



NUMBER 15 – FEBRUARY 2011

STOP PRESS

Canterbury Earthquake – a second cruel blow

The earthquake struck Christchurch as we were completing this issue of Kete Kupu. The initial information on destruction and loss of life is shocking and our hearts and prayers go out everyone in Christchurch in this awful time, to those grieving, those still searching for loved ones, to those struggling to rescue people who are trapped and to all who face the difficult days and weeks ahead.

The Anglican website reports Christchurch Anglican Bishop Victoria Matthews describing the situation as far more grave than in the wake of the Sept 4 quake.

“In September,” she says, “there was a sense of pervasive hope. This time there are high, high levels of anxiety, and a sense of despair. We are facing an entirely different scene, a crisis of an entirely greater order of magnitude” (www.anglican.org.nz).

Social service agencies in Christchurch are working as best they can to meet emergency needs at the same time as having to deal with their own families’ needs and damage to homes.

The Ministry of Social Development is meeting with the social service agencies in Christchurch to identify and prioritise needs and coordinate responses.

NZCCSS is contacting our networks and liaison with our government contact to identify resources from our membership that could be made available in the days and weeks ahead to help Christchurch people deal with this further disaster.

Celebrate Beneficiaries - The Heroes of the Recession

It is the government who is making bad life choices, not beneficiaries! In fact, NZCCSS says beneficiaries are the heroes who are carrying the country through the recession.

The recent release of the third and final report from the government Welfare Working Group Report shows the government plans to continue with its “a job – any job” approach for those on the unemployment, sickness and domestic purposes benefits.

NZCCSS believes electioneering has already begun with the roll out of the old anti-welfare recipient rhetoric (otherwise called beneficiaries bashing). It was appalling to hear the Prime Minister say that those forced into using foodbanks are making “poor choices” and that their lack of food was due to bad “lifestyle choices”. It follows his

E te Atua, tēnei ta mātou inoi ki a koe. Manaakitia rātou kua hinga i te rūwhenua o Otautahi. Tukuna atu to aroha ki o rātou, ngā whānau pani i tēnei wa anuanu. Atawhaitia ngā tāngata katoa kua pangia e te ringa taumaha, e te ringa pouri, ahakoa kei hea, ahakoa no hea. E aroharoha ana mātou kia rātou. Ko Ihu Karaiti to mātou Ariki. Amine

God, this is our prayer to you. Cherish those who died as a result of the earthquake in Christchurch. Give your love to the families of those who have fallen at this terrible time. Protect and look after all of those who were touched by the heavy and dark hand of this tragedy whoever they are and wherever they may be, for Jesus Christ our Lord.

Amen.

earlier comment that “people on benefits need a kick up the pants”.

So let’s look at the choices made by this government. In last year’s Budget, the Government announced its great tax switch – the “take from everybody and give to the better-off” policy. Entrepreneur Sam Morgan, who founded Trade Me in 1999 and sold it in 2006 to Australian publisher Fairfax for over \$700 million, told the National Business Review, “I pay basically no tax. And that’s not right, but what am I supposed to do?” Yet in the 2009/10 Budget, those on or above the average wage got significant assistance via the Government’s ‘tax-switch’. They received significantly higher incomes even after the

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impact of GST is taken into account. That leaves low income earners and beneficiaries paying off the nation's debts!

In the 2009/10 budget, the spend on imprisoning New Zealanders was \$710 million. A further billion dollars is earmarked for new prison construction over the next 10 years. The Government is committing funds to a failed imprisonment policy that is not making New Zealand any safer or delivering social outcomes that will result in long term improvements. From a NZCCSS perspective, it is the Government who is making the bad life choices.

Those who have lost their jobs due to the Government's choice not to focus on job creation during the recession are paying for our economic rebalancing. They are the one-parent families, who live in the cheaper parts of town, without effective public transport, without neighbourhood childcare, without appropriate local part-time employment opportunities. Yet instead of celebrating their huge contribution to our national wellbeing, they are called 'benefit dependent' problems who need to correct their bad life choices.

