

ON A MISSION

Your Wellington City Mission Magazine

wellington
citymission



Issue 4 2016



I was ashamed when I couldn't provide a home for my children. After a failed relationship I was left as a solo mum, pregnant with my fourth child. I desperately searched for a house, but when push came to shove I had to accept a friend's kind offer to stay with her. She had two kids, so her three-bedroom home became completely overcrowded. My two oldest children lived with my mum, but stayed with us on weekends and holidays. That meant once baby arrived there were often five of us sharing a single room.

My kids never felt comfortable knowing they were living in someone else's space, and the unsettled lifestyle was starting to affect their behaviour. It was heartbreaking seeing them miss out on a lot of the things the other kids had – especially last Christmas. I kept looking for houses on Trade Me and with Housing NZ, but it was tough because I was absolutely exhausted. My self-esteem was low, and I wasn't sure I was heading in the right direction.

When Plunket offered to refer me to a Mission social worker I jumped at the chance. She provided all the knowledge



HOME FOR CHRISTMAS

and personal support I really needed. She showed me how to set goals and plan for our future and knew exactly what to do and who to talk to at Work & Income and Housing NZ. It was such a relief knowing someone had my back. Her visits gave me motivation when I felt overwhelmed, and I started feeling positive that our family would make it through.

Even with her support, and all the effort I was putting in, it became clear there were

just no houses available. With the date we'd agreed to move out of my friend's house coming up, we had nowhere to go. It was so stressful, but my Mission social worker did heaps to get us into emergency housing through Work & Income. After eight weeks of temporary accommodation in a motel, a three bedroom house came up in Porirua, and my heart jumped into my throat.

Her visits gave me motivation when I felt overwhelmed, and I started feeling positive that our family would make it through.

Our new home has given us a fresh start, and my children are really happy. We are blessed with lots of love and laughter, and they have a place that's theirs – where they can belong and grow. I'm so thankful, and am paying that forward by volunteering and donating clothes and toys. We're so excited to spend the school holidays together, and be home for Christmas. Best of all, we finally have the stability to make our family whole again.

YOU'VE HELPED US TO...

JULY – SEPT 2016 KEY STATISTICS

SEE BACK PAGE FOR MORE

STAFF
MADE

672

CONTACTS (FACE-TO-FACE,
PHONE, AND EMAIL) WITH
FAMILIES

FAMILIES

BUDGETING ADVICE
CLIENTS REDUCED
THEIR COMBINED
ACCRUED DEBT BY

\$21,060

BUDGETING

8,204

MEAL SERVINGS WERE
PROVIDED IN THE DIC

DROP-IN CENTRE

COMMUNITY
SERVICES
ADVOCATE
CLIENTS WERE
ASSISTED TO
RESOLVE

82

HOUSING,
SOCIAL, HEALTH,
& FINANCIAL
ISSUES

COMMUNITY
SERVICES ADVOCATE

BE
SOMEONE'S
STAR

wellington
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Our Christmas Star
Appeal is now on!

There are heaps of ways you can be
someone's star!

See our special insert to find out how...

WHAT IT MEANS...



Trudy
Social Worker
Mission for Families

"At Christmas, providing food and toys to families who have very little is a real privilege for me. It's the high point of the year, and an important time in their journey. In that moment the enormous financial and social stresses disappear. You feel parents' relief, and see their joy at being able to give their children a special day."

Mission for Families provides early intervention for families through advocacy, education and guidance, and supports them to better manage their own circumstances.



Vicki
Programme Coordinator
Mission for Seniors

"It's humbling to see how little things make such a big difference for our older people at Christmas. For those who live alone it can be really upsetting. But just taking time to listen to how someone is feeling shows they're valued, or passing on a gift to give their grandchildren brings such joy. It's precious for seniors to feel connected with community and know we'll be here for them again in the new year."

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

We're honoured to have built relationships with fantastic socially-minded businesses, groups, and organisations that are passionate about Greater Wellington. We caught up with Andrew McGoff from LFC Wellington and Matt Weldon-Smith from Yellow Fever. For the second year running, they held a special collection for The Mission at a Wellington Phoenix game. This year they created a campaign called #Top10ForTen, and collected at the first game of the Phoenix's tenth season. We were blown away by the response!

How did you start collecting for The Mission?

