

Four years ago, we lost everything. My partner and I had recently sold our house, and moved to Christchurch to start a fresh chapter with our newborn son. We had a lovely home, financial security, and a lot of happiness. But my partner was living a double life. He became dependent on drugs, and everything changed. He lost his job, spent our savings, and sold our belongings.

My life became a blur. I was living in survival mode, putting all my focus on caring for our baby and staying afloat. I was too embarrassed to tell my friends and family the truth about what was going on. It was a really scary and lonely time. I knew I couldn't bring my son up in that environment, and we had to get out.

I left Christchurch after ten months as a sole mum with just my baby and a suitcase. I started receiving the sole-parent benefit and even though money was really tight, I soon moved us into a place to call our own - where we could start again. But living on our budget was a real juggling act. Paying bills and providing the basics was always tough. I wanted to give my baby everything he needed, but going shopping meant constantly tallying up what was in our trolley. It felt awful having to choose which of the basics to put back on the shelf. That's when I started working with The Mission, and they had a huge impact on our day-to-day lives. One of their financial mentors, Laurelle, helped me manage my budget, and gave us weekly food parcels and essentials like nappies.

I started paying back debt and making savings. I picked up some nursing shifts, got off my benefit, and started feeling like myself again. Even though I was working, a lot of my energy still went into stretching every dollar after childcare costs. Last winter with my costs piling up, and some crazy one-off bills coming in, I could see that I was sinking back into debt. Having The Mission there at just the right time again offering food parcels, budgeting advice, and clothing for my son, meant that little by little I got back on track and stayed there!

That's when I started working with The Mission, and they had a huge impact on our day-to-day lives.

Now my son has started school so I've picked up an extra shift at work and I'm fully independent. It feels incredible, and I'm making sure we never have to go through such hard times again. It's so heartening to know that places like The Mission are here for anyone who needs help. Now I like to give back however I can, by donating kids books and clothes. Hopefully they'll mean a lot for someone else who is struggling. It took me four years of hard work to get back to my feet. The future looks so much brighter for my family, and life can only get better.

WINTER

Too many families and individuals will face tough choices this winter. Please make the choice to help!

See our special Winter Appeal insert inside for ways to get involved.

THANKS TO YOUR HELP...

JANUARY - MARCH 2018 KEY STATISTICS

100 FAMILIES WERE SUPPORTED BY OUR MISSION FOR FAMILIES SOCIAL WORKERS

546

FOOD PARCELS WERE GIVEN OUT TO FAMILIES AND INDIVIDUALS

FOODBANK

CSA CLIENTS WERE ASSISTED TO RESOLVE HOUSING, SOCIAL, HEALTH AND FINANCIAL ISSUES

COMMUNITY SERVICES ADVOCATE

STAFF MADE

299

CONTACTS WITH
EXTERNAL
ORGANISATIONS
ADVOCATING FOR
CLIENTS, VIA
PHONE OR FACETO-FACE

SENIORS

Ruth Social Worker Community Social Worker

Ruth Social Worker Mission for Families

There are so many challenges that families face during winter. The cost of living really goes up, which is incredibly stressful for parents who are already struggling. We see so many families living in cold, damp, mouldy homes. It's hard for them to stay healthy in those environments – both physically and mentally. Even with the small things I can do, like visiting with a food parcel and sitting down for a chat, you can see the relief on their face. It really makes a world of difference.

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

Rowan
Community Services Advocate
Mission for Independence

For the people I work with, winter is really tough. Some are struggling to manage in unhealthy flats, and others are living on the street. They come to The Mission feeling overwhelmed and hopeless. Straight away we're able to talk with them and offer simple things like food, a jacket, blankets and shoes. It's often much more than they expect, and when they walk out you can see they feel lighter. Our hope is that this will be the start of a relationship where we can help them in the long-term, too.

Mission for Independence works on guiding, equipping and enabling financially disadvantaged and unemployed people towards independence and self management.

