

Introducing our new Executive Officer

The New Zealand Council of Christian Social Services (NZCCSS) is delighted to announce the appointment of new Executive Officer Nikki Hurst.



Nikki Hurst

NZCCSS President Bonnie Robinson says the appointment follows a comprehensive recruitment process that generated good interest in the position.

“This is a special role and we’re excited to welcome Nikki. She has an energy and excitement for the task and is committed to working in a collaborative way,” says Bonnie.

Nikki comes to the position with a strong academic background, most recently working for the Open Polytechnic of New Zealand as a National Programme Delivery Manager. Prior to that she was a Programme Coordinator and Principal Academic at Auckland’s Unitec Institute of Technology.

Along with high-level strategic and critical thinking skills, Nikki brings valued proficiency in research and evaluation, and an ability to develop effective solutions to complex problems.

Before entering academia, Nikki retrained from her earlier career

For the solo-mother of one, it’s been a strong strand threaded through her personal life too. Alongside her professional career, Nikki has invested considerable time and energy in the voluntary sector. “Children and young people are my heartbeat. Over the years, I’ve been involved with a number of voluntary organisations focused on children and youth, both as a youth worker and at

governance levels,” says Nikki.

This includes organisations such as Peak youth-development body Ara Taiohi and the professional

I have a personal commitment to Te Tiriti o Waitangi, and was excited to see this replicated in the mahi that NZCCSS do.

association of youth workers, Korowai Tupu, as well as youth-led bullying prevention organisation

Sticks ‘n Stones. Nikki has also been involved in counselling work with new mums at Well Women Franklin Trust and provided consultation to Scouts New Zealand and the New Zealand Society of Diversional and Recreational Therapists.

That dual investment across professional and volunteer callings added weight to her application for the Secretariat leadership position. “Nikki’s additional experience with NGOs has given her an in depth insight into the challenges of the sector, and how good policy impacts lives,” says Bonnie Robinson.

Nikki says that the Council’s Christian values and commitment to Te Tiriti o Waitangi resonates deeply with her. “As a descendant of early settlers, I have a personal commitment to Te Tiriti o Waitangi, and was excited to see this replicated in the mahi that NZCCSS do. While I whakapapa Pākeha, I whāngai to Taranaki iwi, Tainui waka and Rarotonga through my step-parents. These connections deepen my commitment to Te Tiriti and strengthen my determination to challenge systems and create opportunity across Aotearoa. Hope and authenticity are my key personal values and I’m really looking forward

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to building connections and working to bring about change.”

She is also gladly anticipating the prospect of finally melding her day job with her ‘spare time’ interests. “I’ll now be able to do what I love in my volunteer life in my fulltime work.”

Nikki takes up the role on 22 March, replacing Trevor McGlinchey who left NZCCSS on 24 December 2020.

Broken landscape of housing hits vulnerable the hardest

“Emergency housing is not housing. It’s shelter,” says Taone O’Regan, operations manager for [Housing First Aro Mai](#), part of Wellington’s DCM (Downtown Community Ministry). “It’s not safe or secure, and it takes so much effort to live in emergency housing,” she says citing the hoops people have to jump through to secure it. Prior to the pandemic response, those living in emergency housing had to obtain a supplier-provided quote for accommodation and get it approved week by week. Currently, it’s every three weeks.

While that has been one benefit of boosted funding and learnings from pandemic response, other issues magnified. “A trend that emerged since COVID-19 is the increasing number of people previously not homeless filling up emergency and transitional housing.” Taone says that that’s forcing those with multiple and complex needs into emergency housing.

“The most vulnerable are being squeezed out of any hope of permanent housing and even shelter.”



Taone O’Regan

To be eligible for permanent and transitional housing people have to be on the government’s social housing register. To get on the register, they have to be assessed

The most vulnerable are being squeezed out of any hope of permanent housing and even shelter.

and ranked. Only those achieving the highest rankings are offered properties as they become available. The ranking incorporates a ‘need score’ out of 20 (20 being the highest need) and a priority category (A for the highest priority). Aro Mai, like other organisations working with people who are homeless, maintain the system has restrictions.

“The social housing register is simply not working,” says Taone. “We’ve got people that we’re supporting who achieve a ranking of 19A, even 20A, who are never offered a house. To a housing provider, that high ranking makes them look like trouble. They’re never going to be offered a house – that’s even though we’re working with them.”

Primarily, Aro Mai works with those most in need, including those

with histories of mental and physical health challenges, addictions and criminal justice backgrounds. As a housing first entity, the goal of Taone’s team is to end homelessness, not manage it. Their approach is to get people into permanent living arrangements first, then support them with services to address the reason why they were experiencing insecure housing.

Taone acknowledges that the use of motel and hotels during COVID-19 level four was a step on the pathway of moving rough sleepers and people who were homeless towards permanent housing. But she maintains that such accommodation is the housing option of last resort.

