



ISSUE 6 • MARCH 2009

Community Connect

News from Family and Community Services

Welcome to Community Connect

Welcome to the sixth edition of Family and Community Services e-newsletter.

To subscribe, unsubscribe, or if you have any feedback for us, please email us on enews@familyservices.govt.nz.

In this edition:

Te Anau Heartlands has immigration success	1
PAFT makes a difference	2
MSD computers put to good use in Cook Islands	2
Results Based Accountability reaps rewards in Hawkes Bay	3
Fund supports innovative positive parenting	3
Franklin Family Support opening a new office	4
Community Link approach builds on Heartland Services	4
Community Action Fund Round Four now open	5
Planning for success	5
Twenty parent volunteers offer to become teen parent mentors	6
Tough guys promote love and respect	6
Whānau Christmas event celebrates family	7
DVD provides voice for teens	7
Not-for-profit annual pay survey helps set pay expectations	7
What's happening in the community	8

Te Anau Heartlands has immigration success

The town of Te Anau lies nestled in the heart of Fiordland. Lakes, mountains and the Milford Sound characterise this beautiful place, but it is also at least a two hour drive to the closest town.

The town of Te Anau lies nestled in the heart of Fiordland. Lakes, mountains and the Milford Sound characterise this beautiful place, but it is also at least a two hour drive to the closest town.

That's why the local Heartlands Service Centre, which operates out of the Fiordland Employment Centre, plays such a crucial role in this town. This "one-stop-shop" provides an opportunity for residents to meet face-to-face with government agency representatives and community agencies.

The area is mainly populated by seasonal workers, which means there are a diverse range of cultures. Heartlands Co-ordinator, Marilyn Redfern, says the area attracts tourists and people who want to retire. "This is a fantastic place to live but the population is mainly transient."

Marilyn deals with a range of enquiries, often relating to immigration and employment.

"It's a quite a process of getting these people settled and into accommodation. And there are quite a few steps

before that person can work.”

Marilyn has had success getting residency for clients. “I find the residency applications exciting. It is so fantastic when they come together. My last client, who is Italian, was about to fly out of the country when we receive the news that he could apply for residency. We managed to get his papers in on time and his residency was granted in three months.”

At present, Marilyn has quite a few residency applications on the boil. “I like what I do. I always get to meet interesting people.”

For more information on Heartlands Service Centres, go to www.heartlandsservices.govt.nz

PAFT makes a difference

The Parent As First Teacher’s programme, (PAFT), philosophy that parents are their children’s first and most important teachers is reaping rewards.

The programme, which is based on research from the Harvard University preschool project, aims to help parents participate more effectively in their children’s early development and learning.

One young father credits PAFT for helping turn his life around. This Dad was caught drink driving in August last year. He appeared before the court on these charges and asked the judge if he could say something before he summed up.

He admitted to his drinking problem and apologised to his family and friends. “I have a drinking problem, it is a problem because I have made the awful decision to drink and drive it is wrong. My life is not my own and I realise that. I would like to apologise to my partner and our children, to my family and friends and to the young people who I influence, who think that I am a hard man”.

He went on to say, “I have been part of PAFT, a parenting programme which has been happening in our home for the last seven months. Through the information and games we learn to play, I acknowledge that I have been less than what is required to be a good father. I am still learning”.

The father was given 150 hours of community service which he served at a local school playing sport with boys with behavioural problems. He then volunteered at the school until he got a full time job at a power company.

He maintains one of the main reasons for the change in his life was the family’s involvement in PAFT and the revelation of how his child’s well being was paramount.

“This parent is one of many parents that have been inspired by a dedicated group of Parent Educators. They believe that the Ahuru Mowai/Born to Learn curriculum that PAFT follows does make a difference, said Sina Umaga, Team Manager Ahuru Mowai.

“Parents like this Dad are the best advertisement for PAFT, as behavioural change is very powerful.”

For more information on PAFT, please visit www.familyservices.govt.nz

MSD computers put to good use in Cook Islands

Forty-four “retired” computers provided by the Ministry of Social Development will be used by the Cook Islands government in delivering its services to beneficiaries, children, youth and older people.

