



RIGHT PLACE, RIGHT TIME

I reckon I was with Mission for Youth at just the right time in my life. I didn't know where I was going or what I was supposed to be doing, and had nothing to really look forward to. I wasn't showing up at school, and was getting into illegal things with my mates during the day like stealing cars. Home life was hard too, there was a lot of family drama and I moved around a lot – I went from living with my mum, to my dad, then my grandparents.

When I started at Mission for Youth I was

pretty shy, and didn't say more than a few words to anyone for ages. The staff were patient, and together we figured out what I wanted in life. They did a lot of work with me and my family, helping sort out personal issues too. I actually started to enjoy coming every day – especially when we got to do activities outside the classroom, like helping grow a community garden and going on camps. I stopped getting into trouble, and found my confidence.

At the time I wanted to join the army, but

I thought it was an impossible dream. The staff showed me I could do it, and helped me create a plan to get the school credits I needed. I gradually achieved everything I needed to join, but after a lot of thinking I realised I wanted something different for my future. I got a job at Pak'n Save, and managed to move up the ranks till I even had staff working under me. For the last couple of years I've been doing landscaping. I want to build a career in it, so I'm working hard to buy enough tools to go out on my own.

The staff were patient, and together we figured out what I wanted in life.

Looking back, I don't know where I'd be now if I hadn't joined Mission for Youth. I was at a crossroads, and it helped me find my direction, and realise I really can achieve the things I want in life.

By providing a place of belonging where he could re-engage with education and his peers, helping him set and achieve goals, and giving personal and family support, Ryan was able to make huge changes in his life. We've kept in touch since he graduated, and it's amazing to see the person he has become.



Thank you to everyone who made a tremendous difference to those who are vulnerable during winter!

See our special Brown Paper Bag Appeal insert for the full scoop...

YOU'VE HELPED US TO...

APRIL – JUNE 2016 KEY STATISTICS

SEE BACK PAGE FOR MORE

90

FAMILIES WERE SUPPORTED
BY OUR MISSION FOR FAMILIES
SOCIAL WORKERS

FAMILIES

STAFF MADE
491

CONTACTS WITH
EXTERNAL
ORGANISATIONS
ADVOCATING
FOR CLIENTS,
VIA PHONE OR
EMAIL

SENIORS

100%

OF RANGATAHI TOLD US THEY
FEEL THEY ARE BENEFITTING
FROM THE PROGRAMME

YOUTH

ON
AVERAGE

72

GUESTS WERE SERVED EACH
DAY IN THE DROP-IN CENTRE

INDEPENDENCE

WHAT IT MEANS...



Louise
Foodbank & Volunteer
Coordinator

"I am constantly blown away by the generosity of Wellingtonians, through the food donations and huge amounts of time our volunteers give. I get to see first-hand the effect this kindness has on people across all of our programmes: from struggling families being able to provide nutritious lunches for their children, to isolated individuals receiving a hearty meal in a full dining room. It's amazing to see how a complete stranger's bigheartedness can help someone find their feet again."



M.J.
Mission Trust Board
& Auxiliary member

"It has been a privilege to serve as a member of The Mission Auxiliary for 20 years, and more recently on the Board. Changes have naturally occurred over this time, but serving those in need remains the essence. The Mission's focus is Christ-centred and is supported by the dedication of staff and volunteers. The services provided are effective, non-judgemental, and they really matter to people, and that's what really inspires me."

For more about The Mission contact us on (04) 245 0900, or enquiries@dwgtncitymission.org.nz



THE MISSION TAUGHT ME HOW TO LIVE AGAIN

After 40 years in an abusive marriage, I found myself thrown out on the street with nowhere to go and nothing but the clothes on my back. It was a horrible time in my life. I felt like a failure, and didn't want to live. Now, after help from The Mission, I'm financially secure, confident, and enjoying life more than ever.