“The rooms are too small. They’re not set up for living in 24-7. There’s nowhere for people to store their belongings. Usually there’s just a kettle and a microwave. Even giving a food parcel is problematic as there’s nowhere to put the food.”

As at the end of December, Aro Mai had 105 people on their books and 42 needing housing. Taone has one procurement specialist looking for properties. She says ideally she should have two “But there’s no point – there are so few houses.”

The lack of properties also means

that charities and government agencies all end up vying for the same properties.

Despite emergency housing being far from preferable, the scarcity of properties means that such accommodation will necessarily continue for the foreseeable future.

“Our staff make it work,” she says, “they respond to MSD grants and applications, they ensure that the hoteliers are paid. Many people with multiple and complex needs require an advocate to help them live

There are people out there who have a genuine intent to improve the lives of others

successfully in emergency housing. That’s become a significant part of the work of my team.”

Taone still believes that the government could do more in the interim. “MSD, or maybe the local DHB, should be funding a transitional housing model that accommodates a higher level of support for renters with multiple and complex needs. We need more staff to support these ones.”

‘Keeping on keeping on’ seems →

About Housing First Aro Mai

Housing First Aro Mai is based at DCM (formerly the Downtown Community Ministry) in Wellington and Tākiri Mai te Ata Whānau Ora in the Hutt. Aro Mai is a collaboration that includes Wellington City Mission, Wellington Homeless Women’s Trust and Emerge Aotearoa.

Aro Mai doesn’t serve ‘clients’ but ‘taumai’ – the settled. “That’s not just about being settled in a home, says Taone. “It also encompasses being settled, for example, in their mental health, finding a place of peace with their addictions. It’s all about the journey.”

Under the Housing First ethos, Taone and her team stay with taumai for the journey to their settled place – however long that is. The fruits of journeying for the long haul is seen in the number of taumai who end up becoming peer workers. Those who have lived the experienced of homelessness have such a wealth to bring to lifting up others. “Having lived it they have so much more to offer those in the circumstances they once found themselves.”



The team at Housing First Aro Mai



daunting in the face of the challenges. For Taone two things help keep the fires stoked. “Seeing the bigger picture. And seeing the generosity of others. There are people out there who have a genuine intent to improve the lives of others – including people within MSD and MHUD.”

An example she gives is Maurice and Kaye Clark who are significant funders and facilitators of a 75-property social housing development in Frederick Street, Te Aro. It’s a project that also attracted \$10 million in government funding as a post-COVID lockdown shovel-ready project. “That generosity will outlive us.”

Other acts of generosity encourage Taone. In one instance, a family purchased a house for Aro Mai to home people. “It was something



they wanted to do because a family member once benefited from DCM services.”

Such encouragements fuel the hope for Housing First Aro Mai and

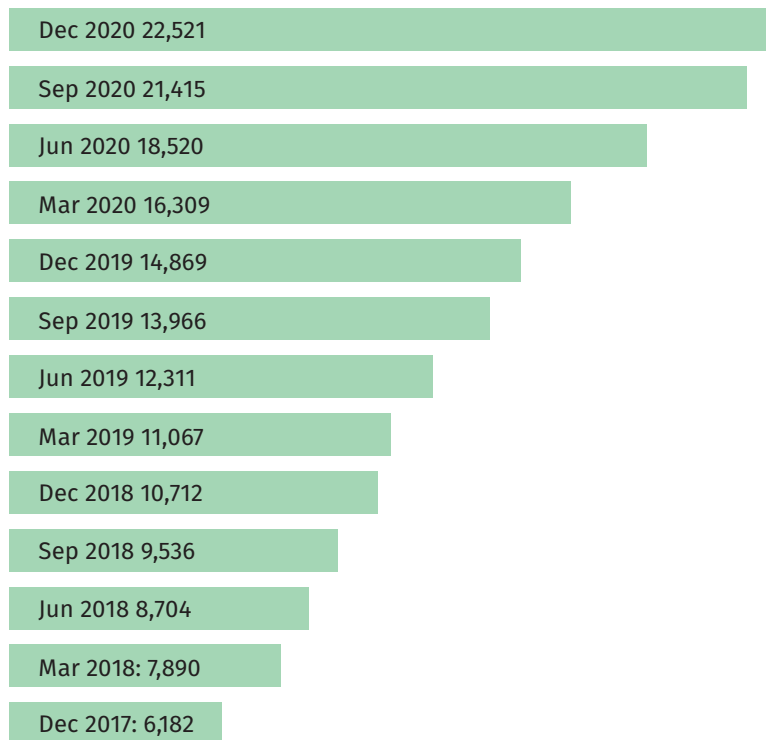


its collaboration partners as they continue to exhaust every avenue in seeking to end homelessness in Wellington.