These computers and monitors (including six laptops) were provided to the Cook Islands Ministry of Internal Affairs, the government department responsible for overseeing benefits and social services, labour law and consumer protection in the Islands.

The computers will replace equipment used in Rarotonga which has aged prematurely due to the salt air. The computers will also enable the Ministry to re-equip its outer islands staff, and some will be offered to non-government groups working closely with the Ministry of Internal Affairs.

Richard Wood, Deputy Chief Executive Family and Community Services, says this opportunity to help the Cook Islands came from the signing of a Cooperation Arrangement between the two Ministries aimed at promoting a closer working relationship.

“We hope these computers will prove useful in the work the

Ministry does," said Richard. "I am looking forward to strengthening the relationship between the Ministries of both countries and to future initiatives where we can help each other."

Results Based Accountability reaps rewards in Hawkes Bay

When Pam McCann made the move from Child, Youth and Family Services to managing Family Works Hawkes Bay, she wanted to find a way of better expressing what they were trying to achieve and what a difference they were making. The opportunity to attend a Results Based Accountability (RBA) workshop hosted by Family and Community Services (FACS) provided her with the solution.

This results focussed approach offers a fresh perspective on measuring performance. Its framework helps identify what a social services provider does well, where it could improve and how its work contributes to improving outcomes for New Zealanders.

Pam used what she'd learnt at the workshop to evaluate Family Works Hawkes Bay's work with families. "It's important to remember this evaluation process is about the organisation, and not about individuals practice," she said.

Her starting point was using this approach to look at Family Works' main client group and their particular needs. In the Hawkes Bay, 60% of clients are Māori. As a result of this initial review, Pam made cultural competency a priority to ensure her staff had the skills to work empathically with Māori families. She organised cultural training for her staff, as well as regular cultural supervision to improve the quality of the service.

Pam feels she now has a set of tools to better understand her clients and the challenges faced by the NGO sector, and she wants to pass on that knowledge. She recently co-presented a series of results-focussed workshops in Gisborne, Wairoa, Hastings, Napier and Dannevirke and which were organised by Family and Community Services. The workshops were attended by staff from MSD-funded services.

Many participants were excited by the potential for their organisations. Not only to look at what they did well and how they could improve, but also to demonstrate the value of their work to their Boards, their communities and their funders.

"Information gives you a powerful tool to talk to funders, not necessarily about getting more money but to ensure the right services are there for your community," said Pam.

She believes the tool also has a role to play in fostering collaboration among social services providers. "Because this allows people to look at the bigger picture, they go beyond their own organisation's viewpoint to see their community's needs more objectively," Pam said.

For more information on RBA, go to www.resultsaccountability.com

Fund supports innovative positive parenting

Do you share our vision of positive parenting? Are you an innovator within your community? If so, now is your chance to apply for funding from Round 10 of the Strategies with Kids – Information for Parents (SKIP) Local Initiatives Fund (LIF).

This Fund is looking for dynamic community organisations that explore innovative ways of promoting positive parenting and effective non-physical discipline to parents and caregivers of birth to five year olds.

Ideally an application will come from an organisation that is willing to provide leadership in their community via their partnerships and relationships with parents and other like-minded organisations. Successful projects use a variety of approaches and are willing to be in different spaces and places.

Funding supports communities to take the approaches they consider will be most effective in getting positive parenting information to all parents, not just to those who traditionally seek it out.

Feedback regarding SKIP and the Fund has been positive. A community worker commenting on the SKIP approach, as part of research recently conducted for SKIP said, "SKIP honours creativity and builds trust. We catch hold of an

idea and work with the SKIP team and our community to make it happen.”

Applications for LIF close on 27 March 2009. For more information, email skipinfo@msd.govt.nz or go to www.familyservices.govt.nz

Franklin Family Support opening a new office

Franklin Family Support Services will open a Waiuku Office in March. The organisation has been operating in Pukekohe for 27 years and employs 12 staff and has 60 volunteers.

The agency is situated in a rural area on the fringes of Greater Auckland and offers crucial services within the community, including a subsidised medical transport service provided by volunteers.

The organisation's focus is on moving clients onto independence and resilience.