No matter what your financial situation, we can all relate to the added expenses winter brings. So we asked our Mission financial mentors Monique and Laurelle to share some of their expert advice around staying healthy and warm without overspending.

How can we get the best deal with our power provider?

Getting the right power deal for you is so important. We've both changed our own power providers before and saved \$100 per month each!

It's all about doing your homework. There are great resources available online like WhatsMyNumber.org.nz, a website run by the Electricity Authority. You simply answer questions like where you live and what heating source you have, and it'll give you information about the best power deals for you. Of course we also recommend doing your own research and using your discretion. You should also check what late payment fees providers have, and what discounts you can get.

Can you share any tips for saving power during winter?

People's power bills often spike during winter, but there are many ways to make savings. Here are our top tips:

- Only heat your most lived-in room
- Put extra blankets on your bed so you



don't need a heater in your bedroom

- Being idle makes you feel colder. Get active to warm up
- Have showers instead of baths
- Get good quality curtains that will hold in the heat
- Switch the lights off when you leave a
- If you're not using an appliance (e.g. TV, microwave, computer), turn it off at the wall – you'd be amazed at how much power they use in standby mode

What can we do year-round to prepare for winter?

Firstly if you don't have a budget, make one! If you don't know how, talk to one of our financial mentors or look online for a template. The Financial Capability Trust website has some great resources that you can download.

Ensure your budget includes annual costs as well as weekly ones – things like car registration, school fees, rates, and

healthcare costs. Work out what these will cost in total, then divide this into weekly amounts. If you're putting a little bit aside each week, you'll never be shocked by a big bill you can't pay.

Find out from your power provider what your weekly average usage is in dollars and start paying that amount. You'll be paying more than needed during summer, but you'll build up credit so you can keep paying the same amount in winter when the bill spikes!

What are some other key tips for saving?

You can always make great savings at the supermarket by being prepared:

- Don't go shopping on an empty stomach
- Make a meal plan
- Write a shopping list and stick to it
- Get items that are on special, and shop around
- Go to the markets for fresh fruit and vegetables
- Keep takeaways as a treat

It's also important to have a financial goal – this might be to pay off a debt, save for a holiday, or buy a house. Use this goal as motivation, and a reminder to stay on budget.

Our Financial Mentoring service helps hundreds of people every year to create budgets, pay back debt, make savings, and feel confident about managing their money.



Almost 20 years ago, a family breakdown changed my life. My mum and dad both passed away in a short space of time, and I didn't handle it well. I became a really angry person. I couldn't deal with my emotions, and took it out on my partner and two girls. I found myself alone, I wasn't coping, and I was admitted to a mental health ward. After a while, I started working 60-hour weeks as a kitchen-hand, but on minimum wage I was left with only \$60 to live on after paying rent and power. It was important having my own space, but it was too expensive - especially at winter - and after a while I burnt myself out. I got into a very dark place again, and wound up on the streets for a year. I got into some trouble with the police, and was put on probation.

Even though I barely spoke to anyone, it began to feel like my second home.

I'd say I was a pretty nasty guy to be around when I started coming for meals in The Mission's Drop-in Centre. Even though I barely spoke to anyone, it began to feel like my second home. Laurelle, one of their financial mentors, slowly broke through the walls I had put up. For the first time in a long time, I trusted someone. It was a big change having her there for me, because it was hard going on my own. Bit by bit I started getting myself sorted. One of the biggest things we focussed on was learning

to control my anger. I know it's so easy for me to get worked up about small things, but now I have a strategy to breathe and relax. It makes a big difference. She helped me plan my budget and set up some APs too, and gave me food parcels once in a while to help make ends meet. We worked with my probation officer as well, so I was able to finish that chapter and move on.

Now my life is so much better. I moved into a council flat, and my finances look pretty good going into winter. [Although honestly I do still worry about turning my heater on because it seems so expensive.] I make sure to live on what I can afford, and my APs mean I won't end up owing any money. I've realised family is the most important thing for me, so I'm trying hard to reconnect with my daughters and wider whānau. One of my big goals is to get over to Perth to visit my sisters, and some nieces and nephews I haven't seen for ten years! Laurelle and I are chipping away at it, and I'm putting away \$20 a week.