A&M: Last year we started with Foodbank collections at club games, then as clubs we started working together to upscale the idea. There was a Wellington Phoenix game close to Christmas, so we thought what better time to collect food for people who need it? We ended up collecting a lot of food and money at our local pubs, and at the game itself.

What was the idea behind this year's #Top10ForTen?

A&M: To tie in with the Phoenix's tenth season we asked people to donate The



**SUPPORTER PROFILE:
ANDREW & MATT**

Mission's top ten most-needed items. To get started we asked people to name their top ten players of all time on Twitter - using the hashtag #Top10ForTen. It ended up trending in New Zealand!

Why is it important and rewarding to support charities?

M: We've got the ability to do good because we have a network of people. We're part of this community, and being able to help others out and give back just means so much.

A: You take for granted sometimes the fortunate position you're in - having a roof over your head and food on the table. I grew

up with Mum looking after three of us kids, and I know how hard it was to put food on the table. I also know people who have had to call on my local foodbank for help. Just adding something simple to your shopping can make a difference to people in your own community.

What does Christmas mean for you?

M: Family has always been important to me, I never realised quite how much until having my own child. I couldn't imagine not having a Christmas with my family, food on the table, and just enjoying the time. It's huge if we can take away someone's stress and worry.

What would you say to a group considering supporting a charity?

A: It can seem quite overwhelming at first, but it's as simple as sending an email around your group saying: "On Friday in two weeks we're going to be collecting for..." All it takes is someone to be the catalyst. You can see the benefits, and the difference it makes.

Our sincere thanks go to LFC, Yellow Fever, and all those who supported #Top10ForTen.



**ONE MORE AT MY
TABLE**

For a couple of years now I've been coming to the Drop-in Centre (DIC) for meals. I really like the community. It's like the UN, with all the different cultures. When you hear the stories of some immigrants, you realise how lucky we are to have grown up in New Zealand. But it is easy for some people to slip under the radar in New Zealand. Every

day you see people who live on the streets or sit at benches alone. I left home young and was a street kid, so I know how that feels. It's really sad to see, especially at times like Christmas - when the whole point is to get away from the hard stuff and be included.

Last year, I wanted to put a meal on at my house for people who I knew were lonely. I asked Kellie, The Mission's Community Services Advocate, if she could help make my table look a bit more Christmassy with lollies and treats. She said she could do one better, and gave me a whole hamper filled with things that I wouldn't have been able to afford, like a beautiful ham and Christmas crackers. There were six of us together in the

end and I was so pleased with how it turned out. I'm looking forward to hosting a meal for more people this year.

It would be fantastic if this idea catches on to other guests in the DIC and wider community. It's satisfying turning a day that's really sad for some people into something special and memorable.

We were so happy when this guest told us her plans. For us it shows the whanau concept we've worked hard to foster in the DIC. It's one example of how guests support each other beyond our doors, and take it upon themselves to be there for people in their community in any way they can.



LOOKING FORWARD WITH HOPE

Two years ago I had a great job in the Defence Force, was really social, and a mum to my teenage daughter. Since being diagnosed with secondary progressive Multiple Sclerosis (MS), everything has changed.

At first it was frustrating having people not take my condition seriously, and it felt like I was slipping through the cracks. I was especially worried about what this all would mean for my daughter because her life has been turned upside down. Now I'm in a wheelchair full-time, and everyday tasks have become impossible to do by myself. I fall a lot, and leaving the house has become a real hassle. It's been hard for friends and

family to deal with me not being the same person anymore, so a lot of them have stayed away and it gets really lonely.

On top of it all, going from a good salary to a benefit meant I wasn't making ends meet and started getting into debt.

Last November the MS Society referred me to my Mission social worker, Karen. For the first time I felt like I was being

listened to and that my daughter and I mattered. She's had a massive impact on everyday life. Her advocacy meant I went from having a carer for three hours a week to twenty-one, and that's been marvellous. Even getting to do boring stuff with her like grocery shopping lets me feel like things are back to normal for a while. Karen also got me a medical alarm necklace, which has given me a sense of freedom because I know I'll be OK if I fall.

