

ON A MISSION

Your Wellington City Mission Newsletter

wellingtoncity
mission



August 2015



In May last year, I moved back to New Zealand after 30 years of living in Australia. I'd found out that I have a chronic lung disorder, and as I was trying to come to grips with the permanent health effects my husband suddenly passed. I didn't know what to do – my head was a mess.

My children quickly encouraged me to come home and live with my son in Porirua. But even with their incredible support, it soon became clear that I needed extra help – especially with household jobs, and getting to specialist medical appointments. I can't take the bus, and a taxi costs too much – but I don't want to rely on my family taking time off work.

My bronchiectasis severely affects my day-to-day life. You'd think I was fine just looking at me, and in my mind I feel like I can just get up and go but my body won't let me. When doing things like cooking, I'll get up to do one task then need a rest before carrying on. My immune system is virtually gone, so I've had six spells in hospital since moving back.



I'VE GOT THE SUPPORT I NEED

I've been stuck in the house a lot because it's difficult to get out and do things, and make friends.

It's a huge weight off my shoulders having someone I can call on, who knows about the things people like me deal with

I started looking for services to help and a homecare worker started helping me.

She mentioned The Mission, and how they might be able to help me too. The Mission for Seniors caseworker assisted me to get to appointments, supported me during them, and helped me manage my many medications and prescriptions – all for free. Her problem-solving and knowledge is incredible. She's made me aware of things I knew very little about like an Enduring Power of Attorney, and local social clubs I can join to be more connected with my community.

Really, it's the personal support that means the most to me. My caseworker is always there for me, and her enthusiasm always gives me a boost. It's a huge weight off my shoulders having someone I can call on, who knows about the things people like me deal with.

It'd be easy just to give up and stay in the armchair all day but I want to be active and sociable. The nature of my long-term lung disorder means I live each day as it comes – to enjoy the love of my family, and the goodness of life and what it has to offer.

Thank you

to everyone who gave to our
Brown Paper Bag Appeal!



See inside to find out
how it all went...

YOU'VE HELPED US TO...

APRIL - JUNE 2015 KEY STATISTICS

SEE BACK PAGE FOR MORE

STAFF MADE

444

CONTACTS
(FACE-TO-FACE,
PHONE, EMAIL)
TO A VARIETY OF
AGENCIES ON
BEHALF OF OUR
SENIORS

6,150

SERVINGS (SOUPS, MAIN
MEALS, DESSERTS) IN
THE DROP-IN CENTRE

INDEPENDENCE

92

FAMILIES WERE
SUPPORTED BY OUR
MISSION FOR FAMILIES
SOCIAL WORKERS

STUDENTS
WERE ASSISTED
TO ACHIEVE

69

NCEA CREDITS

WHAT IS 'MISSION FOR SENIORS'?

Growing older certainly presents new challenges. Many people are dealing with life-changing health and disability issues, financial worries, social isolation, or are unable to get on with everyday tasks and live independently. These challenges can cause immense stress, and some simply cannot cope. Our Mission for Seniors programme works with older people, enabling them to make positive changes in response to their social, cultural, health and well-being needs, and enhancing their quality of life.

Many people who access the programme are living alone and are looking for day-to-day help, or are overwhelmed by ongoing issues. Most have four or more long-term medical conditions, and around one-third suffer from falls. Many are experiencing an overarching feeling of loneliness or isolation because their family is not local, or they are disconnected socially and from community services, agencies and groups. Social activity would benefit a lot of our clients however this is often a cost that they, or their families, cannot afford. Some are the main caregivers for their partner (often with dementia), an adult family member, or informally for younger

family members. This can take both an emotional and financial toll, as their health diminishes and their fixed income competes with increased living costs.

Our team of qualified and experienced social and case workers will begin visiting seniors' homes and supporting them free of charge. We use a strengths-based approach to help older people feel empowered – together we'll assess their situation, strengths and challenges, and the transformation they want and are capable of achieving.

Initially we can assist with everyday tasks which can be difficult, such as staying on top of groceries, banking, healthcare appointments and prescriptions. We also work to effect meaningful long-term change by listening to what a person is struggling with, acting as an accessible information resource, and problem-solving. Often this involves completing vital forms (e.g. for bills, subsidies, living entitlements, and appropriate in-home accessibility, safety and medical tools), which can seem impossible for those already having a hard time. Throughout the process we provide much-needed encouragement, and help them gain confidence and better connection to services they need in their community – while making sure to liaise with family and friends.

