba Presbyterian	1992	2003
Laurie Hayward	Pakuranga Baptist	1993	2018
Peter Winfield	Pakuranga Baptist	1993	1999
Francine Bennett	Pigeon Mountain Baptist	1994	1995
Christine Ogburn	St Peter's Anglican	1994	1996
Roy Morrison	Pakuranga Christian Fellowship	1994	2000
Rev Ian McInnes	Assembly of God Pakuranga	1994	1996
Ann McLean	St John's Co-Operating	1996	2002
Julie Baker	Trinity Methodist/East City Wesleyan	1997	2003
Rachel Price (nee Morrison)	Pakuranga Christian Fellowship	2001	2007
Carole Carr	All Saints Anglican Howick	2002	2004
Judy Dransfield	St Columba Presbyterian	2003	2005
Lucie MacDonald	St Columba Presbyterian	2003	2005
Mary Kuo	St Mark's Catholic	2004	7 mths
Margaret Wernham	St John's Co-Operating	2004	2019
Jo McGrath	Botany Life Community Church	2005	2010
Larry Liow	St Columba Presbyterian	2006	2013
Rev Andrew Brown	Pakuranga Baptist	2010	2014
Leane Els	East City Wesleyan	2013	2018
Ken Fraser	St Columba Presbyterian	2014	
Eric Shiels	St Columba Presbyterian	2014	
Samuel Koh	East City Wesleyan	2017	2020
Avasha Singh-Naidoo	Pakuranga Baptist	2018	
Rosa Chow	St Marks Catholic	2019	
Alyson De Marco	Cathedral of St Patrick and St Joseph	2020	

PCC Trust Officers from 1994-2022

CHAIR	CHURCH
Bruce Dixon	St Columba Presbyterian
Laurie Hayward	Pakuranga Baptist
Julie Baker	East City Wesleyan
Laurie Hayward (Second Time)	Pakuranga Baptist
Margaret Wernham	St John's Co-Operating
Eric Shiels	St Columba Presbyterian
SECRETARY	
Elizabeth Smythe	St Columba Presbyterian
Rachel Price (nee Morrison)	Pakuranga Christian Fellowship
Jo McGrath	Botany Life Community Church
Rev Andrew Brown	Pakuranga Baptist
Ken Fraser	St Columba Presbyterian
TREASURER	
Lucie MacDonald	St Columba Presbyterian
Winnie Huddleston	Pakuranga Baptist
Larry Liow	St Columba Presbyterian
Eric Shiels	St Columba Presbyterian
Avasha Singh-Naidoo	Pakuranga Baptist

Appendix 5

Counsellors from 1994-2022

Name		Start Date	End Date
Au	Sybil	June 1994	April 1997
Peach	Moiria	June 1994	Dec 2002
Wainwright (nee O'Brien)	Carol	June 1994	March 2018
Williamson	Andrea	June 1994	May 1999
Harrowell	Peggy	April 1996	Nov 1998
Greeff	Renier (Psychologist)	Aug 1995	June 2001
Van Niekerk	Louis (Psychologist)	Jan 1996	Dec 1998
Fraser	Peter	June 1999	June 2003
Vong	Candy	Aug 1999	Oct 2001
Eadie	Stewart	Aug 2001	Sept 2003
Francesco	Bob	June 2002	July 2014
Carney	John	Aug 2003	May 2005
Au	Sybil	Sept 2003	Sept 2008
Lacey	Patricia	Sept 2003	June 2006
Hardiman	Frances	Feb 2004	
McCracken	Ngaire	June 2004	Nov 2005
Williams	Mike	May 2005	Sept 2008
Choy	Nelly	June 2005	Oct 2009
Thompson	Karen	Feb 2006	Oct 2011
Eastland	Sylvia	Oct 2006	Dec 2007
Chipman	Andrea	July 2007	Oct 2007
Thompson	Janet	July 2007	Nov 2009
Holliday	Sylvia	Jan 2008	Oct 2015
Lacey	Patricia	Jan 2008	May 2011
Parsons	Tony	Nov 2008	June 2020
Laidlaw	Anne	June 2009	Nov 2009
Crabtree	Fay	Sept 2009	Feb 2020
Graham	Robyn	Nov 2009	Oct 2015
Crowe	Brigitte	Dec 2009	May 2022
Yao	Stephen	Jan 2010	
McGrath	Jo	April 2010	Dec 2018
Hofer	Lesley	June 2015	
Williams	Paul	Dec 2016	
Kuek	Denise	Oct 2018	
Pearson	Vilma	Aug 2019	
Taylor-Agnew	Christine	Aug 2021	