It was a huge shock when my marriage ended, and I had to start from scratch. Thankfully Work & Income NZ found me emergency housing, but the living conditions were pretty miserable and I was getting really sick and having major operations. On top of it all, my husband had always controlled our money so I'd never learnt how to manage everyday expenses. I had debt under my name, I was losing track of bills and using credit to pay for things I couldn't afford. I was so worried about my health and money. The stress meant I spent

my days pacing around and crying, and I wasn't eating. I felt completely lost and alone, and just couldn't cope.

If it wasn't for my Mission caseworkers showing they cared about me during that rough time, I wouldn't be here today.

My Mission for Seniors caseworker made such a difference when she came into my life. She brought me food parcels and advocated for me to get the healthcare I needed. She even helped me find the lovely home I still live in today. It was the little things she did that were really special as well – like spending time talking with me about what I was going through, and making

sure I was taking care of myself.

She also introduced me to a Mission budget advisor who showed me, in a way I could understand, just how much of a mess my finances were in. When it all sank in, I can't tell you how much of a relief it was to hear "Hey, don't worry we can fix this". I went on their Total Money Management, so I knew my money was automatically going to the right places, and she taught me about paying bills and keeping track of what I was spending. After a couple of years, I paid back all my debt, and even started making savings. It's so reassuring knowing you've got money there in case of an emergency.

Although I never expected to go through so much, and have my life change as it has in the last ten years. If it wasn't for my Mission caseworkers showing they cared about me during that rough time, I wouldn't be here today. I still have health challenges, but I have no money stress which means I can get on with enjoying life and being part of my local community. It's a whole new ball game.





KEMP TOOK CARE OF MUM

For years Mum was fine living independently in her flat. But as she got older she got progressively frailer. Day-to-day life started to get more difficult – and sometimes a bit lonely. Our family was worried, especially

because she was reluctant to ask for help when she needed it. After a nasty fall, hospital staff and my brothers were able to persuade her that living in a more supportive environment would be better.

Kemp Home & Hospital was the obvious choice. Mum had lived in the area for more than 60 years – I even remember it being built when I was a kid! But more than that it felt like home. The staff were really welcoming and helpful, which made the daunting decision easier for everyone. Honestly Mum didn't really like the change at first – but she soon started to enjoy the stress-free lifestyle. Kemp was always nice and warm, and guaranteed three healthy meals a day. There were new opportunities to be social, and 24/7 professional care. After recovering from her fall she started going for long walks, and coming home for lunch every Sunday.

After five-and-a-half years there, Mum passed away. Kemp was really supportive – and it was a lovely gesture when they

offered to hold the funeral in their Chapel. Kemp was the best place for our mum, especially as her condition deteriorated. That reassurance we had when Mum was living there was something quite valuable and precious. She was as safe, healthy, and as happy as she could be.

“That reassurance we had when Mum was living there was something quite valuable and precious.”

It's so important that people are able to enjoy life at any age – despite the difficulties that come with growing older. Kemp supports its residents to make the most of their physical abilities and remain connected with family and community, to achieve quality of life. It's a real honour for us to have an impact on residents' and their families' journeys in this way.

OPINION PIECE:



JANE HOPKIRK, NEW ZEALAND COALITION TO END HOMELESSNESS

We are all seeing more and more men, women, and children living on the streets in Wellington. However this is only the pointy end of homelessness, and we do not actually know how many people are homeless. There are far more living in cars, garages, and temporary accommodation, or couch-surfing and living in overcrowded or uninhabitable houses.

Research has found that poverty is a main trigger for homelessness, compounded by factors such as addiction, physical disability, mental health conditions, and relationship breakdown. Māori sometimes experience the added disadvantage of being disconnected from their culture and spirituality, which can impact on their ability to reconnect with whānau.