PHOTO: NICK SARVARI/WWW.UNSPLASH.COM

Public Housing Demand: Housing Register as at December 2020



Source: HUD Public Housing Quarterly Report December 2020

A new community living concept for older people

Nestled in the bush-clad foothills of the Lower Hutt suburb of Naenae, a new concept of community living for older people is taking shape. The site was home to Wesleyhaven, one of the first retirement villages built in New Zealand.

Developed by the Methodist church in 1953, Wesleyhaven was innovative in its time, incorporating a hospital, rest home and self-contained villas in a multi-faith based complex. Sixty years later, the institutional rest home model was proving increasingly challenging to sustain both ethically and financially.

In August 2017, Wesley Community Action made the difficult decision to close the rest home and hospital, retaining 30 villas providing independent rental accommodation. With the closure, however, came the opportunity for Wesley Community Action to re-envision retirement living. The result – Wesley Rata Village – is seeing a reweaving of community, shaped for the people by the people. This was informed by extensive conversations with the surrounding community.

A key focus for Wesley Community Action in planning the redevelopment was its concern with the growing number of baby boomers entering old age with no permanent home and few assets.

Director David Hanna says the vision conceived for the development was to provide affordable quality rentals for mostly older residents but within a cross generation active community.

“Through our many years of working with vulnerable older people we know that

a growing number of them will spend their later years isolated in sub-standard rental accommodation. This can put them at greater risk of poor health. We want to help fill this gap by creating an intergenerational community with older people at its heart.”

In December 2018, Wesley Community Action signed a contract with prefabricated home provider EasyBuild to start the building of the new modular houses on site. A little over

We want to ... create an intergenerational community with older people at its heart.

two years later, 21 completed new homes were blessed in a dawn ceremony on a still January morning.

The now 25 dwellings (4 were completed a year earlier) comprise four four-bedroom homes, 14 two-bedroom homes and seven one-bedroom homes. Great attention has been given to the way the houses have been laid out on the gently sloping site – all in aid of fostering community.

Residents for the new homes are drawn from the social housing register and a welcome ceremony is planned for later in March for the residents as they settle into life in their long-term home.

The Village’s Community Innovation Worker Emily Innes is tasked with building the connections and engagement between the Village residents and the local community. Six activity strands aimed at nurturing intergenerational community direct Emily’s focus. →



Wesley Rata Village Activity Strands

Kāinga – Homes. Shifting from institutional care to a village of older people wanting to live in their own warm, healthy and affordable places, with opportunities to engage, contribute and retreat.

Mahi – Jobs. Providing short-term accommodation for young people needing practical work experience, mentoring and support to get a job. The Village’s partnership with Kiwi Can Do has involved teams of trainees gaining skills in assembling the Village’s new homes.

Tamariki – Children. Providing spaces for playgroups for children and their caregivers in which residents can visit and form friendships.

Kia Tūhono Ngā Kaumātua – Connecting in Ageing. Partnering with the local community and organisations to provide opportunities to gather share and contribute to the wider community.

Wāhi Hui – Gathering space. Making onsite facilities and spaces available for the local community to use and enjoy, along the lines of a village green.

Taiao – Nature. Restoring the surrounding environs, including a local walking track, to provide the opportunity for the local community to use, care for and learn from the surroundings.

“The Village has great resources, all of which offer potential for the local community to be

part of us and for our people to be part of the local community,” says Emily. “We’re keen to get the word out about all Wesley Rata has to offer.”

Some of the community connection programmes that the Village is currently running include:

- a regular 10-week Ageing Well programme for lonely and isolated seniors living in the Hutt Valley. Attendees meet weekly for friendship, activities and lunch. After the 10 weeks, attendees can join the once-a-week Ageing Well coffee group to maintain their connections.
- three-week training courses to prepare young unemployed people for jobs in the construction industry run by Kiwi Can Do.
- the Rātā Playgroup at which residents are welcome to visit and form friendships.
- community lunches, afternoon teas and activity groups throughout the month.
- a partnership with Naenae Nature Trust to make the Village’s native bush accessible to the Naenae community.

Other ideas are afloat: potential partnerships with local artists, a pop-up cinema, nature workshops and function room hire. The Village is open to other ideas that the community might have.

Emily says that the timing couldn’t be better. “With the closure of the local pool complex and other facilities, Naenae has been missing a community space. And we have a really special place here.”

Kore Hiakai: shining the light

One valuable lesson Kore Hiakai learnt during 2020 was that hard days make true champions, with many in our Community Food Distributor space proving passion is a true prerequisite to pushing through.

COVID-19 impacted all of Aotearoa but hit some of our people harder. By the end of last year, the volume of food support needed to aid whānau in our communities saw unprecedented demand for many foodbanks and social services.