NZCCSS is committed to a fairer and more equal New Zealand, where our wealth is about good health and strong communities and not just about money. The Council will closely examine the Welfare Working Group report and promote any sensible supportive strategies contained within. We will also challenge the Government on any areas that widen the gap between those who earn the most and those who earn the least.

In discussing our welfare system, we need to focus on the long-term wellbeing of New Zealand families – even those who need welfare support. This will be achieved through sensible, inclusive discussion that focuses on providing appropriate support to families, building skills and creating employment. The use of derogative terms and the "them and us mentality" is not helpful. We need a solution that recognises the contribution that good quality social welfare makes to New Zealand's national wellbeing.

Read the report online or download it at: <http://ips.ac.nz/WelfareWorkingGroup/Index.html>

Lifestyle Choice – Food on the table or pay the rent?

"...anyone on a benefit actually has a lifestyle choice. If one budgets properly, one can pay one's bills. That is true, because the bulk of New Zealanders on a benefit actually pay for food, rent, and other things. Some make poor choices, and they do not have money left." Prime Minister John Key.

A spectacular lack of understanding of the real situation of people on lower incomes was demonstrated by the Prime Minister John Key in Parliament recently. Social service agencies operating foodbanks and budget advisors assisting people on benefits were outraged at his casual indifference to the desperate daily struggle of people to get by on poverty level benefits.

As one commentator pointed out, his clients' "lifestyle choice" each week is whether to pay for food or the rent! Budget advice services around the country are flat out assisting people to manage their incomes but budgets can only help so much – sudden emergencies, illness can throw all this into chaos.

Food Prices and Food banks



Waitakere Foodbank Manager Victor

NZCCSS December Vulnerability Report (which is sent directly to the Prime Minister and Deputy Prime Minister's offices) described the reality that the PM seems unwilling to grasp.

Work & Income is now actively referring people to budgeting services and those services are trying to gear up to meet this additional demand. Foodbanks continue to see increased need for parcels. The Salvation Army reported last week on the 14,000 food parcels they distributed, more than double the number they were

distributing on 2007.

Food prices are leaping ahead of inflation and this will undoubtedly lead to further pressure on low income household's budgets. Fresh fruit and vegetables rose by 7.4%, including milk price rises of nearly 10%. Everyone will have noticed the price of petrol increasing steadily over the past year (14.2%) (January food price index - Stats NZ) and regular petrol is now over \$2 a litre.

Take a look at the kind of budget a single person living on a sickness benefit has to manage on. Downtown Community Ministries in Wellington published this example of a typical budget for a client in their annual report.

Beneficiary Budget for "Tony"

(DCM annual report www.dcm.org.nz)

Tony's budget:

Sickness benefit	\$194
Accommodation Supplement	\$40
Total income:	\$234
Weekly outgoings:	
Rent	\$110
Power	\$25
Power debt	\$12
Work & Income debt	\$15
Doctor	\$3
Total	\$165

Tony has to pay for his food, clothing, transport and any other "extra" (like entertainment) out of the \$69 dollars that remains.

It is time to stop blaming those on benefits for things they cannot control – lack of access to jobs that do not exist and low benefit levels set by the very Government that criticises them.