Her weekly visits brighten my day. It can be hard to stay positive knowing my condition is out of my control and getting worse, so having people who listen and care means I don't feel so alone. She also set me up with

a Mission budget advisor, who mapped out set amounts for living costs and debt. Food parcels were a huge help as well, and took away stress knowing there would be food on the table.

It was a priceless moment when Karen delivered a hamper to us on Christmas Eve filled with special food for a nice meal, and presents. It made celebrating with my daughter possible. It's been hard for her to watch me get more dependent, so she started going to counselling, to make sure she'll be OK. She gets stuck in the house a lot too, but Karen got her in with a holiday programme and she comes back absolutely buzzing!

For the first time I felt like I was being listened to and that my daughter and I mattered.

Karen's help has made my dream to still be at home with my daughter possible. I don't need budgeting advice or food parcels anymore – honestly I'm like a woman on a mission with money! I feel more relaxed and appreciate each day. It's still tough for my daughter, but we can actually enjoy life and feel positive about the future. She's looking forward to the holidays, and we're really excited about having a Christmas to remember together.

OPINION PIECE:



RAEWYN FOX, CEO: NZ FEDERATION OF FAMILY BUDGETING SERVICES

'Plan to survive Christmas - debt free'

Christmas is almost upon us again, and this means slightly stretched budgets for some of us, and severe strain for others. The once-a-year spend-up that is the

festive season causes problems and stress because when you can't afford to meet expectations it feels like you're saying "No!" to fun, to your children, to your family.

So what's the answer? Well, that seems straightforward: plan. Look at what you spent over the Christmas period last year. Work out how much you'll need to put aside between now and then, and transfer that amount to your savings account each pay. Then when Christmas rolls around there's enough money to have some fun.

Sounds easy, right? However it is now less than two months until Christmas Day, and the reality is that not everyone has money left over to put aside each payday.

Don't despair though, there are lots of other solutions.

- Family negotiations. For example, everyone brings their favourite dish to Christmas dinner - spreading the workload and expenses. Or do the classic Secret Santa, and each buy one present with a maximum cost limit.

- Homemade gifts. Everyone loves that special sweet treat you make. And the grandparents would much prefer a special piece of children's art to another pair of socks.

- Homemade vouchers. There are hundreds of ideas for kids' vouchers. For example a special summer picnic, a sports day, or let each child choose their favourite meal. Don't forget to teach them about the value of giving vouchers too, like cleaning the car for Dad or breakfast in bed for Mum – just think of the ideas you could plant! The voucher system could also take care of a lot of free or cheap summer-holiday treats. So as well as Christmas, activities for the school holidays are solved.

Once you have made it through without any debt, early next year you can start putting that little bit aside each payday and things will be even easier next Christmas. However you decide to go about it, I wish you a relaxed and happy Christmas!

For the families and individuals we work with, Christmas can be incredibly challenging. It's heartbreaking when you can't meet the expectations the season brings, and that can cause relationship breakdowns and feelings of disconnection from the community. But thanks to our amazing supporters, many people are planning for the Christmas period well in advance. They will enjoy quality time with their loved ones and community, and start 2017 feeling secure and confident as they change their lives!

OUT & ABOUT

SLEEPING IN SOMEONE ELSE'S SHOES



Many people slept on cardboard to raise awareness and funds for the homeless.

At least 1 in 100 Kiwis are now classed as homeless because they are living in unsafe or unsuitable locations. Along with those sleeping on the streets, there are many people living in garages, cars, tents, motels, overcrowded shared housing, or couch surfing.

But we at The Mission, and Kiwis throughout the country, believe everybody deserves a home! That was shown by the incredible response to 14 Hours Homeless – an awareness and fundraising event that took place on 7 October. Hundreds of people

in cities throughout the country slept rough for the night – either on cardboard, in a car, or on a couch – and raised funds for local social services that work with the homeless.

Here in Wellington around 200 people slept out at Mount Cook School for the event. Those who chose to support The Mission have raised an amazing \$7,904 so far! This will go towards funding our work with the homeless, including our role in the Street Outreach programme and Te Mahana Strategy to end homelessness in Wellington. So far, an unbelievable \$41,251 has been raised in Wellington, and \$81,394 nationwide.

We'd like to say a huge thank you to all of the amazing people who took part, and all of their sponsors. Not only have you shown

that you are standing beside the families and individuals who have no homes, but the funds you donated are helping them find and remain in one.