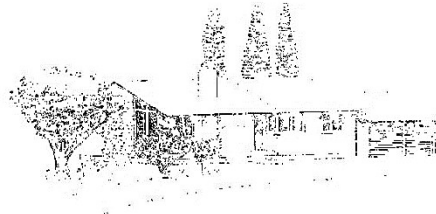
Kept Appointments Per Financial Year

YEAR	Year to June 30
1994	2
1995	372
1996	915
1997	919
1998	1161
1999	855
2000	828
2001	1157
2002	1035
2003	977
2004	862
2005	1176
2006	1788
2007	2437
2008	2271
2009	2134
2010	2234
2011	2796
2012	2765
2013	2984
2014	3303
2015	3047
2016	3050
2017	3080
2018	3027
2019	3072
2020	2653
2021	2623
2022	

During Sylvia Holliday's time - 2013

Pakuranga Counselling Centre

Phone: 576 4248
Fax: 576 4249



ORGANIZATION INFORMATION

- Full Legal Name:** Pakuranga Inter-Church Charitable Trust – known as Pakuranga Counselling Centre
- Governance:** Chairperson & 4 Trustees (incl. Treasurer & Secretary) and Director. Meetings bi-monthly.
- Staff:** Director, Office manager, Financial Administrator, Part time Administrator and several volunteer workers, and 11 Contract counsellors,

Our counsellors are all are members of New Zealand Association of Counsellors (NZAC) Or the New Zealand Association of Christian Counsellors (NZCCA). They cover all issues, i.e. *relationship, adolescent, behavioural issues, family violence, anger, addictions (drug/alcohol etc), stress management, grief, anxiety/depression, and sexual abuse*, to name a few, as well as critical Incident Call outs. We have counsellors who are fluent in Mandarin, Cantonese, Fiji Hindi and Afrikaans.

Statement of organization objectives: To provide a professional and confidential counselling service at affordable fees to people in our community who are in need. To provide affordable community education on identifiable topics. To provide Affordable Professional Development for Counsellors Auckland wide and beyond.

