



THE HOUSING SHORTAGE HITS HOME

Making sure my growing children have everything they need is tough for a solo mum at the best of times. But in winter, my family really gets pushed to the limit. All the extra power and healthcare costs mean it's easy to fall into debt. Life grinds to a standstill, and I feel stuck.

Our biggest problem is our house. It seemed awesome in summer, but turned out to be horrible in winter. The walls are wet and mould grows everywhere – even though I pull the furniture away from the walls, wipe down surfaces, and open the windows. We have a heater, a dehumidifier, and a fireplace (which we use as much as we can to cut down the bills), but power still costs about \$80 a week. The bedrooms are freezing, so sometimes we pull our mattresses into the lounge and sleep together in front of the fire. I worry about

my kids' health, because if one of us gets sick we all do. They miss school heaps, and most of my time is spent taking care of them and arranging doctor visits.

It means a lot knowing my Mission social worker is behind me. I feel more positive and confident as a mum, and I can look forward to a better future

My Mission social worker is always there to help. Last year she gave us warm jackets and pyjamas when we needed them, and we get weekly food parcels. It means I have more money going to paying my bills and debt, and making little savings for emergencies. My kids love when she visits because they get to hunt through the parcels, and I get someone to talk to and solve

problems with. She did heaps to get us on Housing New Zealand's relocation list, and also brought in Healthy Housing. They got us insulation, and bunk beds to make space, and gave us special winter survival tips.

I'm absolutely gutted that we're going into our third year in this house. I still hope that we'll find somewhere else, but I've been applying for other houses since that first winter – so I'm getting prepared for another winter here.

It means a lot knowing my Mission social worker is behind me. I feel more positive and confident as a mum, and I can look forward to a better future. One of my goals is to make time to do courses and go back to work, but for now I'm focussing on getting us through the next few months.

This family has come a long way, but their housing is still a serious concern. Finding social housing can be a long and complicated process – and we'll remain beside her at every step. We'll keep on looking for alternative rental properties, and providing household resources to help her get by. Her dedicated social worker will continue visiting regularly to give information, guidance, and encouragement – as she leads her family to a better life.



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citymission

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You can help those in Greater Wellington who are struggling to get by this winter!

Find out about our Brown Paper Bag Appeal inside...

YOU'VE HELPED US TO...

JANUARY – MARCH 2016 KEY STATISTICS

SEE BACK PAGE FOR MORE

106

PEOPLE RECEIVED
BUDGETING ADVICE

BUDGETING ADVICE

STAFF
MADE

263

FACE-TO-FACE VISITS
WITH FAMILIES IN
THEIR HOMES

FAMILIES

112

EMERGENCY FOOD PARCEL
APPLICATIONS WERE MADE

FOODBANK

ON AVERAGE

78

GUESTS
WERE
SERVED
EACH DAY IN
THE DROP-IN
CENTRE

DROP-IN CENTRE

WHAT IT MEANS...



Olivia
**Community Programmes
Manager**

"A significant part of my role is helping staff develop their practice, and ensuring their knowledge is sound and up to date. It's encouraging to know our employees and volunteers are confident and are on solid ground – that way they have a positive impact on people's lives, often at crucial times. It's really inspiring to follow the stories of those who have come to The Mission, and the ways staff have been able to help."



Laurelle
Budget Advisor

"Often The Mission is a last resort, because someone has got to the point where they're completely desperate. They have lots of debt, can't feed their children, or have been given disconnection and eviction notices. Being in a position to help means a lot to me. On a cold night, I go home to my family knowing that another – who may otherwise have nothing – has food and a warm house."

Mission for Independence guides, equips, and enables financially disadvantaged and unemployed people towards independence and self-management.

For more about these services contact us on (04) 245 0900, or enquiries@wgtncitymission.org.nz

What does a Community Services Advocate do?

When someone first comes into The Mission for help I'll often figure out what the causes of their issues are, and possible solutions. That may mean introducing them to another Mission service like the Foodbank, Budgeting Advice, or our Families and Seniors caseworkers – or they'll start working with me. They may need something really specific outside of The Mission, like healthcare, so I'll help them get that sorted too.