I've still got some stuff to work through personally, but knowing The Mission is there for me means a lot. I wouldn't have shared my story with anyone a couple of years ago, but I hope it helps someone else who's going through something. I'd say instead of trying to go it alone, get the support you need from people who want to help you get better.

Living in my home was terrible for the last couple of years. Every time it rained, my ceiling would get soaking wet. As the weeks and months went by, the brown watermark and sagging spread further throughout the house. I'd look up at the ceiling everyday, scared that it was going to fall in. It was so cold and damp inside, especially during winter. I was getting sick a lot, which was really bad for my heart condition. I'd shut the doors and run the heater, but I just couldn't warm the house. My power bill went sky-high, and I couldn't afford to pay it, so I had to ask my family to help me out.

Believe me, my son and I did everything we could think of to get the roof fixed. We rang my housing provider countless times telling them about the problem. Their system said the roof had been fixed, and they kept saying they'd send someone around to look at it. But no-one ever came. It was really worrying for us because it was only getting worse and we couldn't do anything about it. I felt like my problem would never end, and I was going to be forgotten.

When Annette from The Mission came to help it was such a relief. She got to work straight away, by visiting my home and then talking with my housing provider on my behalf – explaining from her side that the problem definitely wasn't fixed. It was amazing how she knew exactly what to do,

I WON'T HAVE TO WORRY THIS WINTER

and she arranged for a representative to come out and see it. Finally, they replaced the entire roof and ceiling!

I can actually look forward to having a warm and healthy home this winter!

I was so grateful and appreciative of what Annette did for me. After a couple of years of trying to get it fixed, with her by my side, it only took a couple of months. My new roof has made such a great improvement in my life. I feel comfortable, and I don't have to stress all the time. I can actually look forward to having a warm and healthy home this winter!

We all know how getting through complicated applications can be challenging. For many seniors we work with, it can be completely overwhelming – especially while they're dealing with health, mobility, or cognition difficulties. We're so happy we can visit them in their homes, attend crucial meetings, or advocate for them, to dramatically improve their wellbeing!

OUT & ABOUT

SERVING WITH EXCELLENCE

Every day we serve meals to an average of 70 people in our Drop-in Centre (DIC). We're committed to making sure this service is both safe and professional to ensure that our guests, volunteers, and staff can all have the best experience possible in the DIC.

To make this possible, we recently completed some exciting upgrades to our DIC kitchen. This included: replacing our 11-year-old domestic oven with a new commercial one, reconfiguring the bench space, replacing old wooden cabinetry with new stainless steel cabinets and sink, putting in new flooring, and giving the place a fresh coat of paint.

These upgrades were designed around the new food safety laws and food control plan.

We'd like to say a special thanks to the people we worked with to complete this project, in particular the Nikau Foundation who funded our new oven!

Thanks also to our guests, volunteers and staff for their patience throughout the process, and to the amazing teams who provided alternative food services (like outdoor BBQs and takeaway food bags) when the kitchen wasn't able to be used.





Our renovated Drop-in Centre kitchen

EVERYONE COUNTS!

It was great to have two census field officers at The Mission for a day in March to assist people with completing the 2018 census.

The officers brought along all the necessary paperwork, plus devices, so people could complete the census in hard copy or digital form.

Even if people don't have a current address or reliable internet access, we think it's really important that they have the ability to be counted in the census. Thanks to these officers for helping make that possible.



Census field officers at The Mission

NO CHUCKIN' OUR CHICKEN

Last year we began a new partnership with Nando's though their 'No Chuckin' our Chicken' programme! The programme was developed by Nando's as a way to reduce food waste by donating their surplus chicken to charities, instead of throwing it away.

Here at The Mission we now receive frozen chicken fortnightly from Nando's Wellington restaurants, through a Health & Safety conscious process.