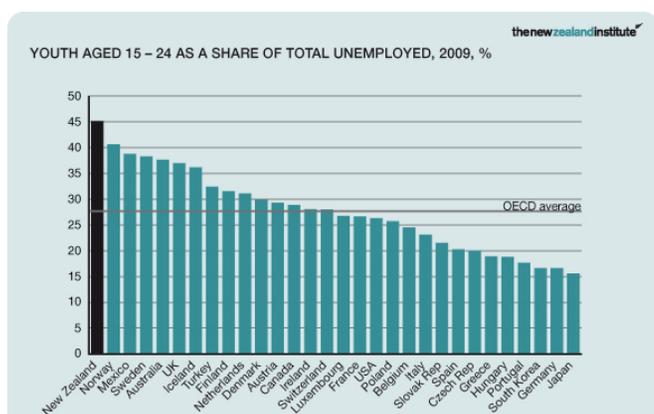
Benefits and Superannuation receive modest inflation adjustment

In the light of the increases in food and petrol costs reported above, the 3.75% increase in benefit rates from 1 April 2011 looks inadequate. Part of that 3.75% has already been paid out through the 2.02% GST compensation added on 1 October 2010, so the actual further in the hand increase for beneficiaries in April will be a very modest 1.73% (enough for an extra litre of milk for the kids perhaps?).

With the change in legislation last year, this annual increase is now a requirement and is based on the Consumer Price Index for the year to 31 December 2010. NZ Super rates are being adjusted to ensure that the married rate remains at 66% of the average wage. The new rates are online at: www.workandincome.govt.nz/

Youth Unemployment & Training Disaster – Creating a Social Time Bomb

Our young people are being hung out to dry by the inadequate responses to the recession for young people. Figures from the NZ Institute (see figure below) show that in NZ young people make up a higher proportion of the total unemployed than any other OECD country. Nearly half (45%) of those unemployed aged under 25.



The December Unemployment figures show a small rise in the number of 20-24 year-olds in employment but 10,300 fewer 15-19 year-olds had jobs. At 16.8% the unemployment rate is more than twice the adult unemployment rate. One in four Māori and Pacific young people are unemployed. There are more than 60,000 (10%) of young people classified as not in employment, education or training. These disastrous figures are compounded by the steady loss of employment training opportunities. For example, The Salvation Army has pointed out that funding for training for long term

unemployed people has actually decreased between 2005 and 2009 at a time when the youth unemployment rates have massively increased.

Tertiary education funding actually increased over the same time period (2005 – 2009), thus increasing the gap between the most disadvantaged young people and those who gain access to higher education. Well-established and effective programmes such as The Salvation Army's Employment Plus programmes work with the complex issues facing many young people lacking basic literacy and numeracy skills or qualifications to access the workforce. But it is these programmes that are not receiving additional funding to meet the needs.

Jobs Ops and Community Max schemes that are the key Government policies addressing youth unemployment are simply too small and too stop-start to make a lasting impact on the disastrous youth unemployment statistics. These programmes have been funded to provide around 7,000 – 8,000 places in work and education that they might not have been able to access, but this is still a drop in the ocean compared to the 62,000 young people who are unemployed.

The long term consequences are potentially disastrous for our society if our young people are missing out on education, training and employment experience that could set them up for life with a good set of skills. The best possible investment by Government in this time of continuing low growth is to put as many resources as possible into good quality training and employment of our young people.

Dubious Track record of Public Private Partnerships

Prisons, education and housing are three areas where variations on the theme of Public Private Partnerships (PPPs) are being enthusiastically pursued. In many ways PPPs are another form of privatisation or "asset sales in drag" you might say!

- Multinational Corporation Serco has been contracted to manage Mt Eden Prison.
- Private sector management of school buildings and facilities is being actively pursued, with a call for tenders expected in the coming months.

- The Housing Shareholders Advisory Group has recommended that partnerships between the non-government (private) sector, community sector and Government be used to increase investment in social housing.

PPPs are justified to the public as a way of involving the private sector in delivering public services, doing the things the private sector "does best" – managing buildings and other physical assets. They can deliver these services more cheaply therefore helping Government dollars go further.

International experience suggests that NZ taxpayers are in for some nasty surprises if PPPs are widely adopted. Private corporations tend to “cherry pick” the activities that make them the most money, while leaving the state to grapple with the hardest services. Taxpayers end up underwriting risk to the point where some contractors overseas have not performed and the taxpayer ends up footing the bill to put things right.