**STAFF PROFILE: KELLIE
COMMUNITY SERVICES ADVOCATE**

What are the main issues for clients in winter?

One of the biggest issues year-round, but really important in winter, is the housing shortage in Wellington City. Around half of my regular clients are sleeping rough going into winter. They are constantly looking for shelter, warmth, and cleaning facilities. Every day I see people with bad coughs and flus that they don't recover from. Living in a constant state of anxiety just becomes normal, and it causes terrible mental strain.

Who do you help?

I help a range of people in vastly different situations, but most issues are around accommodation, benefits, food, mental and physical health, and addictions. Lots of my clients have had overwhelming trauma and been institutionalised. Most have been excluded for their entire lives, missed out on learning key life-skills, and struggle to find purpose. Whatever the case, it's really important for us to respect their story and treat them with compassion.

How do you help?

Some just need short-term support or advocacy – for example if they can't afford food for the week because of a large power bill, or need help finding shelter or applying to a government agency. But I also have regular clients who need long-term support because of multiple lifelong physical, mental health, or social issues. It's about giving people good information, and helping them make connections with services that will improve their lives. It's important to know you've got someone on your side, and that you are worth something.

What's your role in addressing homelessness?

The Mission is involved in Street Outreach – a multi-agency collaboration. I go out with a team every week and engage with people on the street – some who we know, and others who are new. We make sure they're safe, can access the support they need, and are able to improve their situations. It really is a community issue, and it's great to see how Wellingtonians are taking a collective responsibility to look out for each other.

FINDING MY PLACE

I came to The Mission about 18 months ago because there was food to eat in the Drop-in Centre, and friendly people around. I was drinking a lot after being disconnected from my family and people I cared about, and it affected my behaviour badly. I was constantly

looking for people to stay with, wasn't looking after myself, and was really lonely.



I've started valuing myself more, and feeling good



The people at The Mission were caring, and appreciated me – they are my friends. I'll never forget when I had gotten to rock

bottom and Kellie visited me in hospital. With her help, I've been offered a tenancy with City Housing, and I'm looking forward to moving in very soon.

I've started valuing myself more, and feeling good. I stopped drinking, and realised if I kept going the way I was I could have killed myself. I've also learnt to treat other people better. I want to keep appreciating the people around me more, and find work one day.



I'VE GOT THE LIFE I ALWAYS WANTED

For more than a year I lived without electricity. My health was really bad, and I was anxious and depressed. But in the eight months I worked with The Mission, my whole life changed. My home is now warm and comfortable, and I'm living the life I want to.

My power was cut because I was in so much debt, and struggling with my budget. It used to be so hard, and I just had to get used to relying on other people. My neighbour let me run an extension cord over when I really needed it, and I was rotating between friends' houses taking warm showers. I lived on sandwiches and cold baked beans, even in winter. I was too embarrassed to have friends come over, and became more and more cut off from my community. Sometimes I just wanted to give up.

It seems stupid now, but I was worried about asking for help because I didn't want to lose my independence. It was tough being told some hard truths at first, but my Mission budget advisor showed me what my finances could actually look like, so I decided to go onto their Total Money Management system. My money coming in was automatically split between paying bills and debt, spending, and eventually saving – and weekly Mission food parcels really helped me stay on track. She also arranged a plan for me to pay back my debt, so the power company and City Housing got on board and switched my power back on in the meantime.

Once I had paid one of my old debts I became so dedicated. I saw how much better life could be. I was learning heaps,

buying healthier food to go with the food parcels, and started getting a kick out of finding the best deals. Having savings was such a relief too. If there was a health appointment that came up on short notice, instead of turning it down and waiting months, I could pay for a bus to get there. I felt confident to move on without support from The Mission before last winter, and I had such a good feeling for the first time in ages. It was delightful walking into a cozy home, and smelling a casserole in the slow-cooker. It really brought me back to my childhood and kept my spirits up.

“Heading into another winter my power account is in credit, I have savings, and I can even afford to buy a couple of extra cans to donate”

Heading into another winter my power account is in credit, I have savings, and I can even afford to buy a couple of extra cans to donate. My doctors have been amazed by how much better my health is, and friends are welcome to come visit anytime. I recently graduated from a budgeting course too, so it's really rewarding being able to help tenants where I live with their budgets.