"It's such a privilege to be a recipient of the 'No Chuckin' our Chicken' programme," says Mission Foodbank Coordinator Susan Penetito. "We're able to use this high-quality product across a range of services that support those in need, including meals in our Drop-in Centre and student lunches at Mission for Youth." Thanks Nando's!

THE PERFECT KITS TO START AGAIN

It's expensive setting up a new home, especially when you're starting from scratch. To help make the transition easier, we launched a new 'Pantry Starter Kit' service especially for people who are moving from temporary or transitional housing into a more permanent home.

Each kit contains a selection of the basics that they might need, such as: oil, herbs, spices, tea bags, salt and pepper, baking ingredients, dishwashing liquid, laundry powder, toilet paper, toothpaste and soap. Our team tailors each kit for the family or individual who will be receiving it, making sure it's filled with items that will mean the most to them.

We've been distributing these kits to people through our Mission programmes and through other agencies. Brooklynne Michelle, a Support Worker at Wellington Women's House, says the kits have been an "invaluable resource" for the women they work with.

"Often women come from situations where they have had to leave everything behind, or have been unable to accumulate any resources. Having this service available is an excellent way to help women settle in. Most importantly, the feeling of support it provides to the residents here at the House is perfect for their new start."



LOOKING FORWARD

GET INVOLVED IN OUR WINTER APPEAL

Too many families and individuals in the Wellington region will face tough choices this winter. Please make the choice to help by getting involved in one of our Winter Appeal activities, including:

THE WELLINGTON FOOD SHOW

The Wellington Food Show is on from 11 – 13 May at Westpac Stadium. We'll be there as the Official Charity Partner!

THE GREAT WELLINGTON PICK ME UP

The Great Wellington Pick Me Up is taking place from 14 – 20 May. During this week you'll have the chance to add a .50c donation to any purchase at participating cafés!

BROWN PAPER BAG COLLECTION

Look out for our iconic Brown Paper Bag and return-addressed donation envelope in the Dominion Post on Thursday 21 June!

HURRICANES VS BLUES GAME DAY COLLECTION

We'll be collecting at the Hurricanes vs Blues game at Westpac Stadium on Saturday 7 July.

Please see our special Winter Appeal insert for further details about these events and more ways to get involved. You can also support the appeal by donating online at any time via wellingtoncitymission.org.nz

LET US ENTERTAIN YOU!

The new 2018-2019 Entertainment Book membership is available now! For \$65 you can get a digital membership or a traditional hard-copy book. It's filled with incredible deals at some of Wellington's best cafés, restaurants and attractions.

Please consider buying a membership through The Mission because 20% of the proceeds will support our work in the Wellington region. We'll be selling Entertainment Books at the Wellington Food Show from 11 – 13 May, or you can email enquiries@wgtncitymission.org.nz to buy yours online today!



As I prepare to let go of all that I have been doing, I know there is still much work to be done. We continue in a time when basic housing is not accessible to so many, which seems so wrong! Winter begins to creep in and for people who do not have much, the pressure of this season can be debilitating. Those who are vulnerable in our communities struggle to thrive, to have their voice heard and their needs met. We need people in this space upholding them,

At the heart of The Mission is the value of compassion. This is our calling, our life, our legacy – this is what shapes all that we do. Recently I saw a brilliant TED Talk about the charter of compassion for cities by Karen Armstrong. It invites us to see that when we put compassion at the heart of our actions, amazing things can happen right across our communities! It's not about doing this

advocating for change, and making change.

HELP US DO MORE GOOD IN THE HOOD!

During May, each Z Energy station across the country has \$4,000 to give away to local causes as part of their 'Good in the Hood' fundraising programme. At the Z station on Constable Street in Newtown, The Mission has been chosen as one of the Good in the Hood charities!

This means that each time you shop at this station, you'll be given an orange chip which you can use to vote for The Mission. The amount of votes we get determines how much of the funding we'll receive, so every vote counts! If you're in the neighbourhood any time during the month of May, please pop into Z Constable Street and vote for us!