We collaborate with other social services, agencies, parishes, and groups to create relationships between the older person and their community going forward. By showing seniors the options available to them, they're able to live a more full life. The programme helps them make positive changes to their well-being and become interdependent with their community, so they can remain in their own homes for as long as possible.

Sometimes living alone at home is no longer practical, constructive or safe, so we'll assist those who feel it's time to move into a rest home or continuing-care hospital. They may require advocacy with rest homes and government departments, and practical support in organising all the details and requirements of shifting.

When a senior has regained a level of independence they thought they had lost, we celebrate this positive change. Many people move off the programme once they feel confident, or have completed their personal goals. However, they know they can get in touch with The Mission again if new challenges arise.

For more about Mission for Seniors, call Vicki St. Clair on (04) 282 1410 or email vicki@wgtncitymission.org.nz

I'VE FOUND MY PURPOSE



Image courtesy of Mitsubishi NZ

My decision to walk through the doors of the Drop-in Centre (DIC) a couple years ago was one of the best I've ever made. I could see straight away that it was a pretty special place, so I soon asked to volunteer in the kitchen.

I was thankful for the opportunity, because I've been associated with negative stuff in the past. Hanging around with the wrong crowds and being a pretty quiet person meant people would sometimes think the worst of me. I've always tried to get work and be positive, but

I've got a purpose – something to look forward to each day

people judging me before they get to know me often got in the way. I was keen to change all that, and let people see the real me.

It's been a year and a half since I started volunteering four days a week, and my life has changed heaps. I've grown a lot. I'm more confident in who I am, and careful about who I spend my spare time with.

People have noticed changes in me, and I get a positive response from most people, which

gives me a good feeling. I've got a purpose – something to look forward to each day.

The Mission also connected me with a tutor, who comes in every couple weeks, to work on literacy and numeracy. I've got no formal qualifications but she pushes me, and it's been surprising to see how much I already know. I took part in a staff non-violent crisis intervention workshop too. In the past when I was heated, it was hard to calm me down. Now I know what might tick me off and how I should react to it, and I can see when it's happening in other people too. I can also look back at my own life and think about some of the decisions I've made.

The DIC is like a sanctuary – I can get away from the outside world and focus. My goal is to keep learning, rediscover my whakapapa, and be a positive role model in the community. I want to be someone for people to look up to, and step up for them when they need help – maybe with youth. I'm going all out to be the man I want to be.

Raymond is a special member of our community and is highly respected by our guests. We are incredibly fortunate to have him as part of our Drop-in Centre whānau.



MAKING CONNECTIONS

My children and I went through a lot in our eight years with The Mission – but our future looks so much brighter now.

I first heard about The Mission through my doctor. I was dealing with a bad separation, and was a solo mum working full-time. The money coming in had suddenly halved, and the day-to-day budget was just not working.

I wasn't coping, and struggled with depression and anxiety.

My Mission for Families social worker was the right person at the right time. It was incredible to have someone to talk to who didn't judge you when you weren't feeling so great about yourself. She also gave practical support – food parcels immediately helped feed my three children and stretch the budget. Having something simple like an extra can of baked beans in the cupboard was so comforting. Her advocacy with Work & Income and Housing NZ was also really useful.

One of our challenges is our house. Not only is the social environment unsafe for my kids, but the house is falling apart. It's damp, mouldy and freezing. This winter there were sheets of ice on the insides of the windows, and my youngest had weeks of being really sick. We get left behind for better social housing, partly because my youngest son has multiple disabilities – so he's quite loud and breaks stuff in the house. But with The Mission's help, we got onto the high-priority move list.

The Mission really took my hand and introduced me to so much, like 'Strengthening Families' – a cooperative between a group of different agencies. It gave me direction, and heaps of solutions came up – especially for my youngest. We started with the Infant, Child and

Adolescent Family Service, Parafed Wellington, Te Awakairangi Health Network and Vibe Youth Service. The Ministry of Education has even helped my son at school by improving his safety, and getting him a teacher's aide and iPad to help his learning.

My Mission for Families social worker was the right person at the right time

I also regularly worked with The Mission's Budgeting Advice service, and took part in their Fare Basics Cooking course. Now I'm known for being able to make a meal out of nothing, and as my two oldest become more independent I can pass on the skills to stick to a budget. Every step of the way, my social worker was there to reassure me. I always looked forward to her visits to offload my worries and figure out solutions.