2020 saw a diverse range of responses to move us towards food security. Eat NZ (<https://www.eatnewzealand.nz>) hosted a series of conversations about food sovereignty and a potential National Food Strategy. Kōkiri Marae adapted their pātaka kai and collaborated with

their local church and council to include a māra kai. West Auckland brought together 16 different agencies and local business to deliver kai beyond organisational boundaries. Many others also made a difference.

At the end of 2020 a Social Impact Summit was held in Tāmaki, hosted by Rākau Tautoko and The Good Fare. Their kaupapa was to “look at all things ‘kai’, and to bring together people in Tāmaki whose minds, mahi, and hearts are focused on food security for all.” An impressive community of champions gathered with a collective mindset of making a difference.

Kore Hiakai continue to Shine the Light on the 15–20% of our people who experience food-related poverty, bringing together community champions, producers, retailers, philanthropy, and government to build Te Tiriti-grounded, long-term, sustainable solutions to ensure a food secure Aotearoa for all.



Finance as a force for good

Taking on New Zealand's banking system is a mission of David and Goliath proportions. But it is with the shepherd-boy's confidence in divine resourcing that Community Finance is challenging the banking sector in tackling the country's increasingly giant-sized housing crisis.

Community Finance is an open-impact investment intermediary established in 2019 by non-bank deposit holder and lender **Christian Savings**. Community Finance is purposed with connecting impact investors with leading community housing providers. Recently, it launched the Aotearoa Pledge – a target investment opportunity of \$100 million (which, at time of writing, had achieved \$30 million). The aim of this funding mechanism is to assist organisations like hapū, iwi, churches and registered community housing providers to build new community infrastructure, particularly new homes.

The Aotearoa Pledge builds on the success of the inaugural investment offering presented to market in the latter part of 2020 through the Salvation Army Community Bond. The Bond offering closed in October of 2020 having raised \$40 million and will see 118 homes developed in Auckland by the Salvation Army.

Community Finance General Manager Paul Gilbert says that choice of such a reputable provider for the first outing was a strategic decision.



Paul Gilbert

“As the developer, the Salvation Army is a well-regarded and highly trusted organisation. That provides a significant level of security to investors, that and the fact that the Government pays the rent.”

Paul attributes these factors as key to achieving a positive market response to what is a new investment class.

“Security and servicing is the currency that the financial market understands and this offering soundly delivers on that.”

Impact investment

Impact investments are investments made to generate positive, measurable social and/or environmental deliverables alongside a financial return.

The offer closed two months early and was oversubscribed, which Paul believes reflects growing investor interest in knowing what their money is being invested in and that it is doing good.

Already, the Salvation Army Community Bond is adding to mounting evidence that impact investment can provide a better-than-average market return. The Bond offer delivers up to 2.30% per annum to investors for the next five years.

Having now piqued the interest of the financial market in this new investment class, Community Finance is gearing up for successive community bond issues.

“What we’re seeking to achieve through the Aotearoa Pledge is to help drive much-needed new supply.” Even though it is early days, Paul says Community Finance has 20 to 30 projects in the bond development pipeline.

The focus of the investment product developed by Community Finance predominantly targets large



Te Manaaki Tangata, Westage Housing Community

investors, requiring a minimum pledge of \$10 million unless otherwise agreed. On the other side of the equation – the development side – only leading registered

What we’re seeking to achieve through the Aotearoa Pledge is to help drive much-needed new supply.

Community Housing Providers (CHPs) and projects over \$5 million are considered.

However, recognising the critical need for more participants in

housing supply, Community Finance is currently developing a second new investment product, one aiming to make it easier for smaller CHPs to get New Zealanders into quality homes.

“We’re readying the launch of a new equity-based investment product where investors will directly own the properties. This will include ethical Build-to-Rent homes and progressive home ownership products. Community Finance arranges the finance and partners, and the development and leasing of the homes to CHPs.”

This product seeks to address the challenge smaller CHPs experience in accessing the resources to build →



or purchase their own properties. To enable a secure footing for CHPs' tenancies, the properties will be leased to CHPs for 10 to 20-year terms, a significant extension to normal market terms.

Secure backing

Behind Community Finance is its parent organisation Christian Savings. Starting out as Baptist Savings in 1962, today Christian Savings has a \$200 million deposit base serving \$165 million in loans to Christian churches and mission-aligned charities. A fundamental belief of Christian Savings is that finance can be used as a force for good. It sees itself as a mechanism

for 'The Church' to address structural and social injustice and the degradation of the environment. Christian Savings provides an opportunity for both individuals and organisations to invest any amount starting from \$1,000, to help churches and charities in Aotearoa thrive.

Paul says that the church has great intent and good resources but not necessarily the capability or capacity to take on property development. "And why should it? The church is about building the Kingdom. We see our role as assisting the church to become fruitful stewards of its resources."

Late last year, the Diocese of

Wellington joined seven existing denominations to become a shareholder in Christian Savings. The move involved the Diocese investing \$1 million with Christian Savings, which, as Paul explains, extends the entity's lending capacity.