These findings are reflected in some of the faces of homelessness I regularly see, and their stories:

- A solo mother of three young children on a benefit. She wanted to start a better life for her family, and moved away from a drinking community to live in the city. She has spent four months living in her sister's garage while looking at rental after rental, and not finding anything suitable that they could afford.
- A man with significant disabilities – requiring him to be in a wheelchair-friendly home, with suitable cleaning facilities. He was excluded from a hostel because of smell, and had to live in a motel for six weeks while waiting for a flat with the city council to become available. He now has a home, but he also has a debt of \$8,000 to Work & Income and a disability benefit as his only income source.

• A lady in her seventies, with a respiratory disease and heart failure, living in her son's lounge. Her son and his wife have addictions and use 'P'. She was hospitalised three times, and when discharged she would return to the lounge. Seeing this, her other two children rented a three bedroom home for them all to move into. She is now happy and healthy.

As the last example shows in one way, the answer to ending homelessness in Aotearoa lies in people, families, and communities working together. So can you do anything to help when you see people living on the streets in your neighbourhood, suburb, or city? Your own response is the first place to start, then you can influence your family, church, workplace, and community.

I believe everyone has a need and the right to have a place they call home. No one coming out of any institution should be discharged to homelessness. We need more homes built, an inquiry by the Government into homelessness to know how big it is, and we need to care about those on the streets. In doing so, we will surely create a better New Zealand for every citizen.

14 HOURS HOMELESS – ONE WAY YOU CAN HELP!

The Mission supports people who are experiencing homelessness and social isolation, particularly through our Drop-in Centre, Community Services Advocate, and involvement in the Council's Te Mahana Strategy to end homelessness in Wellington.

You can support The Mission's work with the homeless by joining us for 14 Hours Homeless, which takes place on Friday 7 October. Check out our fundraising page for more information about the event or to register:
14hourshomeless.org.nz/event/WCM2016

OUT & ABOUT

A GREAT START TO THE DAY

Our second annual Business Breakfast was a great success with business and community leaders who are passionate about making a difference in Greater Wellington. The event is a valuable opportunity to show first-hand how, thanks to our supporters, The Mission walks alongside those most in need of our communities. Mission staff and trustees joined attendees at each table to talk about

the things they see and do every day, and show how clients go from overwhelmingly difficult situations to leading positive and full lives. We also officially presented our 2015-16 Annual Review.

It was also an honour to host our keynote speaker Murray Edridge, Deputy Chief Executive, Child, Youth & Family and Community Investment for the Ministry of Social Development. Our thanks go to everyone who attended and donated, and InterContinental Wellington, Mitsubishi NZ, and EndGame for supporting the event.



Murray Edridge speaking to breakfast guests

ANNUAL REVIEW READY TO READ

Each year we create an Annual Review that assesses the impact The Mission's programmes had during the last year, and presents our future direction.

For families and individuals in Greater Wellington's communities, two key issues that stood out – and will continue to do so – are inadequate housing, and the growing needs of an increasingly older population.

A housing shortage has meant people are staying in damp and overcrowded houses. Our social workers increased their time advocating with housing providers and landlords, and we expect our role in helping people into improved housing to keep expanding. The Community Services Advocate will also remain as a member of the Street Outreach team to reach the homeless and street community.

The older population is growing, and many elderly people are staying in their own

homes for longer. As a result, 85% of people Mission for Seniors worked with last year had three or more medical conditions. Staff are continually increasing their health advocacy for clients, widening their support networks, and encouraging them to manage their affairs via the internet. Also, as the health needs of those entering rest home care rise, this year Kemp Home & Hospital will review its entire operation to determine the best ways to sustainably support those who are most vulnerable.

To find out about all the work we did last year, and our focuses for this year, you can read the 2015-16 Annual Review on our website, or request a hard copy by emailing enquiries@wgtncitymission.org.nz



Did you know, during the 2015-16 financial year:

- **57** families no longer needed Mission for Families support, and became independent
- **24** Students were assisted to achieve **158** NCEA credits, and take part in **129** Education Outside the Classroom sessions and life-skills workshops
- **25,677** meal servings were provided in the Drop-in Centre
- **189** seniors were supported by Mission for Seniors caseworkers
- Kemp Home & Hospital provided **23,772** bed nights of accommodation for **125** people

THREE YEARS RUNNING!