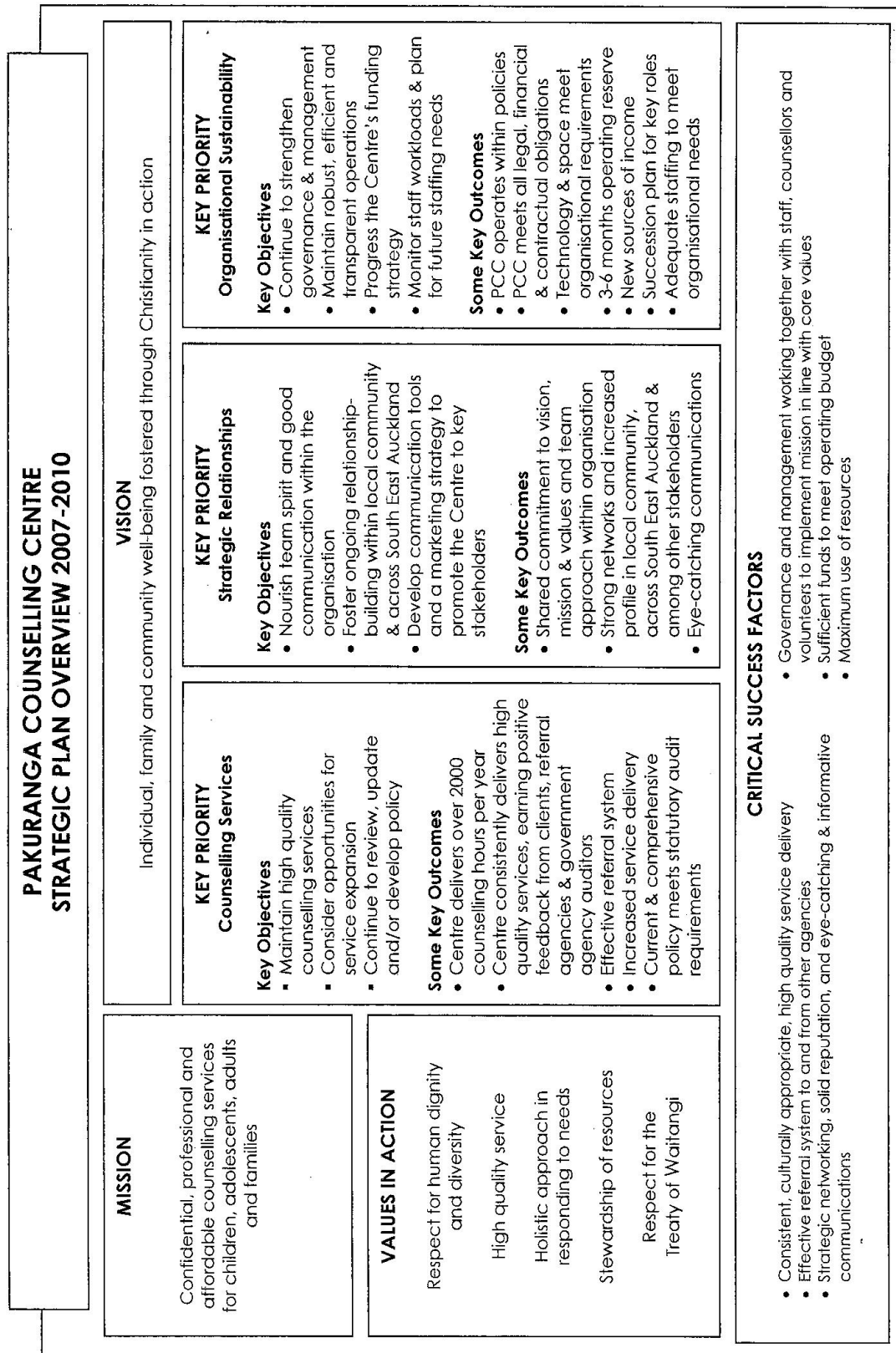
History: Pakuranga Counselling Service has been operating in the Pakuranga, Howick, Botany and surrounding areas since June 1994 (19 years) and during that time we have conducted Approximately 26,000 counselling sessions. Each year we deliver an average of 16 community courses.

We regard ourselves as a respected and integral part of our community and receive referrals from the Medical Profession, NZ Family Court, ACC, Winz, CAB, business, Victim Support, schools and local churches, and other agencies.

We are seeing an increasingly diverse client base as to ethnicity and need. When a client is helped; research tells us that the benefit will be felt by at least four other people in his/her life (family children friend's neighbours and work colleagues). Therefore over 19 years Pakuranga Counselling Centre has made a significant impact on our community and beyond.

Confidential, Professional and Affordable Counselling Services for Adults, Adolescents and Families

First Strategic Plan - August 2007 (ex SCOPE)



History and Invitation to Churches - 2006

PAKURANGA COUNSELLING CENTRE

207 TI RAKAU DRIVE, PAKURANGA

PH: 576-4248

We would like to invite your church to partner with us in this exciting expanding ministry to the local community. We are looking for churches who will offer ownership by joining the Inter-Church Trust, prayers, Trust members, resources and assist with financial support towards the general running costs and client subsidies. We have a sound track record, and are in an exciting stage of expansion as our services are in more demand than ever experienced before.

MISSION STATEMENT – “We aim to provide through the Pakuranga Counselling Centre a reliable, caring, professional Counselling Service at a reasonable cost”.

WHO ARE WE - We are an Inter-church Charitable Trust offering professional counselling services to our local community. The local churches are an essential part of the Counselling Centre.

HISTORY TO DATE

1989 – Explored the Concept of a Christian Care Centre - A group from St Columba Presbyterian and Pakuranga Baptist got together to explore the concept of a Christian Care Centre (Counselling/Medical Centre) in our local community.

1991 – Preliminary Report prepared after two year survey –

- **Concept:** Provide an affordable community service by professionally trained staff, with emphasis on people who were hurting, in particular at-risk groups.
- **Structure:** Create an Inter-Church Charitable Trust. Once set up to be self-managed and self-funded mainly from fees, Govt. subsidies, grant/donations from churches and others and overseen by a Trust Board made up of local Church members.

1992 – Steering Committee Formed - Rev Glen Ashton, St Columba, established a steering committee of six church members - headed by Don Whyte – with a ‘Seed’ fund.

