

# ON A MISSION

Your Wellington City Mission Newsletter

wellingtoncity  
mission



June 2015



Being a working solo parent can be pretty full-on. For a long time, I kept running out of money between pays. It's the worst feeling knowing your children are going without the essentials, especially during winter.

The most important thing to me is making sure my girls (11-19 years old) are fed, safe, happy and healthy. It was exhausting working shifts and ensuring I had time to care for my daughters like I wanted to, while staying on top of household responsibilities. I had some debt from a previous relationship, but I was struggling to keep up with even basic living costs. Finding money for rent, power, food, school costs, clothing, and bedding was always a struggle. When it came to winter, our house was freezing and we often got sick, but heating was too expensive - and we couldn't afford doctor bills.

I'd heard The Mission might help me sort my budget, however I was nervous about asking for help. But when the power was about to get shut off again, and we were in danger of



## WE'LL MAKE IT THROUGH WINTER

being evicted because I couldn't pay the rent, I took the leap and contacted them.

**We're warmer in winter because we have budgeted for power, clothing and bedding**

After meeting with a Budget Advisor, my family's life changed. I brought her all of my bills, bank statements and receipts, and she went to work. It was an incredible relief hearing, "don't worry about the power being shut off, I've spoken with the power company." I chose to start their 'Total Money

Management' (TMM) - which puts your pay into a Mission account, then pays the bills and leaves spending money. The Mission also gave us food parcels which helped lower costs and provided healthy food for the kids.

The new budget was hard at first, but I started getting wiser with spending and planning. My daughters and I were also able to start talking about budgeting and living expenses. They're all set up with their own bank accounts now, and get an allowance from my pay each week. My eldest daughter is an incredible saver - it's encouraging to watch her become independent.

Money is still tight week to week, so I'll continue using TMM for the time being - it makes sure my family is safe financially. We're warmer in winter because we have budgeted for power, clothing and bedding, and have enough food without any food parcels. I've also paid off the old debt and now have some savings for things that come up. Most importantly, my girls are happy - so I can go to work with a smile on my face.

**PLEASE HELP US BY FILLING THIS BAG.**



Our Brown Paper Bag Appeal starts in June! **See the Out & About page inside for the full scoop.**

## YOU'VE HELPED US TO...

JANUARY - MARCH 2015 KEY STATISTICS SEE BACK PAGE FOR MORE

**107** CLIENTS RECEIVED BUDGETING ADVICE AND/OR USED 'TOTAL MONEY MANAGEMENT'

INDEPENDENCE

**36** families left the programme after successfully completing the objectives in their personal plans

FAMILIES

**89** SENIORS WERE REGULARLY SUPPORTED IN THEIR OWN HOMES

SENIORS

STUDENTS TOOK PART IN **26** 'EDUCATION OUTSIDE THE CLASSROOM' SESSIONS AND LIFE-SKILLS WORKSHOPS, AND **31** NCEA CREDITS

YOUTH

## WHAT IS 'MISSION FOR INDEPENDENCE'?

People in distress due to unemployment, debt, accommodation issues and social isolation often access our Mission for Independence programme. Many are minimum-wage workers, single income earners or beneficiaries who find themselves unable to meet basic living costs. Winter is a particularly hard time for people who are struggling. As living expenses increase, so too does the importance of our services.

Our Budgeting, Foodbank and Drop-in Centre (DIC) services, and Community Services Advocate are all parts of the Independence programme. They work to empower people to make the choices and changes that will help them live independently - not in isolation, but with more productive and sustainable self-management.

When someone first asks for help, it's important to work with them to identify the underlying issues, discuss options and possibilities to address these issues, and determine which Mission programme the person would most benefit from. For example, an individual might access all the services Independence offers, but a family with young children may instead be referred to Mission for Families, or an older person to Mission for Seniors, for more specialist support. Where there's immediate distress or a specific issue, our Community Services Advocate can assist - by helping someone find shelter for the night or seek healthcare, for example.

Independence's services are also available to offer holistic support to the wide range of clients across all our programmes. For example, those working with our Families or Seniors teams are able to access food parcels and budget advice. Mission for Youth students are also supplied with food to make lunches they may otherwise miss out on - improving their well-being and motivation.

Where the DIC provides basic necessities, such as hot meals and shelter, Foodbank and Budgeting ultimately aim to empower people, and transform lives for the long-term. Food parcels help relieve a major stress, allowing people to focus more on their financial and personal goals.