Shoe Clinic's Wellington and Lower Hutt stores donated close to 300 pairs of quality shoes to The Mission – worth approximately \$60,000!

This is the third year that Shoe Clinic has stepped up to provide hardy footwear for those who are most in need. Providing these sorts of essentials really helps people look more towards their future, by alleviating immediate costs.

Thank you Shoe Clinic for your ongoing kindness!



City Missioner Tric collecting the donated shoes

GIVING BACK TO OUR VOLUNTEERS

June's annual National Volunteer Week is always a great opportunity to recognise the incredible contribution The Mission's volunteers make every single week. To celebrate, staff prepared and served a cooked breakfast for some of our regular Foodbank and Drop-in Centre volunteers. It was a real

pleasure for us to show in some small way just how much we appreciate them!

Volunteers are absolutely vital, especially in our Foodbank and Drop-in Centre. Last year, 490 people gave an amazing 6,123 hours of their time. Because of their selfless dedication, many families and individuals are receiving food parcels and healthy meals as they work on achieving the long-term changes that will improve their lives.



Mission staff preparing breakfast



Mission staff including CEO serving breakfast

LOOKING FORWARD

BE A STAR THIS CHRISTMAS

Here at The Mission we're already preparing for our Christmas Star Appeal!

The incredible generosity Greater Wellington shows each year really touches the lives of many vulnerable families and individuals – ensuring they make it through the pressures of Christmas, and keep on their positive paths.

There are lots of ways you can get involved this year, and be a star to those in need.

★ Christmas Walk of Fame

The Christmas Walk of Fame's debut on Wellington's waterfront last year was tremendously popular, and we can't wait to do it again! You and your family, business, or organisation can get your name or logo on the Hollywood Walk of Fame-style stars when they are displayed in December! Each star you buy represents a family being supported by one of The Mission's various services.

★ Star Car

Our Star Car will be cruising around Greater Wellington during November and December. You can sign your name on one of the thousands of stars it's decorated in by making a donation when you see it!

★ Street Day

Get involved in our annual street collection day on December 2! Last year we were humbled by all the generous people who donated an unprecedented total of \$50,000 – not to mention the nearly 500 volunteers who gave their time!

To find out how you can be part of The Mission's Christmas, visit our website ChristmasStar.co.nz – and watch out for November's On a Mission Magazine. The Christmas Star Appeal officially launches on October 28, so if there's a way you'd like to support or volunteer, email enquiries@wgtncitymission.org.nz

STANDING FOR OLDER PEOPLE

October 1 marks the International Day of Older Persons. This year's theme is 'Taking a Stand Against Ageism'.

As a society we have to make sure we include people – no matter what stage of life they're in. The day is a great way to recognise and celebrate a section of people in our society who are often overlooked and marginalised. It's also an important chance to highlight the growing presence of our ageing population, and consider strategies to improve community-based support for the good of our entire society.

There are lots of ways you can show you care, from inviting an elderly neighbour for a meal or helping them with an everyday task, to identifying and even speaking out against any prejudiced attitudes you may see.

Kemp Home & Hospital will celebrate by holding fun activities, putting on a special roast meal, and bringing in entertainers to perform classic rock 'n' roll. Mission for Seniors staff will take part in the Hutt Valley Older Persons' Expo on October 4, where attendees can learn more about community services and initiatives that are available to help.



START AN AP, MAKE A DIFFERENCE

The Mission walks beside vulnerable families and individuals on their journeys to create full and enriched lives.

It's our ongoing supporters like you who make sure people in our communities will always have somewhere to turn when they face overwhelming difficulties.