The Mission's workshop challenged people to weigh up weekly expenses against a low income – based on real client stories.

FREIGHT TERMINAL ANGELS



We'd like to say a huge thank you to the generous team at Wellington Freight Terminal. They recently held a food collection for The Mission – specifically to help those unable to find or maintain paid employment.

It's amazing to see people take it upon themselves to make a difference to those less fortunate in our communities. You're ensuring people can make it through particularly rough times, and get back on their feet!

MONEY WEEK MAKES SENSE!

We were delighted to get behind September's 'Money Week'. Our budget advisors set up a table in the Drop-in Centre so guests could get friendly advice, and find out more about our service, while enjoying a meal. This year's theme was 'Plan for Your Future' which we find particularly relevant for people we work with. Unexpected expenses such as replacing a broken fridge, kids clothing, or school costs can really put them behind.

One of our budget advisors Laurelle said: "It was a really successful week. We had

lots of new people ask questions every day. It's a nice feeling being able to answer a question someone is worried about, because it can relieve a whole lot of stress – especially as we come into the school holidays and Christmas."

Money Week is a collaboration between the Commission for Financial Capability and Sorted, and there was a range of activities throughout the country. We think it's really worthwhile having a national week that shines a light on the importance of finances. Managing money is so important for everyone – not just those on low incomes.

Last year, the 186 people who received regular budgeting advice from The Mission

paid back over \$107,000 in debt! Anyone can make a change – all you have to do is start! If you or someone you know might like some free advice, call (04) 245 0900 or email enquiries@wgtncitymission.org.nz



The Mission's budget advisors provide advice on planning for the future during money week.



ELDER INFO EXPO

On October 1 each year, the world celebrates the International Day of Older Persons. To mark the occasion, the Hutt Older Persons' Expo invited seniors to find out more about the community support that can enhance their quality of life. The special lunch and entertainment made it a fun day out too!

More than 30 agencies, groups, and guest speakers who specialise in offering relevant support took part, and our Mission for Seniors team was delighted to be involved. They spoke with lots of older people and their families about our service – and even held two free raffles where people could win baskets filled with food and cosmetic products.

LOOKING FORWARD

OUR CHRISTMAS STAR APPEAL IS NOW ON!

There are heaps of ways you can be someone's star!

Check out our special insert, or visit ChristmasStar.co.nz to find out how!

FIND US ON SOCIAL MEDIA!

One of the best ways you can stay up-to-date with The Mission throughout the year is by following us on social media!

Follow us on Facebook and Twitter for regular updates, pictures, and videos about what's happening at The Mission, upcoming events, amazing donations from our supporters, and client success stories.

You can also follow the City Mission Store on Facebook and Instagram, to see new recycled goods for sale, and get the inside scoop on special deals!



The Wellington City Mission



@WgtnCityMission



City Mission Store



@CityMissionStore

PRAYER VIGIL FOR CHILD POVERTY

We'd love you to join us, and the Wellington South Anglican Parish, at our Prayer Vigil for Child Poverty.

It's being held at St Thomas' Anglican Church, and goes from 11am on 12 November, to 6am on 13 November. It will be a really special way to show your care for the last, lost, and least – in this case the many children in New Zealand who are living in poverty.

Our new Mission Prayer Cycle is also available for download from our website, so you can pray for the work of The Mission year-round.

Email tric@wgtncitymission.org.nz to volunteer for the prayer vigil, or visit wellingtoncitymission.org.nz/mission-prayer-cycle to download the prayer cycle.



St Thomas' Chapel



CITY MISSION STORE

At the City Mission Store, we are always looking for donations in tip-top condition.

If you have any good quality furniture, clothing, bric-a-brac or household items you would like to find a new home for, please get in contact with us.

Everything you donate or buy helps The Wellington City Mission continue supporting those in need in our community.

WE COLLECT DONATED GOODS!

Call 0800 245 542, or visit us on the corner of Taranaki & Abel Smith Streets, Wellington.



TRIC'S MISSIONS WELLINGTON CITY MISSIONER



'In a makeshift shelter.'