Best of all, life is just a lot more fun. The depression is gone, I have more energy, and I'm optimistic about life. I've got a real sense of belonging, and have the independence I truly want.

OPINION PIECE:



MOLLY MELHUISH, DOMESTIC ENERGY USERS' NETWORK

The Wellington City Mission's Vision begins "People and communities empowered..." We can take power into our own hands! As winter approaches, our power bills begin to

cost us dearly, until at times some have to cut down on other expenses to avoid being cut off.

So what can we do? The first priority is to keep safe. Cold is a killer – do all you can to keep warm. If you don't have a wood burner or heat pump, don't be afraid to use a plug-in heater – just turn it off when you leave the room.

Dampness breeds mould, which can and should be cleaned up. Take the time to wipe off the condensation every day. Where it's actually mouldy, an anti-mould spray will work wonders. If your house is not draughty, you need ventilation. Just a couple of centimetres of open window won't let much heat out, and the fresh air will help dry the room out.

Babies, older people and disabled people are most badly affected by cold. Really warm clothing makes a huge difference – wear a puffer jacket indoors, or see if you can find a mohair shawl or something similar. This is so much more sensible than going to bed to keep warm, or wrapping in a blanket in front of the TV. It's important to be able to move around!

So what about your own community – can you do anything for others this winter, whether whānau or neighbours? Older people often have wood fires which are just too difficult for them to manage. Young folk could do a lot for them just by splitting lots of kindling, which makes the fire burn hot instead of smouldering. Even more important in older houses with overgrown shrubbery – offer to cut some away to let the sun in.

Back to that old monster the power bill. The biggest offender is usually the hot water cylinder. Make sure it is snugly wrapped by a proper hot water blanket, and the hot water pipes too. If you're renting, complain until your landlord does it! And for dampness, see if you can buy or borrow a dehumidifier. These don't waste power – they turn nasty dampness into nice heat, almost like a heat pump.

So take the power into your hands this winter. Saving electricity is good for all of us – it will eventually force power companies to reduce their prices to make sure their customers don't buy solar panels and go off the grid.

OUT & ABOUT

FOODIES FOR THE MISSION

We had so much fun at The Wellington Food Show this year!

The three-day event at The Westpac Stadium in May was a great success again, and we were honoured to be the official charity partner for the second year running. It was also a great chance to officially launch our Brown Paper Bag Appeal!

Staff and volunteers manned our booth –

equipped with donation buckets, and eftpos machines kindly provided by EFTPOS NZ. But a new twist was that every donation won a prize, thanks to the generosity of The Food Show vendors, and our sponsors.

In total we raised over \$3,000, and drove away with a truck-load of donated stock for our Foodbank and Drop-in Centre!

Thanks again to The Food Show, vendors, and attendees who donated. The funds we were able to raise, and the food you gave, is going towards feeding hungry families and individuals who may otherwise miss out.



The Mission was the official charity partner at The Wellington Food Show



POSTCARDS FOR OUR ELDERS

We're delighted to be helping spread the goodwill from Bernie Harfleet and Donna Sarten's latest art display. At Auckland arts festival 'Splore' earlier this year, they provided special letterboxes people could place postcards of their well-wishes into. There were three letterboxes to choose between: 'New to NZ', 'Kids', and 'Elders'.

The Mission is now giving out the nearly 150 Elders letters to people on our Seniors programme, and residents at Kemp Home & Hospital. For older people who are dealing with social isolation issues, a thoughtful note from a stranger will help them feel a bit more connected and included – especially in the difficult winter months. It was lovely to see the thoughtful comments from those who took part, like: "Thanks for all the things your generation has done for us."

It was a real pleasure giving one of our seniors, Elsie, the letter that this girl posted! (Pictured above.) "She's a dear wee girl" Elsie said. "I was very thankful to get her postcard, and I think it's lovely that they would think of the elderly."

Thanks Bernie and Donna, and everyone who wrote or drew something, for your compassion.

BANKING ON THE COMMUNITY

Thanks ANZ and Kiwibank for getting behind The Mission at Easter!



As part of their 'ANZ in the Community' campaign, the contact centre's generous Personal Banking team organised a collection of food, and children's soft toys and books. They went all-out decorating donation boxes and putting up Mission banners around their office!