1994 - Pakuranga Inter-Church Charitable Trust was set up - In April the Pakuranga Counselling Centre opened its doors, with four counsellors and Trustees from St Columba Presbyterian, Pakuranga Baptist, Pigeon Mountain Baptist, St Peters Anglican, Trinity Methodist, Faith Tabernacle, Pakuranga Christian Fellowship, Bucklands Beach Co-Operating and East Auckland Apostolic churches. In June we had our first two clients.

1995 - Received ‘Certification of Service’ from CFA (Community Funding Agency) which allowed us to apply and receive much needed funding.

2005 - 11 years on - We are now a respected and integral part of our community and unique to Pakuranga/Howick/Botany in that we offer a counselling service with eight professionally trained counsellors (including speakers of Mandarin and Cantonese). All are members of the NZ Assoc. of Counsellors, or NZ Christian Counsellors Assoc. We work with a large variety of people needs, ie addictions, men’s issues, relationships, adolescent issues, abuse, drug/alcohol, anger, family violence, anxiety/depression, Post Traumatic Stress Syndrome, grief/loss, stress, career guidance. We also offer supervision to professionals.

REFERRALS – Come from ACC, Child Youth & Family, CAB, Churches, Doctors, Industry, NZ Family Court, Schools, Self-referrals, ‘The Cottage’, Victim Support, Women’s Refuge, WINZ.

CURRENT EXPANSION – Our client base has grown considerably this year and for the year ended 30th June 2005 we had -

- 1,176 client appointments—the highest in eleven years. A 36% increase over the previous year.
- 427 new clients. A 33% increase over the previous year.

As with all non-profit groups, funding is always a problem - we usually struggle to make ends meet. We depend heavily on core funding from Child Youth & Family, grants/donations from churches and other funding agencies.

Would you consider as a Church joining us in this vital community work. Feel free to phone the Director, Carol Wainwright on 576-4248.

A Sample Year's Funding

GRANTS AND FUNDING 2005-06

Adequate funding is crucial to the success of Pakuranga Counselling Centre. On behalf of the P.C.C. and Trust Board I would like to record most sincere thanks to the following organisations for their Grants and Donations this year.

CHURCHES	Purpose	Amount	Total
St Columba Presbyterian Op Shop	Donation	1,300	
Pakuranga Christian Fellowship	Donation	360	

INDIVIDUALS			
	Donation	47	1,707

GROUPS			
Child Youth & Family	Running costs	22,090	
Child Youth & Family	Running costs	8,889	
Lottery Grants Board	Director's Salary	15,000	
COGS	Running costs	6,978	
Manukau City Council	Letterhead/Street Signs	916	53,873

TRUSTS			
ASB Community Trust	Computer Data System	2,540	
ASB Community Trust	Furniture	1,474	
ASB Community Trust	Office Expenses	10,920	
New Zealand Community Trust	Client Subsidy Fund	3,000	
South Auckland Charitable Trust	Client Subsidy Fund	3,500	
Lion Foundation	Administrator's Wages	5,000	
Christian Care Centre	Supervision	1,390	
J R McKenzie	Administrator's Wages	4,000	31,824

Total Grants and Funding 87,404

NEW ZEALAND POST	
	1000 pre-paid envelopes

TELECOM	
	Sponsored Telephones eg free local calling
	(all figures exclude GST)

Pakuranga Counselling Centre

207 Ti Rakau Drive Pakuranga Ph 576-4248

November 1997

Suicide Support Group

'Caring for the Caregivers'

In response to the impact suicide attempts have in our community a support group for family members and individuals affected by suicidal people has been set up in the community.

The focus of the group is 'caring for the caregivers' and aims to offer support from others who are in a similar situation and provide some practical advice and training.

The support group members have found the time spent together to be immensely helpful as many of them have little or no support as they struggle to cope with the impact of suicidal behaviour on their lives.

There is a huge need in our community for this type of support and it is hoped that in the next few months more groups can be established throughout Pakuranga, Howick and eventually New Zealand.



Pakuranga Counselling Centre

207 Ti Rakau Drive
Pakuranga

Phone 576-4248



Jim Anderton recently visited the support group, to see first hand how the concept of 'caring for the caregivers' worked. The time he spent with the group was very helpful to him personally and he was impressed by the effectiveness of the group.