"Under New Zealand's investment rules, there's a multiplier effect with funds injections – of 20-to-one. The Diocesan investment of \$1 million has generated an availability of \$20 million for construction lending."

And the Diocese is geared up to put the funds to use. Former Diocesan Manager Nick Young is overseeing a pipeline of Anglican developments that will lock in that loan capacity for mission projects across the Wellington region.

"We have half a dozen parishes right now who feel moved to address pressing needs in our communities, and who want to be included in our Diocesan development pipeline," he said.

Nick says the new relationship with Christian Savings has the potential to seed so many exciting projects that would draw a blank from the main banks.

"This unlocks a critical blockage and provides access to affordable construction finance on terms that will work."

Standing apart

Christian Savings and now Community Finance are continuing to carve an alternative financial route for investment and lending in this country – there's that David and Goliath connection again. Paul says that the point of difference is the genuine commitment to ethics.

"We're committed to ethical investment – and it's both good for investors and for developers. We've never had any defaults. We've don't have any arrears. That's a real positive for our shareholders and

We're committed to ethical investment – and it's both good for investors and for developers

investors. At the same time we offer much better, more flexible terms for borrowing entities, at better prices."

Paul says the that they are still focussed on the bottom line. "While we are certainly working to make a good return for our investors, we're not out to make massive profits.

"And that's the part we are playing in building the Kingdom."

Merivale – keeping young mums and children together

An intensive, long-term residential programme developed by Auckland-based Baptist social service provider Iosis is helping young mothers turn their lives around.



© TIM MOSSHOLDER / UNSPLASH

‘Merivale’ is specifically designed for young mothers who’ve been impacted by abuse, addiction or neglect.

The aim of the programme is to provide a unique opportunity for the child to stay with mum in a supportive safe environment, rather than go into care. Mothers – and their children – stay for at least six months, addressing challenges such as parenting, addiction, and overcoming violence and trauma.

Through mentoring, the mums are helped to become independent and gain the practical skills to look after themselves and their family. Merivale is one of only two residential parenting programmes in New Zealand. It caters mainly for the Auckland region but, such is the demand for the service, referrals have come from as far north as Kaitaia.

For one young Merivale graduate, her time there completely changed her approach to parenting, and the course of her life.

Rawinia was recommended for Merivale by Oranga Tamariki when her first child was four weeks old.

She had been using drugs – for her, a way of numbing the pain of a traumatic past. Rawinia says that Merivale was initially very challenging, especially as she was far away from her family. “I just didn’t like it initially – the routines were really tough – it was so different to what I had been used to. You had to be at class by this time, have the kids ready by that time, and there was no leeway.”

Eventually, Rawinia settled into the programme and became used to a new way of doing things. “The parenting skills I learnt were completely new to me and so useful. Learning things like I am my child’s ‘safe haven’ made a big impact on

how I look at parenting. Three years later, I still remember and use what I learnt there.”

Rawinia graduated after seven months at Merivale and left with her baby in her care. Life afterward was not easy. Initially, she had nowhere to go, so she moved in with her in-laws until last year when she began renting her own house. “I was trying to start again and it’s tough when so many of the people you used to know are still doing drugs and being violent. I didn’t want to be around all that.”

Rawinia said she “keeps herself to herself” and has become good at saying no. “After the work I’ve put in – why would I want to go backwards?

I don’t want my kids to be around that stuff.”

She now has three children – aged 3 years, 2 years and 9 months – and is studying at Toi Ohomai Institute of Technology. She’s starting to realise her dream.

Based in Manurewa, Iosis works with parents to help them overcome challenges and change for the good of their family. Chief Executive Tunumafono Tracey-Leigh Peters says that Iosis has developed a unique approach that combines experiential learning programmes, practical support and coaching that leads to lasting change. “Family members move through a process of becoming, belonging and back-up, that stabilises and strengthens

Family members move through a process of becoming, belonging and back-up.

their family life.” Tracey-Leigh says the work of Iosis is about hope. “Here at Iosis we talk about holding hope for families who feel hopeless. This kind of ‘back up’ can make the vital difference while they do the hard work of learning new skills and behaviours for the sake of their children.”

Learn more about Iosis and its services: <https://www.iosis.org.nz/>

Life in COVID-19's shadow: Salvation Army State of the Nation Report

The Salvation Army released its 14th annual State of the Nation 2021 report, "Disturbed Present. Better Future?".

The report provides a snapshot of what hardship looks like for the people and whānau who came through its doors over the last year.

The report shows that even with the Government's significant response measures to the COVID-19 crisis last year, the poorest and most vulnerable New Zealanders suffered the most.