Kiwibank kindly organised staff multi-days and fun activities to raise awareness and gather food. They made a special effort to donate important items that our Foodbank is often short on – such as cereals, muesli bars, and spreads.

ANZAC DAY – ONE TO REMEMBER

Anzac Day was observed by our Drop-in Centre (DIC) and Kemp Home & Hospital communities again this year.

In the DIC, a beautiful wall of poppies was displayed. Guests, volunteers, and staff were invited to write the names of their loved ones who fought onto the poppies. There were prayers, readings, and waiata throughout the day. Guests really appreciated the chance to get together and pay their respects.



The Drop-in Centre's decorative wall of poppies

Kemp Home & Hospital's annual Remembrance Day is always a special time for residents and whānau to reflect, remember residents who have passed, and commemorate Anzac Day. There was a lovely service in St Nicholas' Chapel, and afterwards everyone gathered for afternoon tea. Events like this are really cherished by residents, their whānau, and staff, and contribute to Kemp's inclusive and positive spirit. Our thanks to Wheeler's Guardian Funeral Home for sponsoring the event.

CITY MISSION STORE

The City Mission Store opened its doors on April 18 – and has been embraced by the community! Find out more in the special insert we've included!

LOOKING FORWARD

THE MONEY OR THE BAG?



Our 10th annual Brown Paper Bag Appeal is now on, and there are lots of ways you can get involved!

The food and funds people kindly donate throughout June will be vital for our Foodbank and Drop-in Centre this winter. By showing your support again, you're not just ensuring The Mission can continue providing food parcels and healthy meals to families and individuals who need them. The cost relieved by food parcels, coupled with our expert Budgeting Advice, enables people to manage their increased winter living expenses and create long-term

sustainable change. In the Drop-in Centre those who are burdened by social isolation or homelessness find care, daytime shelter, and a place of belonging – while enjoying hearty food.

Whether you give "the money" or fill "the bag" with goods, your support will make a real difference for people in need this winter. With us all standing beside them, they will truly transform their lives.

In the last financial year The Mission provided over 3,000 food parcels from our Foodbank and over 25,000 meal servings in our Drop-in Centre. Our Budgeting Advice service enabled people to pay back over \$107,000 in debt. We couldn't have done this without you, our family of Mission supporters. Thank you!

For more information about the appeal and the ways you can support, visit wellingtoncitymission.org.nz

THE MONEY

By donating funds to this appeal, you'll make sure our vital programmes and services can continue being there for people when they need it.

You can always donate online at wellingtoncitymission.org.nz. There will also be a special insert in the Dominion Post and Wellingtonian on Thursday June 9, containing a postage-paid donation envelope.

THE BAG

Also inside the Thursday June 9 Dominion Post will be our special Brown Paper Bag. Please fill it with non-perishable goods, and return it to one of the locations listed on the bag before 30 June. Look out for our list of most needed items too!

If you don't have an official bag you can still drop your food into one of the yellow bins at Z service stations throughout Greater Wellington, or bring it into The Mission at 19 Gordon Place, Newtown.

THE CHALLENGE

This year we're launching our brand new Brown Paper Bag Challenge! Simply choose if you would like to raise funds or food – "the money" or "the bag" – and challenge your friends, family, colleagues, or team to reach a target!

Every \$4 raised provides one nourishing meal serving for a person in need, and every bag filled with food supplements a struggling family's groceries for one week.

To find out more, or get involved, visit wellingtoncitymission.org.nz



Order your 2016/17 Entertainment Book or Digital Membership via The Mission, and 20% of the price will go towards supporting our various programmes! **Email kelly@wgtncitymission.org.nz to find out more, or order yours.**

TRIC'S MISSIONS

WELLINGTON CITY MISSIONER



"He kokonga whare, e kitea; He kokonga ngākau, e kore e kitea."

"A corner of a house may be seen; not so the corners of the heart."

One of my favourite things in life is cuddling up in bed with my young girls, reading books at bedtime. It is a place of nurture,

comfort, belonging, warmth and joy. In that one place, I feel 'home'. As the nights get colder and the weather turns windy and wet, I often feel guilty. I have this incredible experience with my kids knowing others do not, cannot.