“We have developed our own client management database system so we can track numbers, issues, and types of clients,” said Chief Executive Officer, Jill Dean.

“By using this system we could see that 30% of our clients came from Waiuku, so it was obvious establishing a satellite office in that community would be a good idea.”

Franklin Family Support Services is also looking to align with the health sector and health practitioners in Franklin. Instead of doctors sending clients that don't pay their bills to a debt collecting agency, Jill Dean says that it would be more useful to refer them to their budgeting service, Family Finance.

“This would ensure clients continue to see the doctors as part of their treatment, and families get the necessary budgeting advice they need,” said Jill.

In addition to budgeting advice, the organisation also provides the following services with the assistance of Family and Community Services:

Strengthening Families Co-ordinator
Heartlands



Information and advice.

For more information on FFSS, go to www.familysupport.org.nz

Community Link approach builds on Heartland Services

Helping people access the services they need is the focus of two initiatives offered by the Ministry of Social Development – Heartlands Services and Community Link.

Heartland Service Centres provides one-stop access to government and community services for people living in smaller centres. More than 20 government agencies and 50 community organisations participate in our 35 Heartland Centres. More than 98,000 people visited our Heartlands Centres in 2008.

For participating organisations, Heartlands is a cost-effective opportunity to extend their reach – they can meet clients and promote their services in smaller communities without having to establish a permanent presence.

Heartland Service Centres are established in consultation with the local community. The choice of participating agencies is based on local service delivery needs, which is designed to foster a sense of community ownership for agencies and local people. Heartlands also strengthens community networks and promotes discussion between local social service providers through regular meetings for participating agencies, as well as service expos, fora and hui.

Another initiative that helps people access a range of social services at one location is Community Link. This is the Ministry of Social Development's new approach to delivering services to people by partnering with other government agencies and non-government organisations to provide services at Work and Income sites.

One benefit is that people don't need to visit different locations to receive services and only need to tell their story once – especially when some needs are closely linked, for example income, housing, health and employment.

Having agencies under one roof also has wider benefits for the community. Huntly Community Link, which opened

in December 2008, recently collaborated around recognising Healthy Heart Day 13 February 2009. Sport Waikato ran a public information workshop on cardiovascular and aerobic heart awareness and activities, Raukura Hauora O Waikato conducted free public health checks, Nga Miro Health Limited promoted smoking cessation support and products and healthy nutrition advice, and Waikato Enterprise Agency donated free watermelons and rockmelons for the public, visitors and partners to enjoy on the day.

Currently there are five Community Links open in Linwood (Christchurch), Ashburton, Naenae (Wellington), Flaxmere (Hawkes Bay) and Huntly. Further Links are scheduled to open in Glen Innes (Auckland), Kamo and Rotorua later in 2009.

For more information please go to www.msd.govt.nz
For more information on Heartlands Services go to www.heartlandsservices.govt.nz

Community Action Fund Round Four now open

Applications are invited for the fourth round of the Campaign for Action on Family Violence's Community Action Fund (CAF). CAF has funded 97 community projects since the Campaign began.

The Fund's purpose is to support locally developed initiatives to prevent family violence and change community attitudes towards family violence. These range from media campaigns, to street flags, to community wide strategies.

Projects focusing on creating violence free environments, including neighbourhoods, sports clubs, mārae and businesses, have been funded in a number of places.

Igniting Change is an example of a local campaign in the Canterbury region that aims to show people the affects of family violence and what they can do to prevent it. It was funded in the first CAF round. The campaign is long term and multi-faceted. Components include a survey of community attitudes, raising visibility with billboards on buses, wristbands and displays, as well as developing a strategy with the local business community.

A wide range of initiatives have been utilised in this campaign led by Christchurch Women's Refuge, Christchurch City Council, Family and Community Services and the Department of Internal Affairs. Current activity is focused on engaging the business sector and large employers in preventing family violence with activity aimed at staff and the community.