We're so grateful when local businesses choose to support The Mission through programmes like this one. If you're a business owner who's interested in running a fundraising initiative in support of The Mission, we'd love to hear from you. Please get in touch with our Fundraising and Marketing Manager, Bridget Child on bridget@wgtncitymission.org.nz or [04] 245 0884.

FOR people or AT people, but doing it WITH people - because engaging in compassion makes us ALL more whole.

As I prepare to move on, my challenge to all of you is this: do not leave it up to someone else. I encourage you to get involved and be someone who lives out compassion. Together lets be the community, the city, and the region that lives out compassion. I'll leave you with a quote that has shaped my life, and my time at The Mission:

"If you have come here to help me you are wasting your time, but if you have come because your liberation is bound up with mine, then let us work together." Lilla Watson, Aboriginal Rights Activist.

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



"This is my commandment, that you love one another as I have loved you." John 15:2.

This will be the last time I write this column as the Wellington City Missioner. I have loved my time as Missioner and am sad to say goodbye. I have met so many wonderful people, and I've been deeply challenged, changed, and inspired. It has been amazing to be about the business of transforming lives and communities.

A WORD FROM MURRAY EDRIDGE - OUR NEW WELLINGTON CITY MISSIONER

I'm sure that most of us have had a time in our life when we knew we were in the right place at the right time and for the right reason. I feel that way about my appointment to the role of City Missioner with The Wellington City Mission.

I am deeply privileged to be taking up the role of leading The Mission from 14 May 2018. I'm looking forward to working alongside some wonderful people, both staff and supporters, as we strive to make a very real difference in the lives of those across the Wellington region who need our assistance. I count it as a blessing to be able to work in the service of others.

I'm a born and bred Wellingtonian and a committed supporter of all things Wellington. I had a wonderful childhood, growing up in the community of Wainuiomata, attending local schools and Victoria University. I now live in Whitby, having recently moved from the Kāpiti Coast where my family and I had lived for the past 21 years.

I have shared the last 33 years with my wife Alyson, and together we have three grown children who have left home. Two of our children are based in Wellington, and one is currently residing in the United States. In the

space the kids have left behind, our home is now occupied by two Labradors who are very much part of our whānau. Alyson and I have been involved with and committed to a number of churches over the years including Baptist, Anglican, Methodist and Presbyterian. We are currently worshipping at Beachside Church in Plimmerton.

I have had the opportunity to work in some wonderful roles throughout my career, having initially worked in the Electricity and Gas Industry, Radio New Zealand, and The Open Polytechnic. I then worked for Barnardos New Zealand for ten years, eight of those as Chief Executive, and I loved the chance to work with and support children, whānau and communities throughout New Zealand, Following Barnardos, I spent over five years as a Government official overseeing the work and funding of community organisations and leading Child, Youth and Family for some of that time. Over the last eight months I have been the Chief Executive of Genesis Youth Trust, an organisation that works with young offenders and their whanau in the communities of South and East Auckland.

My heart lies in community. All the experiences and learning opportunities that



have been provided to me have equipped me for the role of City Missioner, and I will be looking for every possible way I can contribute to the work that The Mission does.

When I reflect back on my personal life and my working life, I can clearly see God's leading and guidance in all the things that have happened. I know God has a plan for each one of us and for the work of The Wellington City Mission as we seek to make the presence of God real and effective in practical ways for the people of Wellington.

Thank you for the role you play in the life and work of The Mission. I look forward to working alongside you as together we minister to those that need us most.

Blessings Murray

In our last issue of On a Mission Magazine, we let you know that Michelle Branney was finishing in her role as The Mission's CEO after eleven fantastic years. Now, following a very robust external recruitment process, we are thrilled to announce the appointment of Murray Edridge as the new City Missioner.

Murray is stepping into a new role which is an amalgamation of the separate CEO and City Missioner positions that The Mission has had for the last 20 years. This return

to a single leader role is reflected in The Mission's history, and also in the leadership of our sister organisations in Auckland and Christchurch.