A recent report to the Ministry of Education questions the value of PPPs, suggesting only modest savings may be achieved and very high set up costs. Both Treasury and the Auditor General have in the past expressed serious reservations about the value of PPPs. Contracts are often governed by commercial sensitivity so that effective tendering and transparent use of Government funds is hindered.

There are very good ethical reasons for not contracting out public services like prisons. As the Wellington Community Law Centre recently pointed out, no decent society should make a profit out of locking people up. The financial incentive

for the company is to increase the number of prisoners when the goal should be to rehabilitate as many as possible. Serco itself is said to have a reputation for violence, overcrowding and lack of adequate care in the prisons it runs.

The drive for PPPs (and asset sales) is not about reducing costs or better services. It is an ideological agenda of those who want to reduce the size of government across the board. The message of international experience is that there are many other “costs” both financial and social attached to using PPPs to try and reduce the cost of public services.

Read more:

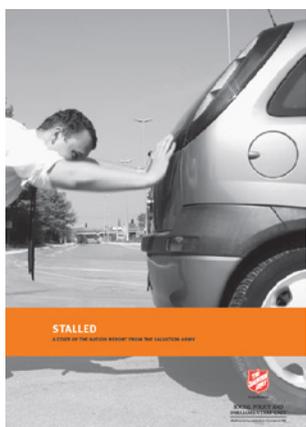
www.ppta.org.nz Conference Paper “Private Profiteering or Public Private Partnerships”

Auditor General (2006), “Achieving public sector Outcomes with private sector partners”

D. Katz, “Financing Infrastructure Projects: Public private partnerships (PPPs)”, Treasury (2006)

Stalled – give some gas or roll back down the hill?

The Salvation Army has concluded in its latest State of the Nation report that our social and economic progress has “Stalled”. Gains like an improvement in academic achievement at secondary schools and a decline in gaming machine numbers are overshadowed by child poverty rates climbing back to 2006 levels and violence against children and youth unemployment rates as high as five years ago.



Auckland economist Keith Rankin has described how the economic system in NZ is in danger of stalling because of the recessionary policies being applied by the current Government. Government is busy cutting spending and households are busy not spending as they try to reduce debt. Suddenly the whole circulation of money, the lifeblood of the economy slows down. The paradoxical outcome for Government out of this is that their tax revenues fall even further, meaning it is even harder to balance the books.

As unemployment creeps up again, the best our Finance Minister could offer in response was to suggest it would have been a lot worse if his Government had not been in charge – cold comfort for the tens of thousands who have been forced to sacrifice their jobs, homes and retirement savings in order to “re-balance” government finances to suit the whims of international credit rating agencies.

Better Public Services – “less” does not mean “better”
Further austerity measures are being signalled under the misnomer of “better results from public services”. How many

of the people whose health, community and social services are being reduced think that “less” means “better”? Once again legions of consultants are being let loose on the NZ health system (did they ever leave?) convinced that it is rife with waste and inefficiency. They are demanding more services be delivered for fewer dollars in the belief that our health system can conjure up spectacular efficiency gains by doing things differently.

“Better” public services translates into misguided welfare policies that try to force people into work that does not exist. It translates into already underfunded social services receiving no increases in funding to meet the effects of inflation. It translates into Government housing policy that continues to believe the fantasy that the private sector wants to and community sector can, without significant Government support and investment, build the 70,000 affordable houses that will be needed in the next 15 years. There is no money to be made out of people who can only afford to pay \$100 a week in rent. There will be no significant growth in social and community housing unless someone either takes away the risk on investment for the private sector and/or their costs are massively subsidised.

Courage to Invest in what really is “Better”

Campbell Roberts points out in “Stalled” that it is all a matter of priorities. Over the past couple of years there has been money to fund tax cuts for the highest paid, bailouts for investors in finance companies and to build new prisons.