Key findings include:

- **Māori Inequalities** – While there was some progress on income disparity and unemployment, other long-standing disparities between Māori and non-Māori are not improving, or are worsening, especially imprisonment rates and numbers of people joining the social housing register.
- **Food Security** – In 2020 The Salvation Army distributed more than 110,000 food parcels – double the number in 2019. This is the highest number in the 14 years of this report.

- **Housing** – the 'sharper end' of housing is very worrying, with soaring numbers on the social housing register, in transitional housing, and receiving emergency housing grants. There are also serious challenges facing renters and first-home buyers.

- **Children** – The number of children in benefit households increased by more than 23,000 during 2020, and COVID-19 has impacted more heavily on students from lower decile schools. But there is some good progress, with continuing decreases in youth offending and teen pregnancies.

- **Social Hazards** – Methamphetamine continues to dominate drug offences; cannabis offences declined; and financial hardship worsened in 2020, with more clients presenting to The Salvation Army with higher debt levels.

- **Crime and punishment** – The trends seen in offending and victimisation in previous SOTN reports have continued in 2020. The overall offending levels have had minimal change, whilst victimisation levels continue to increase and, as a result, the resolution rates for offences continues to decline.

- **Work and incomes** – Government spending on welfare massively increased because of COVID-19, focused mainly on short-term responses such as the Wage Subsidy Scheme, but the impacts will be long-lasting. There is rising unemployment, and youth unemployment rose during the year. Those not in education, employment, or training (NEET) is now the highest number since 2012.

In releasing the report, Salvation Army Social Policy and Parliamentary Unit Director Lt-Colonel Ian Hutson says, "The poorest and most vulnerable in our nation have suffered the most from these serious

The poorest and most vulnerable in our nation have suffered the most.

disturbances from COVID-19, leaving many with a gloomy future."

The Salvation Army is urging the Government to make bold and courageous policy decisions that address the entrenched poverty that successive governments have failed to deal with over the last 10 to 20 years.

You can [read the report here](#).

Social Policy & Parliamentary Unit
Working for the eradication of poverty in New Zealand

STATE of the NATION 2021

Disturbed Present, Better Future?
Whakararu o ināianei e pai ake kia anga whakamua

Paul Barber, Ronji Tanielu & Ana Ika
Social Policy Analysts
February 2021

We welcome your feedback
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Workshops helping response to Oranga Tamariki Section 7AA

The Tiaki Tamariki Whakamana Whānau programme is a series of four one-day interactive workshops that supports Oranga Tamariki-funded providers to respond to Section 7AA.

The workshops are specifically designed for organisations focussed on beginning and/ or continuing their journeys towards working more effectively alongside Māori. It aims to help foster the skills, practices and structures needed to effectively support improved outcomes for tamariki Māori and their whānau. The programme's skilled facilitators work with attendees to enable them to adapt and respond to their local environment.

NZCCSS is working with training providers Haua Partnerships to deliver the series, currently, in nine regions across the North Island. People who have attended the first workshop held in the five regions where the series has launched, report they are finding the workshops helpful.

Most of the regional workshops have only just started. Even if you have missed the first workshop, you can still register for the series. Follow this link to find out more on the workshops or to register:

[SSPA Whakamana Flyer Jan 2021](#)

Good information sharing for child wellbeing

Professionals in child welfare and protection who missed the 2020 workshops on good information sharing practices, can now take up the opportunity to upskill with the 2021 round of regional workshops. This half-day workshop supports the implementation of the information sharing provisions in the Oranga Tamariki Act that came into force on 1 July 2019. These sessions are interactive and aim to promote good information sharing practice across professionals in the child welfare and protection sector.

The workshop is open to all levels of staff – frontline, supervisors and managers, and to both NGOs and Oranga Tamariki. The workshop aims to:

- Support consistent understanding of the information sharing requirements

- Help build strong regional connections.

Feedback from the workshops run late last year is that people are finding the content very helpful in understanding what the changes actually are and how they apply them in practice. Of particular benefit has been the scenarios and the discussions around them. Attendees have left more confident of knowing when it is in the interests of the wellbeing of children to share information and when it is not.

To find out more or to register, go to the [Social Service Providers Aotearoa website](#).

Make an impact in our sector!

Interested in what's happening in our sector? Have a passion for encouraging best practice? Want to make an impact? Joining an NZCCSS policy group will give you the opportunity to be more directly engaged in developing NZCCSS policies and advocacy and supporting the mahi of the Council of Christian Social Services.

NZCCSS is informed and advised by its policy groups. These policy groups provide a close link between the work and decision making of the denominational representatives on Council and the work and experience of Christian social services. In the past the groups have consisted of six to eight people with expertise and close connection to service and support delivery in the policy group focus areas. Because of the value of the work, we're seeking to increase the number of people by an additional two to four for each group, drawn from NZCCSS social services and community members.

Membership is for a period of up to three years.