Applications close on 31 March 2009. For more information, go to www.areyouok.org.nz/community_action_fund.php. If you are thinking of applying please call us before you start writing your application to discuss your project ideas with us. Contact Cristy Trewartha on 04 916 3922 or cristy.trewartha001@msd.govt.nz or Sally Rye-Dunn on 04 9784190 or sally.ryedunn001@msd.govt.nz

Planning for success

Horowhenua is the latest district to use Local Services Mapping (LSM), a community-based planning process, to identify ways to improve the effectiveness of social services in its communities.

The Horowhenua District Community Report, which was published in early March, sets out three desired social outcomes for the community: a connected social services sector, older people aging with dignity, and young people making positive choices.

The ink is barely dry on the report and the community is already seeing results: A Social Wellbeing Advisory Group has been formed to address the first two desired outcomes, and a 'youth voice' event – youth-focussed activities organised by local young people – will be held in late March.

LSM is an example of communities helping themselves. LSM is carried out in partnership with local district councils, with an expectation that it will also feed into the social wellbeing component of each district's Long Term Council Community Plan.

Currently, 46 districts throughout New Zealand are engaged in the LSM process with 30 reports already completed.

LSM is facilitated by the Ministry of Social Development's Family and Community Services.

For more information, visit www.familyservices.govt.nz.

Twenty parent volunteers offer to become teen parent mentors

As a result of the Auckland Women's Centre's Local Initiatives Fund (LIF) from SKIP, 20 parents have volunteered to become mentors to teen parents.

This mentoring programme is a collaborative effort between the Centre, Brothers in Arms (a mentoring programme provider) and Te Waipuna Puawai (a local community development provider). Mentors will provide support to young parents by enabling them to feel connected to their community.

The project has been designed to model the six SKIP principles:

- love and warmth
- talking and listening
- guidance and understanding
- limits and boundaries
- consistency and consequences
- structured and secure world.

This is achieved by offering mentors and teen parents opportunities to deepen their understanding of parenting support and respectful relationships. These principles enable parents to raise happy, healthy and confident children.

Auckland Women's Centre SKIP Champion Annalise Myers, believes the project has the potential to be a huge success. She says there is a genuine wish from the agencies and volunteers to engage with the teen parents, and the SKIP messages.

"Our funding from SKIP has enabled us to provide the first stage of the project with an introductory session to develop two training sessions for mentors and a big whānau event where the teen parents will meet their mentors."

The SKIP Local Initiatives Fund supports communities to explore innovative ways of promoting positive parenting. The Fund gives priority to community projects which involve a range of activities and encourage local level participation.

For more information on SKIP and LIF, go to www.familyservices.govt.nz, and for the Auckland Women's Centre, go to www.awc.org.nz.

Tough guys promote love and respect

They look tough but their message is of love and respect. Super Maori Fullas Roger, Jack, Mathew and Mervyn Rawiri, are riding against family violence on their Harley Davidson's during February.

These brothers from Northland grew up the Super Maori Fulla way – surrounded by love and respect. "Our parents would help anyone in need and we brothers are the same. There's no family violence in our whānau, we treat everyone with the same respect and love whatever their age, colour, circumstances or behaviour," Jack said.

The brothers are using the visibility and mobility of their 2008/2009 Harley Davidsons to attract New Zealanders from all walks of life to the Super Maori Fulla way of life. "Anyone can be a Super Maori Fulla," said Jack. "We hope that by drawing attention to the issue of family violence we will reach people in a new way."

The Ride Against Family Violence kicked off at Cape Reinga on Waitangi Day, Friday 6 February, and travelled through both islands to the Bluff and back to Kaitiāia ending their ride on Tuesday 24 February.

The Super Maori Fullas spoke at community events up and down the country.

Bikers were invited to join the ride as the brothers passed through their town – and the response has been overwhelming.

The brothers funded the trip out of their own pockets, with support from businesses, the Families Commission and the Campaign for Action on Family Violence.

For more information on the Super Maori Fullas, go to www.areyouok.org.nz

Whānau Christmas event celebrates family

Television personalities Nicola Kawana, Jude Dobson and Kiel McNaughton joined thousands of families for a free day of entertainment in Auckland, celebrating Whānau Christmas. The event was supported by the

Campaign for Action on Family Violence.