We encourage the pursuit of meaningful activities that give people a sense of belonging and achievement - such as employment, formal qualifications, volunteer work and other community participation. Through education and engagement, clients begin to live within their means and are more able to cope with the challenges they are likely to face.

We are proud of all those who have worked hard to learn the skills and make the positive changes that allow them to live independently, and achieve fullness of life.

**For more about Mission for Independence, call Olivia Lange (04) 380 1829 or email [olivia@wgtncitymission.org.nz](mailto:olivia@wgtncitymission.org.nz).**

### BUDGETING



For many people, managing their money doesn't come naturally, and they can find themselves struggling to afford the necessities or in serious debt. Our Budgeting service offers free practical advice, education, support and advocacy to assist people with financial problems.

Clients may need budget advice to help them stay in control of their finances, or 'Total Money Management' (TMM) - depending on their level of need. TMM clients' incomes go into a Mission trust account, from which money for bills, saving and spending is allocated.

Last year, each month 98 individuals and families received the support of our Budgeting service, on average.\*

### FOODBANK

Food parcels are given as supplementary assistance for people who are struggling to feed themselves and their families, and to help while they focus on underlying issues.

Each food parcel is designed to supply basic staples lasting a week, arranged in single adult, and small, medium or large family portions. The Foodbank's stocks rely on general donations and our 'Christmas Star' and 'Brown Paper Bag' appeals. Food above what we require is often shared with other food banks and organisations we work with throughout Greater Wellington.



Last year, we distributed over 3,000 food parcels.\*

### DROP-IN CENTRE (DIC)



Our DIC is a safe haven for people from all walks of life - often individuals who are socially isolated, have little money or are homeless.

Guests are welcome to enjoy a hot drink, bread, soups, sandwiches and a main meal, while socialising with others. We also hold themed meals and activities which help further strengthen the DIC's sense of community. It's open from 10am-1.45pm, Monday to Friday.

Last year, the number of guests served each day increased by over 41%.\*

\*Results based on 2014-15 financial year



## KEMP CELEBRATES

Every year, Kemp Home & Hospital's dining room becomes the scene for 'Multicultural Day'.

Rev. Brenda Stade said: "We're proud of the range of cultures in Kemp's community. This is always a great day for residents and staff to express and celebrate our diversity."

Recreational groups make decorations in preparation for the event - which this year,

culminated in Fijian, Tuvaluan, Columbian, Māori and European staff and guests taking the stage in traditional dress, to perform their indigenous songs and dances.

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



## A BETTER LIFE FOR OUR CHILDREN

In 2012, our hopes of being able to provide our three young children with bright futures in New Zealand looked possible. After organising full-time employment, my husband and I, along with our children (1, 3 and 7), were given the opportunity to move here. We'd arranged to stay with family for a short time, while we started work and settled in.

But there was a problem when we arrived. The company which had offered us both full-time work pulled out of the arrangement, providing only me with a part-time contract until the next year. Suddenly all our plans went out the door, and we seriously worried about our children's welfare.

Our first Kiwi winter was really hard. We found a cheap house to move into, but even though I was sometimes working 14-hour days, we didn't have much money after rent, food and school costs. Our house seemed as cold inside as it was outside, and our prepay power bill doubled as we could only afford a cheap oil heater for warmth. Everyone was getting sick because it was so cold and we couldn't pay for good food, clothing or bedding – but we couldn't afford to go to the doctor.

That's when The Mission really came through for us. We began working with a Social Worker from Mission for Families. She gave us regular food parcels filled with vegetables, canned goods and bread, arranged secondhand clothes, blankets and other household items, and helped with

forms I knew nothing about – especially with government departments. Her home visits were also valuable times to talk about anything we needed to know, and plan for our family to do well in New Zealand.

“Our children can now do anything with their lives”

When my work contract ended I found a free course through Te Wānanga o Aotearoa. After a year's study, I graduated NCEA Level 2 and 3 in Computing, and am now volunteering at a community organisation to build up experience before starting Level 4. My husband has a full-time job and the kids are happy and healthy. In March, we moved off all Mission support. They helped us when we really needed it, and it feels good to be on top of everything. We feel lucky and truly blessed that our children can now do anything with their lives.

**For more about Mission for Families, call Olivia Lange (04) 380 1829 or email [olivia@wgtncitymission.org.nz](mailto:olivia@wgtncitymission.org.nz).**



## I MADE IT THROUGH THE STORM

Last year was really tough. My husband Bill was diagnosed with a brain tumor, and it's a huge worry when something like that happens. As his health swung dramatically each day, I became swamped in all the modern form-filling that is required – particularly with government departments. Most of my family lives in Australia and I wasn't dealing with it well on my own.