A baby is born wrapped in rags, in a makeshift shelter, to parents who are living on a poverty wage, and are unsure of how long they might remain in that place. As events play out they flee the country, fearing for their lives. Each piece of this story could belong to many of the people who come to

The Mission seeking assistance, friendship, belonging, and hope. This is also the Christmas story. It may not be the one we usually picture of angels, love and peace, but it is the story of Christ coming to live with us, live as one of us!

He was born into homelessness - an all too familiar issue in the media this year. The number of New Zealanders struggling to attain the basics of life has been rightly drawn to our attention. 40,658 Kiwis were experiencing homelessness at the time of the last census. Of those, 41% were families with children, 52% were in paid employment or were full-time students, and 51% were under the age of 25. This is our story. These are our people. These are our children.

But the story of Christmas is not just the story of God come to be with us in our

broken and difficult places. It is also a story of hope - the hope an innocent child gives, and the hope strangers can bring. Into this story of political occupation, displacement, poverty and struggle, strangers are drawn by the light of a mysterious star. Travelling a great distance, bringing their wealth and gifts, they come to find this child - the symbol of hope and possibility.

This Christmas season may we follow that metaphoric star and come together to be present with those who need us most. We too are asked to leave our comfort zones and to offer the wonderful gifts we carry - not just what we can spare. In that place may we all find possibility, hope, and transformation!

Rev. Tric Malcolme
Email Tric@wgtncitymission.org.nz

A WORD FROM MICHELLE – CHIEF EXECUTIVE OFFICER

As I think over the year, several things spring to mind as stand-out occasions.

In February, the Royal New Zealand Navy hosted our second Fish & Ships event on the HMNZS Canterbury. It was a huge success in raising funds and awareness, and wouldn't have been possible without their generous support. The lunch itself was made even more special by Ruth Pretty's delicious extra treats.

In April we opened our first City Mission Store on the corner of Taranaki and Abel Smith Streets, and it's been busy from the get-go. The second-hand items we're selling are of particularly good quality, and the store is a delight to visit. Revenue earned contributes to running The Mission's community programmes and services. This is a great help, as raising funds in order to keep our services running is challenging at the best of times.

We celebrated and thanked our community services volunteers in June by treating them to a sit-down breakfast prepared, cooked, and served by Mission staff. This team does a great job in our Foodbank and Drop-in Centre, and were finalists in the Health & Wellbeing category in the 2016 Wellington Airport Regional Community Awards.

Kemp Home & Hospital was audited mid-year, and we were delighted that it achieved certification for the next four years. It was also awarded a continuous improvement rating for recognition of Maori values and beliefs, and good practice for reduction of falls. All rest homes and aged residential care facilities in New Zealand are audited and certified by the Ministry of Health, and must meet the standards set out in the Health and Disability Services (Safety) Act 2001.

Now we head into our important Christmas



appeal. In it we call on people to be someone's star – whether that's donating the makings of a meal, or funds for our services to continue. We are so grateful for the many who get behind the community now, and our regular supporters who are stars to people every day.

So much has been offered, ventured, and achieved by Mission staff, volunteers, and supporters this year. I would like to thank everyone who makes our work possible, and wish you a wonderful Christmas.

JULY – SEPT 2016 KEY STATISTICS

MISSION FOR FAMILIES

97

97 families were supported by Mission for Families social workers

396

Staff supported or advocated for families 396 times (face-to-face, phone, and email) with external organisations

MISSION FOR YOUTH

16

16 students attended Mission for Youth

20

Students were assisted to achieve 20 NCEA credits, and take part in 45 Education Outside the Classroom sessions and life-skills workshops

MISSION FOR INDEPENDENCE

73%

73% of food parcels went to clients who were working with our other services, for holistic support

36

36 clients did not need further assistance from the Community Services Advocate after they successfully completed their goals

MISSION FOR SENIORS

97

97 seniors were supported by Mission for Seniors caseworkers

378

Staff made 378 face-to-face visits with seniors in their homes and in the community

KEMP HOME & HOSPITAL

6,632

Kemp provided 6,632 bed nights of accommodation for 86 people

292

Residents were able to take part in 292 planned recreational activities such as: 70's Day party, flax weaving, and visits from community entertainers

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 the 'Help Us' page of our website.

wellingtoncitymission.org.nz

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

City Mission Store:

Corner of Taranaki & Abel Smith Streets, Wellington
T: 0800 245 542
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The Wellington City Mission



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