The Policy Groups and their focus areas are:

Impacts of Poverty and Exclusion

- Income and wealth inequality
- Housing
- Benefit reform
- Community development
- The application of Te Tiriti for the wellbeing of those impacted by poverty and exclusion

Older People

- Community supports for older people
- Older people's housing
- Residential care for older people

- Social and economic policy concerning older people
- The application of Te Tiriti for the wellbeing of older people

Child and Family

- Supports for children and families, tamariki and whānau
- Social and economic policies concerning children and families
- Child and family wellbeing
- Informing the development of social workers and other social services workers
- The application of Te Tiriti for the wellbeing of tamariki and whānau, children and families

Policy groups meet at least four times per year. Two of these meetings are kanoahi ki te kanoahi (physical meetings) and the remainder are through Zoom meetings – all dependent on COVID-19 impacts. They are voluntary positions. All costs for policy group members are covered by NZCCSS.

If you're interested, please email the NZCCSS Secretariat Executive Assistant, Jill Brookes, admin@nzccss.org.nz for an information pack and an Expression of Interest guide.

Sector Appointments

DR CLAIRE ACHMAD took up the role of Chief Executive of Social Service Providers Aotearoa (SSPA) on 1 March 2021, replacing former Chief Executive Brenda Pilott.

Claire was previously the General Manager Advocacy, Fundraising, Marketing and Communications at Barnardos, where she had been since 2017. She led and significantly developed Barnardos' systems-level advocacy for the rights and wellbeing of children and tamariki. She is practised at working across strategic and operational spaces, and has honed this experience in roles in Aotearoa and internationally across the community-based sector, public sector, international development and intergovernmental sector.

Claire holds a PhD in international children's rights law from Leiden University, the Netherlands, and has published internationally on a range of child and human rights issues in peer-reviewed journals, edited collections and in mainstream media outlets. She is also an alumna of the Universities of Auckland and Copenhagen, and is a University of Auckland 40 Under 40 Honoree.

In taking up the role, Claire aims to focus on enabling the sector's capability to have the greatest impact, and to be sustainably invested in.

CATHERINE HUGHES has been appointed as Chief Advisor Social Work for the Social Workers Registration Board.

Catherine is a registered social worker with a PhD in Social Work, a Bachelor of Social Work and a Bachelor of Arts/Psychology.

She has a broad range of leadership experience in the practice and educational sectors. She has worked as a frontline health social worker in Aotearoa and overseas. Most recently she has been the Clinical Manager of Social Work Services at the CDHB and prior to that was the Head of Social Practice at Unitec in Auckland where she was an Associate Professor.

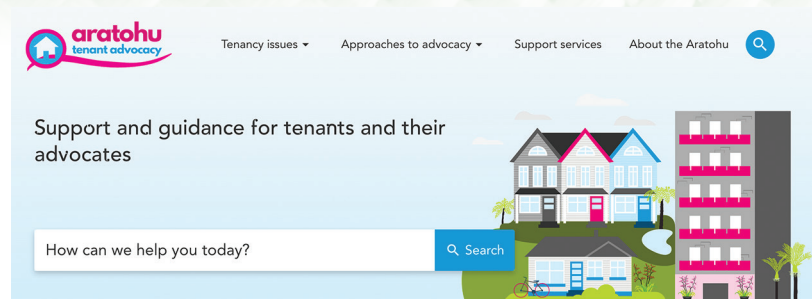
Catherine's research areas are health social work/palliative care and student success in social work education. Her ethnographic PhD considered the role that culture plays in the journey from diagnosis to the end of life.

In her role as Chief Advisor Social Work Catherine will support and encourage social work professionalism through engagement with the practice and education sectors. Her role will include building the sectors' understanding of regulatory and compliance responsibilities, practice competencies and standards, code of conduct and future workforce planning, while recognising the Crown-Maori commitment as a Te Tiriti o Waitangi partner.

HELEN ROBINSON is the incoming Auckland City Missioner. In the search for its new Missioner, the Auckland City Mission Board sought a successor who would continue with the transformational work begun by outgoing City Missioner Chris Farrelly who steps down after five years. Such work includes the Mission's most ambitious project to date, HomeGround, a purpose-built precinct of healing and transformation incorporating apartments for people experiencing homelessness, community spaces and a health centre. HomeGround is due to open later this year.

Helen is currently the organisation's General Manager of Social Services and has been an employee for almost a decade. According to Board Chair Joanna Pidgeon, Helen brings to the role a deep knowledge of the Mission's work and an even deeper commitment to a more equitable world, cemented by a strong background in social services.

Helen takes up her role after 1 April.