My advocate at the hospital recommended I contact Mission for Seniors. I must say, I had

always associated The Mission with people needing food, and didn't realise they help people like my late husband and me. As soon as I connected with them, things started to change. Having the help of a Mission Social Worker made me feel relieved and more confident immediately.

“Having the help of a Mission Social Worker made me feel relieved and more confident immediately”

My Social Worker asked very little of me but achieved a lot, allowing me to focus more on Bill. With her assistance we gained subsidies to help with expensive healthcare bills and completed forms for the hospital, rates office and Work & Income. We secured a Living Alone Payment, a Mobility Card, a personal medical alarm, and access to more in-home help. When things became particularly rough

after I fell and broke my hip, her support and compassion was just tremendous.

Looking back, I couldn't have made it through on my own. I wasn't eating or sleeping, which meant I was stressed, exhausted and actually on the verge of a complete breakdown. Having someone knowledgeable to talk to, and help organise all the things I knew nothing about, really lightened the load. I never expected the level of help The Mission gave me, and I'm always telling other people who might feel down that there is help out there.

Sadly Bill is no longer with us, but I'm back in my own home now as I try to regain some kind of normality. Although I can always call, I don't need regular assistance from The Mission now, and am able to get on and live independently again.

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



## AN EXCITING IDEA...

One idea we're developing at Mission for Youth is a student-driven micro-business within the programme. This would expand on the practical education we already offer – teaching our rangatahi/students valuable business and management skills.

Last year we used our screen-printing equipment for all The Mission's Street Appeal vests, which saved enough money for The Mission to pay for two new computers for the programme. We have also made original clothing, refurbished old chairs and created vertical gardens from recycled pallets.



It's great that the proceeds from things we sell can be reinvested in the Youth programme, going towards useful tools for student learning and educational activities and excursions.

**For more information on the Mission for Youth programme, please call John Chapman on (04) 389 0627 or email [johnc@wgtncitymission.org.nz](mailto:johnc@wgtncitymission.org.nz).**

# OUT & ABOUT



Hamish from Shoe Clinic gifts the shoes to Rev. Tric

## SHOE CLINIC STEPS UP AGAIN

In March, Shoe Clinic Wellington, Porirua and Lower Hutt donated 255 pairs of great quality shoes to The Mission – with a retail value of around \$60,000!

Like last year, we gave pairs to clients of our budget advisors and social workers, regular Drop-in Centre guests, and students in our Youth programme. Many have also been redistributed to various social service agencies we work with, and are now being used by a wide range of people throughout Greater Wellington.

Shoes are an important expense, especially during a cold winter, but they're often put behind rent, power and food. Being able to provide suitable footwear for those individuals and families working hard to create better futures, means they can focus on their goals with one less stress to worry about.

We are really grateful to the people at Shoe Clinic for their thoughtfulness and compassion.



Bikers gather after the successful ride

## BIKERS ON A MISSION

For five years now, BRONZ (Biker's Rights of New Zealand) Wellington Inc. has kindly held an annual 'Easter Egg Run' for The Mission.

This year they raised \$1,000 - the result of a donation from TSS Red Baron, the ride entry fee, and support from Two Bald Bikers. Riders also filled the boot of a Mission car with Easter goodies, which went to Mission for Families clients' children who may otherwise have gone without. The turnout was good, with around 50 motorbikes taking part.

Thanks again to BRONZ for helping make Easter special for struggling families throughout Greater Wellington.

## OUR NEWTOWN OFFICE IS BUZZING

The Mission's CEO, Administration and Marketing & Fundraising teams, previously working out of Johnsonville, have now moved into our Newtown location. This means they're able to connect more with programme and service coordinators, social and youth workers, and assistants and volunteers who are already based there.

The shift meant staff had to shuffle around and dodge tradesmen left and right for a while, but we're all really excited by the result. Ultimately it means we can work together more efficiently to deliver vital services to those who are struggling across Greater Wellington. Thanks to everyone for your patience throughout the move.