Earlier this year I moved off all Mission support. I felt an incredible feeling of achievement. It's amazing that I'm able to start thinking about going back to work or into training and education, once the kids are more settled – and we're looking forward to moving house. I now know about the services out there to help in hard times, and I am more confident in making the important decisions for my family.



MOVING TO THE MUSIC

As part of Kemp Home & Hospital's health and well-being initiative, two evenings each week a Zumba instructor takes classes for staff, residents, and wider family members.

One such resident is Norman (pictured), he attends each session without fail. "It reminds me of the old days of rock 'n' roll, and it makes me move my body". Norman is partially paralysed but that doesn't stop him joining in. He takes part in as many of the physical activities on offer as possible – one of his other favourites is Tai Chi.

The light-hearted, and inclusive nature of Zumba really reflects the nature of Kemp. The physical health benefits have been tremendous for Norman, and other residents, as well as staff and their families.

For more information on Kemp Home & Hospital, please contact Valelia Gibb on (04) 236 8099, or email manager@kemphome.co.nz

THE MONEY OR THE BAG? Thank you for choosing

We are delighted to announce that, thanks to a tremendous response from the public, our ninth annual Brown Paper Bag Appeal was a success.

This year the people of Greater Wellington were asked to choose "The Money or The Bag", and food donations alone were worth an estimated \$100,000! The quality and type of food donated this year shows that people carefully considered what would benefit others most, particularly families with children.

Food and funds from the appeal help keep our Foodbank and Drop-in Centre available, and stock the shelves until the Christmas Star Appeal. Food parcels and hot meals are important during winter, when increased costs such as electricity and gas place extra strain on many people's already challenging situations.

Thanks to donated food, we'll be able to provide thousands of food parcels and meal servings over the coming months. Whether you chose to give "The Money" or "The Bag", your kind gift is helping to ensure our Foodbank and Drop-in Centre are there for those who are struggling.

From all of us, thank you.



Image courtesy of Mitsubishi NZ



OUT & ABOUT



REACHING OUT TOGETHER

In June's On a Mission, we featured an article about Te Mahana Strategy – a collective effort to end homelessness in Wellington. One aspect we're proud to be involved in is a Street Outreach initiative. Organisations that work with the homeless join together to connect with people who are begging or living on the street, and continually monitor their well-being. Our Community Services Advocate Kellie and Missioner Tric (pictured) regularly take part.

There are many organisations involved, including: The Wellington City Council, Downtown Community Ministry, The Soup Kitchen, Ngāti Kahungunu Whānau Services, Wellington Night Shelter, Wellington Homeless Women's Trust, St. Vincent de Paul, The Salvation Army, Evolve Youth Services, Te Aro Health, and Catholic Social Services.

Representatives from participating organisations go out in pairs for a couple of hours every week to engage with

people on the street who are either new or known. We check they are okay, and if they need immediate help like a meal, accommodation, mental or physical healthcare, or further support and advocacy.

It's important for vulnerable people to know what services are there to offer help. But often, just being seen and heard without judgement means a lot. By talking with them and building a trusting relationship, we can provide the encouragement they might need to achieve a more full life.

Street Outreach also allows Wellington's not-for-profit organisations to discuss issues and solutions, learn more about each other's services and what they offer, and train together throughout the year. By building our relationships with each other, and staying connected with Wellington's homeless community, people who are begging and living on the street are more able to create positive outcomes for themselves.

ENGAGING BUSINESS

This year The Mission held its first ever Business Breakfast. It was a great opportunity to bring together business and community leaders who are passionate about Greater Wellington, to discuss challenges the region faces and The Mission's social investment in its most vulnerable people. We were delighted to have our keynote speaker Peter Biggs, Chair Wellington Regional Economic Development Agency, discuss the region's vision for the future. It was also a chance to present our 2014-15 Annual Review booklet.

It is our desire to make this an annual event, and we would like to extend our sincere thanks to all those who took the time to attend, and engage with us about our work. Thanks also to those who donated, and to all ongoing Mission supporters – you are investing in the lives of those most in need –



we truly couldn't do what we do without you. Together, we're working towards The Mission's Vision: "People and communities empowered, transformed, experiencing fullness of life".