Online resource for tenants and advocates

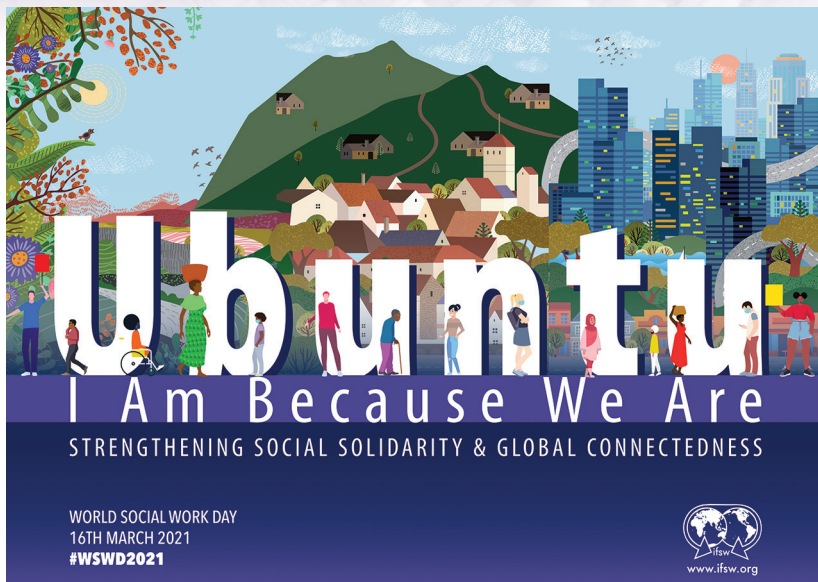
The Tenant Advocates Network (TAN) has launched an online resource providing support and guidance to tenants and their advocates. Around one third of New Zealanders live in rental accommodation. TAN is a national group of organisations involved in tenant advocacy. The group is dedicated to the sharing of expertise and information, and to improving tenancy advocacy in Aotearoa.

The resource, [Aratohu Tenant Advocacy](#), is a comprehensive online practical guide providing in-depth information about tenants' rights, as well as strategies and guidance for

resolving problems. It is written for both advocates and those people who wish to advocate for themselves.

Drawing on the work and wisdom of advocates, the resource offers best practice guidance, including how to advocate for a tenant, setting appropriate boundaries, and guidance for the advocacy process. It also details a range of services that tenants, and their advocates, can access for more help and support.

Initiated by TAN, the development of Aratohu has been led and implemented by Citizens Advice Bureau New Zealand.



Celebrating social work

World Social Work Day is on 16 March 2021. It is the key day in the year that social workers worldwide stand together to advance a common message globally. This year, the 2021 World Social Day highlights Ubuntu: I am Because We Are. This is the first theme of the [2020 to 2030 Global Agenda for Social Work and Social Development](#).

Ubuntu: I am Because We are – Strengthening Social Solidarity and Global Connectedness. Ubuntu: 'I am because we are' is a concept and philosophy that resonates with the social work perspective of the interconnectedness of all peoples and their environments. It speaks to the need for global solidarity and also highlights indigenous knowledge and wisdom. Silvana Martinez, IFSW President commented:

The theme comes from extensive consultation within IFSW and beyond. At a time when global politics has retreated into nationalism, Ubuntu is a powerful message on the need for solidarity at all levels: within communities, societies and globally. It is a message that all people are interconnected and that our future is dependent on recognizing all peoples involvement in co-building a sustainable, fair and socially just future. IFSW invites all social workers, partner organizations and people who care about the future to co-brand the poster. Together we can change world for this and future generations.

Interested in the history of World Social Work Day? Please click [here](#)



Community Accounting Aotearoa is a free service which offers support, advice or assistance on financial matters.

How we can help

Community groups within New Zealand are able to access this service free of charge.

- ◇ Struggling with your charities finances?
- ◇ Need help understanding the treasurer's role?
- ◇ Having difficulty completing your annual return and performance report?
- ◇ Need help understanding the financial responsibilities of a Governance Board or Committee?
- ◇ Unsure what financial and non-financial resources are available to assist your charity?
- ◇ Experiencing difficulty working with your accounting software?

How does it work?

- ◇ **Community Accounting Aotearoa** provides community groups outside the main centres with free assistance on financial matters.
- ◇ Teams made up of senior accounting students will provide support using digital technology software such as Zoom and Adobe Connect.
- ◇ Community groups require only an internet connection and a computer with a camera.
- ◇ The students are supervised by volunteer Chartered Accountants.

What do you need to do?

Step 1

Email geoff@ancad.org.nz or phone 021 054 6240

Step 2

Give some indication of the type of assistance your organisation is looking for.

Please note:

The matters on which students can advise will be limited to;

- ◇ Good practice and general accounting principles relevant to the not-for-profit sector.
- ◇ Assisting with document completion/form filling where appropriate.
- ◇ More detailed or complex queries will be referred to local Chartered Accountants.

This initiative is supported by the following organisations;

Auckland North Community and Development (ANCAD) | Department of Internal Affairs | Massey University | Foundation North | Auckland Council | Charities Services | Chartered Accountants Australia and New Zealand | RSM

Community Accounting Aotearoa

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