As a result of Mr Anderton's visit to the support group, **Reneir Greff** (who is responsible for the development and coordination of the groups) flew to Wellington and met with politicians and support personnel to brief them on progress to date and discuss the possibility of Government support for a national initiative to establish Suicide Support Groups throughout New Zealand, beginning with Pakuranga & Howick.

High Quality/ Affordable Cost

The Pakuranga Counselling Centre has been working in the community for the past four years and offers affordable, high quality, professional counselling to the community.

Pakuranga Counselling Centre is operated by the Pakuranga Inter-Church Charitable Trust.

The fee of the Centre is \$60.00 per hour, session. However some counselling services may be covered by ACC and a client's financial situation can be considered.

Jim Anderton was a senior politician who served New Zealand in various capacities including five years as president of the Labour Party; Member of Parliament for Sydenham, and as Deputy Prime Minister.

Care Centre Update - July 1994

CARE CENTRE UPDATE

The first stage of the Care Centre is now in operation with the opening of THE PAKURANGA COUNSELLING CENTRE at 207 Ti Rakau Drive, on April 17th.

The building is ideal in both location and facilities - Sited on the crossroads of Ti Rakau, Gossamer Drive and Fremantle Place, it has high exposure and is easily accessed from the rear by the Baptist Church entrance. It has plenty of car parking. The building has two comfortable, well-appointed counselling rooms, reception, waiting room and a small office.

Four counsellors are available to head up a range of professional services. Let us introduce them.

MOIRA PEACH

B.A. Psychology MH (Hons); Dip Ed; Dip Teach. Member NZ Association of Counsellors (NZAC); NZCCA; NZ.PsS. ACC registered. Trained in counselling and psychology. Moira attends a St. Columba's home group.

SYBIL AU

B. Social Science in Social Work; Post Graduate Dip. in Psychiatric Social Work(UK); Member of British Social Workers Association. Approved NZ Family Court Counsellor. Speaks English, Mandarin and Cantonese. Member of Chinese Baptist Church.

ANDREA WILLIAMSON

B.A; Dip Teaching; Cert. in Counselling - Manukau Polytechnic; Currently completing a certificate in Lay Ministry. Member of Trinity Methodist Church.

CAROL O'BRIEN

Certificate in Counselling and Practicum in Counselling at Manukau Polytechnic and has advanced training in wide range of specialised counselling areas. Member of NZCCA. Member St Columba's Church.

The Centre is being operated under the auspices of a registered charitable trust - The Pakuranga Inter-Church Charitable Trust, whose initial trustees are:-

- Diana Dowdle - Social Worker: St Columba's Presbyterian Church
- Bruce Dixon - Manager: St Columba's Presbyterian Church
- Ian McInnes - Pastor: Faith Tabernacle (AOG)
- Lawrence Hayward - Engineer: Pakuranga Baptist Church

The Counselling Centre is open to any person, couple, family or group, who may wish to talk through an issue, concern or conflict that is causing distress.

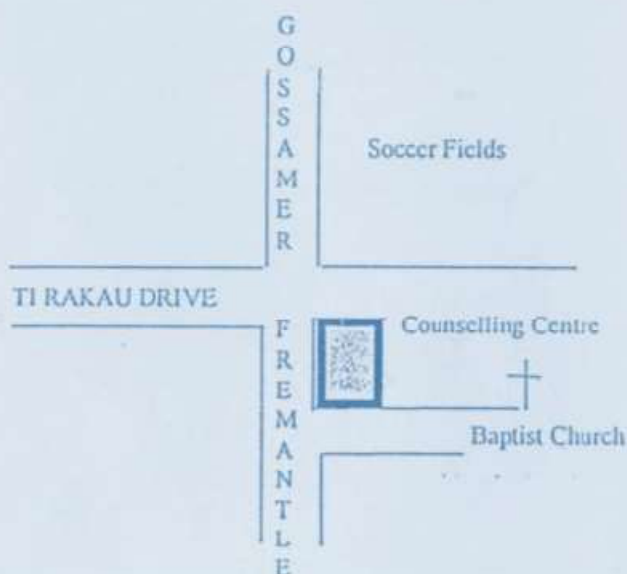
The Centre also expects referrals from ministers, medical advisors, schools, businesses and government agencies.

Costs will be met by a scale of fees suitably structured to consider each client's financial situation.