Murray's energy, experience, and vision, along with his strong faith, give us confidence in his ability to lead The Mission in this new role. Tric Malcolm, the Missioner under our current structure, will continue for a period to support Murray. We give thanks for Tric's impact and commitment to The Mission.

On behalf of the Board I would like to thank you, our whānau of supporters, for your commitment to those in need in the Wellington region. We are excited about the ways that Murray will lead The Mission going forward as together we continue helping Wellingtonians in need when they need it most, and I know he is looking forward to getting to know you.

Ngā mihi Rev. Jon Hartley Chairman of the Board

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 'Want to Help' page of our website.

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 Stores:

Corner of Taranaki & Abel Smith Streets, Wellington 228 Jackson Street, Petone T: 0800 245 542 E: welcome@citymissionstore.nz







O @wellingtoncitymission

SUPPORT OUR WINTER APPEAL

Winter in Wellington has its challenges – from the cold temperatures and the strong southerlies, to the (occasional) horizontal rain. During this season we all have to make some choices about how to keep ourselves and our families warm, safe and healthy. While these choices may be simple for some, for others they are incredibly hard.

There's the choice to turn the heater on so your family can keep warm, knowing full well that the power bill will be more than you can afford. The choice between getting your kids rain jackets so they can stay safe and dry on the way to school, or putting that money towards groceries for a hearty family meal. Or maybe it's the choice between taking your sick child to the doctor or paying the rent that week.

Too many families and individuals in the Wellington region are faced with tough choices like these during winter. So please make the choice to help by getting involved in one of our Winter Appeal activities:

THE WELLINGTON FOOD SHOW



The Wellington Food Show is taking place from 11 – 13 May at Westpac Stadium and it's brilliant to be the Official Charity Partner again!

At our booth you'll be able to purchase a reusable Mission Supporter Cup, or donate via cash or eftpos. Everyone who donates or purchases a cup over the weekend will go into the draw to win an 'Ultimate Prize Pack' stocked with goodies from Food Show vendors!

You can head to **foodshow.co.nz** to purchase tickets. We're looking forward to seeing you there!

THE GREAT WELLINGTON PICK ME UP



The Great Wellington Pick Me Up is back! For one week, you'll have the chance to help someone in need when you're buying a coffee.

From 14 – 20 May you can add a .50c donation to any purchase at participating cafés to help provide hot meals, food parcels, social work support and financial mentoring for people who are struggling this winter.

Every .50c donation also gives you an entry into our special prize draw to win 'a coffee a day for one year' from your favourite participating café!

Check out **wellingtoncitymission.org.nz/pickmeup** for a list of participating cafés.

BROWN PAPER BAG COLLECTION



The Winter Appeal also includes our iconic Brown Paper Bag Collection. Look out for our return-addressed donation envelope and special brown paper bag in the Dominion Post on **Thursday 21 June**. Then you can make your choice – will you support by donating 'the money' or by filling 'the bag' with goods?

If you choose 'the money' you can return the envelope to us with your donation, or visit **wellingtoncitymission.org.nz** to donate online. If you choose 'the bag', you can drop your brown paper bag (or any shopping bag) of non-perishable food items at participating Z service stations throughout the Wellington region **before the end of July!**

HURRICANES VS BLUES GAME DAY COLLECTION



As part of our partnership with the Hurricanes, we'll be collecting at the Hurricanes vs Blues game at Westpac Stadium on Saturday 7 July!

If you're heading down to cheer on the mighty Canes, please look out for our collectors outside the stadium and give generously to help people in need this winter.

All game day donations will support our Winter Appeal.

RUN A FUNDRAISING EVENT



Your team, department, school, church or group can also get together to run your own fundraising event to support the Winter Appeal! To talk to someone about your fundraising event please email kelly@wgtncitymission.org.nz

DONATE ONLINE AT ANY TIME



You can also donate to our Winter Appeal online at any time via wellingtoncitymission.org.nz.

We really appreciate all donations!

With your support, together we'll make sure that everyone in the Wellington region can be warm, safe, and healthy this winter!

Thank you!