For more information about how you or your organisation can get involved with The Mission, please contact Fundraising Manager Robbie Ross: (04) 245 0884, robbie@wgtnmission.org.nz

ANNUAL REVIEW READY TO READ!

The Mission's 2014-15 Annual Review booklet is now available.

This report looks back at the past financial year, with information and statistics that give insight into social issues in Greater Wellington, The Mission's work, and our positive outcomes.

We hope you enjoy reading more about how The Mission is able to help people in need, thanks to its incredible family of supporters.

The Annual Review can be read as an e-book via our website, or you can request a hard-copy by emailing enquiries@wgtnmission.org.nz

AMP FEAST IN THE DIC

Every year, we are fortunate to have AMP's I.T. Team put on an incredible mid-winter feast in the Drop-in Centre. They raise the money to supply the meal – which the AMP Foundation then generously matches.



Twenty-two of their staff volunteered in shifts so 50 guests could enjoy turkey, ham, mashed potato, peas and salad, and a dessert.

Thanks AMP – we, and our guests, really appreciate your ongoing support!

THANKS FOR THE KAI!

Kaibosh has been generously giving rescued food to The Mission for several years – mostly going towards our food parcels and Drop-in Centre meals. As a way of saying thanks, earlier this year we were able to give back to their 'Make a Meal in May' fundraiser, via staff donations from a pot-luck lunch.



Our sincere thanks to all of the supermarkets, cafes, and other businesses and organisations who regularly donate food to The Mission instead of throwing it away. You enable us to give nutritious food to many who might otherwise go without.

LOOKING FORWARD

Be a star this Christmas

The countdown to our Christmas Star Appeal has begun! We'll again be asking the people of Greater Wellington to be stars this Christmas, when the appeal starts on November 2.

You can show your support for our region's most vulnerable, at what is often a stressful time of year, by getting involved in one or more of our activities:

WORKPLACE CHRISTMAS STAR

In October over 500 specially-made boxes will start going out to workplaces and other organisations, for filling with food and toys.

PACK THE BUS

This long-standing partnership between The Mission and The Breeze will continue this year. A special GO Wellington bus will be touring throughout Greater Wellington, picking up food and toys.

THE STAR CAR

Last year we introduced our Star Car, and it was a drive-away success! The car is wrapped in a special Christmas graphic, and will be collecting donations at various locations throughout the region.

STREET DAY

Our Street Day in December is the only time we do a street collection. Last year, an incredible \$42,000 was donated by generous Wellingtonians!

We'll have updates on everything we're doing via our website and November newsletter. To discuss anything, or to get involved when the appeal starts on November 2, please email enquiries@wgtncitymission.org.nz

DINE OUT FOR GOOD

DINEAID encourages diners in participating restaurants and cafes to add \$2 to their total bill, or make a donation at the counter, which goes to the Auckland, Wellington, and Christchurch City Missions. This year we received a cheque for \$14,876!



DINEAID will ramp up again during November and December – so please keep an eye out. For more information, visit dineaid.org.nz.

Thank you to the DINEAID Charitable Trust, their partners, sponsors, eateries, and donors for their ongoing support.

CELEBRATING SENIORS

October 1 marks the 25th annual International Day of Older Persons. It's vitally important that people are able to grow old with dignity – a focus for Mission for Seniors.

Kemp Home & Hospital always celebrates, and has a full day of activities planned for residents and whānau. There will be entertainers from the community, and a special afternoon tea for residents. Staff and residents will also be encouraged to come dressed in old-fashioned style!

FISH & SHIPS SAILED TO 2016

Our one-of-a-kind fundraising event, in partnership with the Royal NZ Navy, has been rescheduled for next year.

On 12 February 2016 we'll be on board the HMNZS Canterbury when it's docked at Queens Wharf. We'll bring you more details closer to the time – we hope to see you there!



TRIC'S MISSIONS WELLINGTON CITY MISSIONER

There is more to life than mere survival. When life is reduced to this instinct we lose

part of our humanity, part of what makes us alive, part of what connects us to each other. We lose our essence, our mauri, our soul.

People come to The Wellington City Mission and other social service agencies for a variety of reasons. Some come because life has been pulled back to mere survival, reduced to the bare physical needs of life. Our response is to meet them in their immediate need and open a space for deeper connection, so they can attend to their physical, emotional, social, and spiritual needs as well.