Later, seminars will be run to assist our community in identified topics of stress or concern.

The Steering Committee, counsellors and trustees thank you for your prayers and financial assistance thus far and now ask for your help in letting folk know of the above services, that we may be known as Christians who care.

PAKURANGA COUNSELLING CENTRE, Phone 576.4248
P O BOX 51111, PAKURANGA



Statement of Faith - 1994 (as per the Trust Deed)

Pakuranga Inter-church Charitable Trust

9

We DONALD BRUCE DIXON, IAN WILLIAM McINNES, LAWRENCE STANLEY HAYWARD and DIANA CATHERINE DOWDLE being the initial trustees of Pakuranga Charitable Trust SEVERALLY DECLARE that we subscribe to the Declaration of Faith below:

Handwritten signatures and initials:
 A. J. K.
 (C)

STATEMENT OF FAITH

(See clause 5 of the annexed Charitable Trust Deed)

The Trust affirms the central truths of the Christian faith, as expressed in the Bible and in the historic creeds. In particular, it affirms God as Triune - Father, Son and Holy Spirit - and is committed to expressing the Lordship of Christ and the authority of scripture in all areas of belief and practise.

SIGNED by the said
DONALD BRUCE DIXON in the
 presence of: *Mr. H. H. H. Company Director*

Handwritten signature: D. Dixon

Greenhill Crescent - Pakuranga

SIGNED by the said
IAN WILLIAM McINNES in the
 presence of: *Mr. H. H. H. Company Director*

Handwritten signature: I. McInnes

SIGNED by the said
LAWRENCE STANLEY HAYWARD in the
 presence of: *Mr. H. H. H. Company Director*

Handwritten signature: L. Hayward

SIGNED by the said
DIANA CATHERINE DOWDLE in the
 presence of: *Mr. H. H. H. Company Director*

Handwritten signature: D. Dowdle

Greenhill Crescent - Pakuranga

rpd94d03.01

Handwritten signatures and initials:
 (C) (S) (D)

The Vision is about to be Realised - 1994

**PAKURANGA CHRISTIAN
COUNSELLING CENTRE**

We praise God that the vision for a Christian Care Centre in Pakuranga is about to be realised, with the opening after Easter, of the first stage - *a Counselling centre.*

Three qualified professional counsellors have agreed to share our vision and operate from our new centre.

A suitable building has been located on the corner of the new Baptist site in Ti Rakau Drive and will be leased from the Chinese Church. Renovations and furnishing are taking place at present.

Our Committee comprising of members representing Faith Tabernacle, Pakuranga Baptist and St Columba's Presbyterian Churches, would welcome gifts in CASH to assist towards furnishing and equipment.

Please mark Envelopes "gift - Christian Counselling Centre" and include with offering or post to P.O. Box 51-111, Pakuranga.

Cash required to purchase the following:

Counselling rooms:

<i>2 two seater couches @ \$500 each</i> <i>2 single chairs @ \$100 each</i> <i>2 book cases @ \$120 each</i> <i>4 pictures</i>	<i>2 easy chairs @ \$250 each</i> <i>2 coffee tables @ \$100 each</i> <i>2 sets of curtains @ \$200 each</i> <i>2 light fittings @ \$80 each</i>
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Lounge:

<i>1 two seater couch @ \$500</i> <i>4 stacking chairs @ \$40 each</i>	<i>2 chairs @ \$100 each</i>
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Hall:

<i>2 Lampshades @ \$20 each</i>	Office: <i>1 Desk @ \$200; 1 chair @ \$100</i>
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Kitchen:

<i>Coffee mugs set @ \$30</i> <i>kettle @ \$50</i>	<i>Cups and saucers etc @ \$60</i> <i>Sec hand vacuum cleaner @ \$80</i>
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Outside:

<i>Plants @ \$50</i>	<i>Lawnmower (2nd) @ \$150</i>
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Voluntary help required: 1/2 day reception duties, Lawns & garden, Accounts and Audit. Enquiries: Don Whyte ph. 576.6504.

When a small group of people unites with a vision for improving their communities – when five years of planning see numerous obstacles overcome – and faith and prayer see providential openings – when their project gets traction and the team grows – when their work bears fruit and funders come on board – when many hundreds of people are empowered to move forward – when a vulnerable ministry is thriving after 28 years ...

it's time to share their remarkable story.