**Previously, people have kindly brought their donated goods in to the Johnsonville office. Please now come and visit our Newtown offices at 19 Gordon Place, between 8.30am-4.30pm Monday to Friday, or phone (04) 389 2033.**

**Brown Paper Bags can be dropped into Z service stations from 25 June to 10 July - thank you.**

## ENDING HOMELESSNESS – A STRATEGY FOR WELLINGTON

'Te Mahana' is the name given to the strategy to end homelessness in Wellington. The name was gifted by Port Nicholson Block Settlement Trust and is a concept that speaks of the warmth found in a supportive home environment. The warmth of a home is not limited to a physical structure, bed, or cupboards full of food. It includes how people feel about their living environment – whether they feel safe, included and respected.

Homelessness is much broader than those patently without shelter, such as sleeping on the street. The Government's definition also includes three other categories: Those in temporary accommodation (for example, shelters and refuges), sharing accommodation (i.e. in someone else's private dwelling), and in uninhabitable housing (dilapidated or harmful environments).

The Wellington City Mission, along with more than 30 government agencies and community organisations, share a commitment to work together in a collaborative and culturally-specific manner to end homelessness in Wellington. International best practice calls for work at three levels: To stop homelessness happening, to deal with it quickly when people become homeless, and to stop people becoming homeless again. In future newsletters we'll give you more information on how Te Mahana is progressing and The Mission's part in ending homelessness.

# LOOKING FORWARD

## THE MONEY OR THE BAG?

This winter you can again bring hope to people who are struggling to feed themselves and their families, by choosing to give money or goods to our annual Brown Paper Bag Appeal.

The June appeal generates much-needed funds so we can continue providing our Foodbank and Drop-in Centre services. Your donations directly help people who need support, as they work to empower themselves and transform their lives. Last year Mission for Families, Youth, Independence and Seniors staff gave out an average of just under 260 food parcels each month. Each parcel's contents cost from \$49 to \$146, depending on the level of need.

Included in the Thursday 25 June Dominion Post will be one of our specially printed Brown Paper Bags (which you can fill with non-perishable groceries) and a postage-paid donation



envelope. This year, the appeal will run for two weeks – finishing on Friday 10 July.

From 25 June to 10 July, Z service stations in the Greater Wellington region will again be equipped with specially marked yellow bins, which act as bag collection points. You can also drop your money or food in to our office at 19 Gordon Place, Newtown.

Thank you for making a real difference for those who are struggling this winter. Thanks also go to appeal supporters Z Energy, The Dominion Post, PricewaterhouseCoopers, The Breeze Wellington, and Precinct Properties.

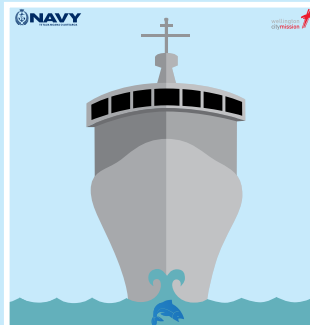
## SAVE THE DATE

Last year, we held 'Fish & Ships', a fabulous lunch event on a naval ship for 300 guests.

On Monday November 30 the HMNZS Canterbury will be back in port, and we're delighted to announce that we will be holding the event again - but with a slight twist. This time it'll be dinner, with the chance to watch the sun go down from the deck of this magnificent ship - a truly unique experience.

Our grateful thanks go to Rear Admiral Jack Steer and the Royal New Zealand Navy for their continued support.

Watch out for more information on our Facebook page, website and September newsletter.



This winter we'll continue contributing to the well-being of around 600 people every day, through our four key programmes, and Kemp Home & Hospital.

### MISSION FOR FAMILIES

Early intervention for families through advocacy, education and guidance, and supporting families to better manage their own circumstances.

### MISSION FOR YOUTH

Providing a comprehensive Alternative Education programme for youth who have disengaged or been excluded from mainstream schools.

### MISSION FOR INDEPENDENCE

Guiding, equipping and enabling financially disadvantaged and unemployed people towards independence and self-management.

### MISSION FOR SENIORS

Enhancing the quality of life, dignity and respect for older people with health, disability or social isolation issues.

### KEMP HOME & HOSPITAL

An 81-bed facility offering both rest home and hospital level care, for residents who require permanent or short-term care.



## TRIC'S MISSIONS WELLINGTON CITY MISSIONER

It must be winter. The days are shorter and it's so dark when I get up in the mornings. However there's something very beautiful

about a crisp winter morning sky where the moon is still up. The stars are so vivid and you can see your breath in front of you!

This is the time of Matariki (the constellation of the seven stars of Matariki/Pleiades/Subaru), which signals the Māori New Year. Traditionally, it was a time for remembering the dead and celebrating new life. It was also a time for clearing the mara (garden), making sure the pataka (food store) was full, and for planting kumara - if the stars were bright.