"Why not just give people the food they need and send them on their way?" If our goal is for wholeness, not only of individuals' lives but as a society, then the well-being of the whole person and the well-being of

our whole society is The Mission's concern. Often when we meet the basic physical needs of those in need in our community, the other needs bubble out too. It is our joy and our privilege to explore those things with people, and journey towards wholeness with them. Our wholeness is tied to theirs.

It is our role to see the bigger, integrated picture – for people and for society. We are fortunate in Greater Wellington to have a community of organisations that put any differences or egos to the side, so that the well-being of those in need is the priority. Together, we make a difference.

Blessings, Rev. Tric Malcolm

Email tric@wgtncitymission.org.nz

A WORD FROM MIKE WOOD – DEPUTY CHAIR OF THE BOARD



It seems like every time I open my Dominion Post each morning a glossy pamphlet falls out, advertising one of the many retirement villages that are springing up everywhere. People who are no longer able, or wish to live unassisted seem to have so many choices these days.

However in reality, many people don't have real choice because almost all retirement villages require residents to purchase a licence to occupy. This license is virtually unattainable for people who do not already own a home that can be sold to fund the licence purchase. Disturbingly, the number of retiree homeowners in New Zealand is steadily decreasing. In the late 1980s, it peaked at around 73.5%. It now stands at around 64% – the lowest rate since the early 1950s. This trend shows no sign of reversing, and Mission for Seniors often advocates for older people in the community

who do not own the home they live in.

Commercial retirement villages rely on the 'real estate' side of their operations to make their business profitable. This involves selling licences to occupy, which they buy back at a discount when the occupier dies or moves to another facility. The residential care subsidy available from the Government no longer covers the full cost of care when the cost of the capital invested in the facility is taken into account. This is largely because the level of care required by many rest home residents is now much higher than it was when high-needs geriatric care was largely carried out in public hospitals.

The Wellington City Mission operates a residential care facility – one of a small number of care providers in the region that does not use a real estate business model. Kemp Home & Hospital provides an

excellent option for seniors who require permanent or short-term rest home or hospital-level care. It is the only faith-based facility in the Porirua area, and is known in the Capital and Coast DHB for its outstanding care for Māori and Pasifika residents.

Providing a high-quality level of residential care for those who have few options is central to our mission of seeking to achieve fullness of life for those who are at risk or struggling. We are able to provide this wonderful facility without requiring a capital contribution from residents – thanks to the donations and discounts we receive. Will you join us in this act of service?

Mike Wood

APRIL – JUNE 2015 STATISTICS

MISSION FOR FAMILIES

- Staff made **607** contacts (face-to-face, phone, email) to a variety of agencies, to support or advocate for families
- Families were supported with household resources or food parcels **217** times

MISSION FOR YOUTH

- Staff made **311** contacts (face-to-face, phone, email) with parents and caregivers
- **5** students successfully transitioned having completed all the objectives in their personal plans

MISSION FOR INDEPENDENCE

- We gave out **407** food parcels
- **96** people received Budgeting Advice
- On average, **70** guests were served each day in the Drop-in Centre

MISSION FOR SENIORS

- **97** seniors were supported by our caseworkers
- **25** referrals were made to external services for additional specialist or local support

KEMP HOME & HOSPITAL

- Kemp provided **6,051** bed nights of accommodation
- Staff took **178** opportunities to improve their skills, through **13** training sessions

IF YOU WANT HELP, IF YOU WANT TO HELP

If you or anyone you know wants the help of any of our services, please drop in or phone our Newtown office.

If you want to help – thank you! We rely on the goodwill of Mission supporters so we can continue our work throughout the Greater Wellington region. Whether it's an offer of goods in-kind, volunteer hours or monetary donation, we are always amazed by the generosity and community spirit people demonstrate on a daily basis.

Please see the contact details provided, but for information on ways to support, please go to this address:
wellingtoncitymission.org.nz/public/help-us

Call in, or contact our Newtown office and Drop-in Centre:
19 Gordon Place, Newtown, Wellington
PO Box 7477, Newtown, Wellington 6242

T: (04) 245 0900
E: enquiries@wgtncitymission.org.nz

Kemp Home & Hospital:
21 Te Pene Avenue, Titahi Bay, Porirua
PO Box 52081, Titahi Bay, Porirua 5242

T: (04) 236 8099
E: info@kemphome.co.nz

wellingtoncitymission.org.nz

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