One of the best ways you can be there to help is by setting up an Automatic Payment.

Start an AP today, make a difference tomorrow. Please email enquiries@wgtncitymission.org.nz to find out how.

TRIC'S MISSIONS WELLINGTON CITY MISSIONER



'He ahi kā roa.' ('The long fires burning.')

A journey involves movement. People often come to The Mission wanting to be in a different place than they currently are. In order for them to make the changes they long for, together, we have to take stock, consider what has already happened, and

create an environment that nurtures hopes and dreams of what the future could hold. That could be through connecting socially, having food security, moving to a healthier home, reconnecting with whānau, feeling valued, or having someone listen deeply to their story.

We often call ourselves the 'story holders' – people tell us their story and we consider that a taonga (treasure). Sometimes people aren't ready to take the next steps on their journey, or they take a few steps and begin to struggle again. They can take a break, or a different path, but if they need us again we're committed to being beside them on the journey. No matter how long it takes, how many times it is begun again or how many different ways it is approached, we will be here. We are ready to journey with you again at any time. That is the

unconditional grace that God holds out to us all, and we are called to be living vehicles of that grace. This has been The Mission's story for over a hundred years, and reflects 'he ahi kā roa'.

In this era of history there are many ways to journey together. At The Mission part of our role is to join people's stories together, so that as Mission supporters and the wider community, we are all connected to those who are seeking assistance. Through that connection, lives are changed.

We invite you to come along with us – for our journey is about movement, and transformation. May we be transformed together!

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

A WORD FROM FAY – MANAGER, MISSION FOR YOUTH

When someone's path isn't leading to a future they want, it's important they get the chance to find a different direction. At The Mission we will walk beside them as they create a positive new path.

That's what Mission for Youth does with Wellington's rangatahi (young people). Every one of our students is unique in their challenges and interests, so we work together to identify and strengthen a pathway they can take for the rest of their lives.

To achieve this vision, rangatahi who are struggling to find their way need a place where they can feel a sense of belonging, master new skills, and develop generosity and independence – this has been adapted from the Youth Work 'Circle of Courage' model. Our staff endeavour to connect and build relationships with every young person we meet, and walk alongside them on their

journeys of self-discovery. That means supporting and nurturing our students through the tough times and celebrating with them in their successes.

Some of those successes come in the classroom, as we help them achieve formal qualifications they would have otherwise missed out on. But just as important are the immense personal developments that come from our emphasis on providing our wrap-around social services. Rangatahi feel safe to take part in counselling and meetings with external social services to address any underlying issues.

As we take this journey with each young person, we also build integral relationships with their families to aid in connecting with them and with the wider community. We actively advocate for our students and their families when support is needed.



Many students leave our programme feeling like they were a part of a big eclectic multi-cultural family. It means so much to all of our staff when past students come back to visit – and many do. When you see how far a young person has come and where they are heading, and they tell you about the impact The Mission had in their own lives and the lives of their family, it's incredibly special. It really reignites our passion for what we do each day.

APR – JUN 2016 KEY STATISTICS

MISSION FOR FAMILIES

- Staff made **372** face-to-face visits with families in their homes
- Staff made **338** contacts (face-to-face, phone, and email) with external organisations to support or advocate for families
- **12** families left after they successfully completed the objectives in their personal plans, and no longer needed our support

MISSION FOR YOUTH

- **15** students attended Mission for Youth
- Students were assisted to achieve **30** NCEA credits, and take part in **26** Education Outside the Classroom sessions, and life-skills workshops
- Staff made **539** contacts with parents and caregivers (face-to-face, phone, and email)

MISSION FOR INDEPENDENCE

- **41** clients no longer needed Foodbank support
- Community Services Advocate clients were assisted to resolve **56** different issues
- Budgeting Advice clients reduced their combined accrued debt by **\$32,530.33**

MISSION FOR SENIORS

- **109** seniors were supported by Mission for Seniors caseworkers
- Staff made **467** face-to-face visits with clients in their homes and in the community
- **20** clients left after they successfully completed the objectives in their personal plans, and no longer needed our support

KEMP HOME & HOSPITAL

- Kemp provided **6,133** bed nights of accommodation for **81** people
- Staff took **69** opportunities to improve their skills, through **7** training sessions
- Residents were able to take part in more than **150** planned recreational activities, such as: Tai Chi, indoor bowls, arts and crafts, baking group, and Church services

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
E: collect@citymissionstore.nz

Find us on Facebook and Twitter!