In the 21st century Matariki has become a time of observing a winter feast with others, and of making sure the whole community is provided for through the cold sparse months of the year. Jesus shared many meals with all sorts of people and it always seemed that

there was enough food and enough room for all to be included. Think of the wedding at Cana, the feeding of the multitude on the hillside or Jesus eating with Zaccheus.

As winter sets in, I invite you to think of asking others to join you at your table - or to extend your table to others by giving to your local food bank or our Brown Paper Bag Appeal. As we observe Matariki, take an opportunity to remember your dead, give thanks for the life around you, celebrate the communities to which you are connected, and invite one more to your table.

Blessings, Rev. Tric Malcolm

Email [tric@wgtncitymission.org.nz](mailto:tric@wgtncitymission.org.nz)

# A WORD FROM MARIA MILLIN – GENERAL MANAGER, OPERATIONS



## WHAT'S YOUR ROLE AT THE MISSION?

Since 2007, I've been responsible for overseeing the day-to-day service delivery of our four key programmes, and Kemp Home & Hospital. I ensure that all our programmes are reviewed regularly, which provides opportunities to expand areas of our work that we do well, and make improvements. My focus is to ensure we are using a strengths-based approach and are consistently delivering appropriate, professional and timely social support services.

## WHAT ROLES DO THE MISSION'S PROGRAMMES HAVE?

We provide assistance to some of the most vulnerable people of Greater Wellington. Our programmes' roles constantly evolve in response to the client experience, existing community assets and resources, and the identified community needs. For example, Mission for Independence has recognised people's need for increased advocacy by appointing a Community Services Advocate - helping clients to access community resources such as housing and Work & Income assistance. Such support becomes

“Ultimately, it's all about empowering people to transform their lives, and achieve fullness of life in its various forms”

critical in winter, as people struggle with increased living and healthcare costs.

## WHAT SOCIAL ISSUES HAVE YOU NOTICED?

While some people we work with need only short-term support, a significant number have complex issues requiring the help of more than one of our programmes and external specialists. As a result, we have developed our holistic and collaborative approach to service delivery. For example, a family who is currently working with one of our Families social workers to deal with parenting and relationship issues, is also engaging with our Budgeting service, and has been referred to an external agency for specialist counselling.

## WHAT ARE PROGRAMMES FOCUSING ON GOING FORWARD?

- Strengthening a client-centred model

of practice. To achieve sustainable solutions with our clients, it's important that our core values include a partnership approach.

- Continuing to update our reporting systems to better answer the critical question: "For all our efforts, what difference are we making?"
- Developing our workforce. With the increasing complexity of client issues, it is imperative that staff remain well equipped to support them.
- Continuing to facilitate collaborative relationships within the community, including with other organisations and agencies.

Ultimately, it's all about empowering people to transform their lives, and achieve fullness of life in its various forms.

JAN - MAR 2015 STATISTICS

### FAMILIES

- 93 families were supported by our family social workers
- Staff advocated for families with a variety of different agencies 101 times

### YOUTH

- Staff made 16 face-to-face contacts and 317 other contacts with parents and caregivers
- 200 rangatahi attended the 'Breakaway Holiday Programme', which provided meaningful activities for rangatahi during the holiday period

### INDEPENDENCE

- 26 Foodbank clients were able to move forward without reliance on the service
- 5,547 courses were served in our Newtown Drop-in Centre to 3,340 guests

### SENIORS

- 267 face-to-face meetings were held with clients
- 406 agency contacts were made by Mission for Seniors staff on behalf of clients

### KEMP HOME

- 6,387 bed nights of accommodation were provided throughout the facility
- 126 up-skilling opportunities were taken by staff through 14 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 - across the age spectrum - 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 more information on ways to support, please go to this address:  
[www.wellingtoncitymission.org.nz/public/help-us](http://www.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, Wellington South, 6242, (04) 389 2033

*Please note, our CEO, Marketing & Fundraising and Administration have moved into our Newtown location, but you can still send mail to:*

PO Box 13383, Wellington, 6440

### Kemp Home & Hospital:

21 Te Pene Avenue, Titahi Bay, Porirua  
PO Box 52081, Wellington, 5022, (04) 236 8099

For more detailed or general information on our programmes and services, please visit our website:

[www.wellingtoncitymission.org.nz](http://www.wellingtoncitymission.org.nz) or email:  
[enquiries@wgtcitymission.org.nz](mailto:enquiries@wgtcitymission.org.nz)

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