The day's festivities took place at Roberta Reserve, Glendowie, on 20 December and featured performances from some of the country's top Māori musicians including Nesian Mystik, House of Shem, Rhythm Interactive, Jamoa Jam, Box Juice and DJ Poroufessor. MC for the event was Julian Wilcox.

Taiohi Morehu, a group of Hutt Valley students, who have been working with the It's not OK team, performed drama and kapa haka using messages they have developed to address family violence. The Family and Community Service Manaaki Whānau marquee was packed with families getting free family photographs, having moko painting and trying out flax weaving.

Nicola Kawana, actress and supporter of the It's not OK campaign was pleased to be involved. "This was a great event and it was wonderful meeting so many people who are making a difference."

"We all need to look out for each other over Christmas and New Year. It was really great to be involved with an event that lets whānau relax, hang out and enjoy each other," she said.

For more information on the Campaign for Action on Family Violence, go to www.areyouok.org.nz

DVD provides voice for teens

Young people's relationships with parents are the subject of a new DVD jointly developed by SKIP and the Ministry of Youth Development.

Teen Voices is a five minute resource intended as a conversation starter for discussions about parenting. It aims to help parents better understand what's important for teenagers.

"It's great to hear young people's views about relationships with parents," said Sarah Scott, Family and Community Services' early intervention specialist.

Teen Voices was developed out of interviews with teenagers from Wellington College, Wellington High and Papanui Youth Centre in Christchurch. "The young

people really spoke from the heart," said Sarah. "This is all genuine and authentic stuff."

The DVD has just been released and is already being used in presentations to parents and in parenting groups. It has also found an audience with secondary school students as part of their courses on family and relationships.

In addition, Teen Voices will feature at the launch of the Youth Week conference in May.

Sarah says feedback has been overwhelmingly positive. Audiences have described the teenagers' reflections as "natural, believable and honest".

You can order your copy of the DVD by emailing skipinfo@msd.govt.nz

Not-for-profit annual pay survey helps set pay expectations

The annual Survey of Remuneration in the Not for Profit Sector, conducted by remuneration specialists Strategic Pay Limited, is currently underway.

The survey provides a detailed analysis of over 112 job categories providing base salary, fixed and total remuneration breakdowns by location and organisation size.

The survey helps measure the gap between pay in the not-for-profit sector and that in other employment sectors. The term "love factor" is used to identify the gap between the pay of employees in this sector and the pay of employees in the general employment market. In the 2008 survey, the love factor gap was running around 15% to 17% across the sector.

David Shannon of Strategic Pay said, "We know pay is lower in social service organisations, but this love of the work and, often, family friendly working conditions and a better work-life balance, often help compensate for that difference. But, however nice the term "love factor" sounds, it should not be used to justify lower pay."

The survey will also help gauge the market rate for individual jobs within the 'not for profit' sector and how they compare to the wider market. Salaries account for up to 70% of a provider's total expenditure. Understanding

the true extent of these costs, and how they compare to other areas of the 'not for profit' sector and wider markets will help address the salary expectations of staff, enable realistic funding bids, and provide an opportunity to compare salary data of each participating organisation to broader market data.

In recent years data from this survey has been used by the community sector to establish its own contribution to the economy. The more organisations that engage in the survey the more accurate and useful this information will be - not just for the community sector itself, but in helping the sector and government funders work together on establishing the costs and contribution of their work.

Some smaller organisations may be able to take part in this survey under their umbrella organisation. If you are a member of an umbrella organisation contact your local office.

To take part in the survey contact David Shannon from Strategic Pay at david@strategicpay.co.nz ; phone 09-303-4053, fax 09-303-4048, or write to Strategic Pay, PO Box 5313, Wellesley Street, Auckland 1141.

What's happening in the community

March 18-21: ASB Polyfest 2009: Manakau Sports Bowl, Auckland.

March 21: Race Relations Day. This year's theme is People in Your Neighbourhood. Partners in the day include the Human Rights Commission, the Office of Ethnic Affairs, the NZ Federation of Ethnic Councils, WOMAD, The Media Counsel Ltd, local government and the British Council NZ, along with many other organisations throughout the country. See www.hrc.co.nz for more information.

June 14-20: Volunteer Awareness Week