@thewellingtoncitymission



@wgtncitymission

GREATER WELLINGTON CHOSE THE MONEY AND THE BAG!

In its tenth year, our annual Brown Paper Bag Appeal received overwhelming support. Throughout June generous people, businesses, and organisations from across Greater Wellington chose to donate either funds or food ('The Money' or 'The Bag') to support The Mission's Foodbank and Drop-in Centre.

Everything donated has ensured that families and individuals who are struggling to get by have food parcels, healthy meals, daytime shelter, and a place of belonging. This kind of support means so much during the winter months, when increased costs such as power and healthcare can be crippling.

When this support is coupled with our other services such as Budgeting Advice, those who are working with The Mission are able to better manage their increased living expenses and make long-term sustainable change.

Just some of the ways people showed their support:

Our brand new Brown Paper Bag Challenge saw businesses, schools, and churches challenge their colleagues, classmates, or congregation to reach a target of funds or food. It was amazing to see the enthusiasm from those who took part. One church even donated over 100 full bags!

Our tradition to insert specially-made bags and donation envelopes into The Dominion Post continues to be a success. Z stations throughout Greater Wellington again kindly hosted food collection bins – with many overflowing each day. People also dropped bags into The Mission and it was nice being able to thank them in person.



All Saints Church Hataitai



NZTA

2,000

Over 2,000 bags were filled with food

300

People and businesses made over 300 donations of funds



222 Willis Student Accommodation



NZX Limited

THANK YOU!

wellington
citymission

wellingtoncitymission.org.nz





Ridgway School



A full bin!



ANZ



The National Library

\$130,000

A combined total worth more than \$130,000 donated!

154

families and individuals will have food parcels for three months!

7,500

meal servings in the DIC – that will serve our guests for nearly four months!



St Alban's Anglican Parish of Eastbourne



AbbVie volunteered in our Foodbank



Pauatahanui Anglicans



Capital E

Thank you for making a difference this winter!

"We want to extend our sincerest thanks to every individual, family, business and organisation that supported the Brown Paper Bag Appeal this year.

The monetary and food donations you made are essential for The Mission to help people in Greater Wellington who are in distress – especially during a particularly difficult time like winter. We also couldn't have provided our services without all the wonderful volunteers who sorted all the food, and served meals in the Drop-in Centre!"

Michelle Branney
Chief Executive Officer

A special thanks to Brown Paper Bag Appeal key supporters...

- Z Energy
- Precinct Properties NZ
- Pelorus Trust
- PricewaterhouseCoopers
- Dominion Post
- Countdown Wainuiomata
- Karori Community Centre
- Human Rights Commission
- Ministry for Primary Industries - Petone
- NZX Limited
- NZTA
- State
- National Library of New Zealand
- Symes de Silva
- Crown Law
- Foodstuffs North Island
- Capital E Central Offices
- ilumin Limited
- NZFS
- Western Mailing
- New Zealand Racing Board
- GBL Personnel Limited
- 222 Willis Student Accommodation
- St Michaels & All Angels Anglican Church Newlands
- St Alban's Anglican Parish of Eastbourne
- Parish of Trentham
- All Saints Hataitai
- Pauatahanui Anglicans
- Harrison St Church
- St Philips Stokes Valley
- The Parish of Tawa
- Ridgway School
- Kapiti College