Winter brings a range of choices for those who live on limited incomes. Choices between the essentials: warm clothes or food; food or the power bill; the power bill or a visit to the doctor; a visit to the doctor or good warm dry shoes for the kids; shoes for the kids or the rent; the rent increase or taking a much needed sick day without being paid; taking a sick day and not being paid or spending time with the kids doing something positive and fun.

It can be overwhelming being faced with these choices. It can also be incredibly lonely.

Recently, the Mother's Union (a group of older Christian women from across the Wellington region) collected together over 80 blankets and duvets for The Mission to distribute. In this gesture of compassion, people are also shown that they are not alone. If we as a community can help with one aspect of life that is difficult, then maybe the rest is not so overwhelming.

We are called to imitate Christ and to bring life to others. Even when those gestures are small, put together they are enough to warm the hearts and lives of those who are hurting and bring transformation.

"I came that they might have life. Life in all its fullness." John 10:10

Rev. Tric Malcolm
Email tric@wgtncitymission.org.nz

A WORD FROM DAVID DUFF – DROP-IN CENTRE COORDINATOR



Our Drop-in Centre (DIC) is one practical manifestation of The Mission's values: arohatanga (compassion), haumanu (restoration), tūmanako (nurturing, holding and enabling hope), mana motuhake (empowering others, celebrating diversities), manaakitanga (generosity and hospitality), and whanaungatanga (belonging and family).

Providing food is one of The Mission's most well-known activities over the last 110 years, and the DIC relies on koha (donations) from generous individuals and organisations. Here we welcome everyone to engage face-to-face with the DIC whānau – made up of fellow guests, Mission staff, and volunteers. Inside our wharekai (dining room), people gather daily to receive nourishment and sustenance – in the forms of food and socialising.

Our guests are from all walks of life. They include a range of cultures, ages, genders,

sexual orientation, socio-economic and employment backgrounds, medical conditions and disabilities, and religious and non-religious expressions. Our wrap-around pastoral care and advocacy work helps guests with limited personal resources and income, health issues including mental health and addictions, histories of trauma and exclusion, and financial abuse from others.

As food brings people together, a special facet of the DIC is the concept of belonging and connection with wider community. For those who are homeless, we are their daily shelter from the weather – and many use our shower facilities. For those who are socially isolated or lonely, we are their main source of daily socialisation and engagement with others. Critically, we provide hope and compassion for vulnerable people.

A key aspect of our pastoral care practice is empowering people to help both

themselves and each other. This is achieved by offering education, regular whānau hui (meetings), and themed events. Our one-to-one pastoral care also acts as a signpost to other essential Mission services and programmes including our Foodbank, Community Services Advocate, and Budgeting Advice.

For all the DIC's staff and volunteers, and wider Mission whānau, assisting vulnerable people towards self-determination is really rewarding and fulfilling. We want guests to take the values we nurture here with them, and care for others in the wider community.

JAN – MAR 2016 KEY STATISTICS

MISSION FOR FAMILIES

- 93 families were supported by Mission for Families social workers
- Staff made 283 contacts with families, via phone or email
- Staff made 152 contacts (face-to-face, phone, and email) with external agencies advocating for families

MISSION FOR YOUTH

- 12 students attended the programme
- Students took part in 33 Education Outside the Classroom and life-skills workshops
- Staff made 285 contacts (face-to-face, phone, and email) with parents and caregivers

MISSION FOR INDEPENDENCE

- Staff made 276 contacts (face-to-face, phone, and email) with external agencies and creditors advocating for Budgeting Advice clients
- 4,473 meal servings provided in the DIC
- Our Community Services Advocate made 152 contacts (face-to-face, phone, and email) with clients

MISSION FOR SENIORS

- 100 seniors were supported by our caseworkers
- Staff made 630 contacts (face-to-face, phone, and email) with seniors
- Staff made 379 contacts (face-to-face, phone, and email) with external agencies to support or advocate for seniors

KEMP HOME & HOSPITAL

- Kemp provided 6,055 bed nights of accommodation for 80 people
- Staff took 119 opportunities to improve their skills, through 9 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, or 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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