Those billions of dollars would undoubtedly have been “better” spent to lift our poorest children out of poverty, to build them and their families better houses and to create real jobs for young people. It is not too late for this Government to discover these priorities.

Challenge to our Ethic of Caring – IHC Sleepover decision and Parents as Paid Carers



The recent decision of the Appeal Court that workers on sleepovers are indeed working and must be paid at least the minimum wage is both a victory for workers and challenge to our whole understanding of care and support for the disabled and older people.

Alongside this is the January 2010 Human Rights Review Tribunal decision that it is

discriminatory and unjust not to recognise the parents and immediate family of children with high levels of disability as paid carers. The Ministry of Health (MoH) appealed this to the High Court in December 2010 but this was declined. The MoH has announced that it will seek a further appeal with the Court of Appeal.

The response of the Government in both cases is to attempt to avoid accepting any further costs and indeed in the case of the sleepover, to consider changing the rules through legislation to avoid liability. While the legal issues and the specific contexts of each case are different, they are examples of how the limits of our society's ability to demonstrate compassion are being tested.

These cases point to the need for a clear social debate about how the responsibility for care and support of the most vulnerable in our society is to be shared. The Carer's Alliance has conducted a review of the Carer Support Subsidy and identified a number of problems with the way this subsidy works. It is designed to help support unpaid carers in the role in supporting disabled and older people to live in the community. Chief criticisms are that it is not adequate to cover

the costs and is administered in an unduly complex way.

See: www.carers.net.nz/carer_community/nz_carers_alliance

One way of the other, our society pays for the care (or lack thereof) for disabled and older people. The Government refusing to accept the price tag for court decisions that it claims runs into hundreds of millions of dollars (which in both cases may well be wildly over-estimated) immediately raises the moral question – what price do we put on the quality of life of the disabled, elderly and their carers – hundreds of thousands of people? What are the priorities of Government expenditure and to when is the cost (both personal and financial) to disabled people and their carers too high?

Our society must negotiate a shared responsibility that goes beyond trite comments such as “unsung heroes” but instead finds a way to honour the commitments of the NZ Carers Strategy. In this question the ideology of individual responsibility is utterly inadequate, because the innate interdependence of our human existence is never more clearly expressed than in the support and care for the disabled. The “independence” that people with disabilities strive for and that older people seek to maintain for is in fact achieved in these situations as a product of the quality of the relationship of interdependence between those who are caring and those who are cared for.

Read the full Court of Appeal decision: www.psa.org.nz/Home/NewsFeed/11-02-17/Support_workers_welcome_landmark_sleepover_judgement.aspx

Read the Human Right Review Tribunal decision: www.ihc.org.nz/NewsEvents/HOTISSUES/HotIssuesfor2010/January/tabid/1731/Default.aspx#key_points

Older People's Nutrition – get the facts

During November there was a burst of media attention to the issue of malnutrition among older people in aged residential care. The fact is that older people living in the community are at a higher risk of eating poorly than their contemporaries in residential care.



nznutrition
FOUNDATION

The NZ Nutrition Foundation (www.nutritionfoundation.org.nz) is a resource for some facts that can help understand the complexities around older people's nutrition. The Foundation's Committee for Healthy Ageing is made up of experts on nutrition for older people and has advice

for those working with older people in the community and in residential care.

Their December E-bulletin contains some good examples of the importance of understanding the realities of older people's eating:

- In September, the Hawke's Bay District Health Board reported a study showing 57% of those over 65 years of age in the region were not eating properly. About one-third were estimated to be at high risk for malnutrition. Those at highest risk were older Maori or living alone.
- In November, a Whanganui District Health Board report estimated nearly a quarter of residents in rest homes in the region were malnourished. Reported as 'startling',

it is pertinent to note this level is within the range found internationally and, as the article pointed out, it's not what you find out in these surveys, but what you are going to do about it that counts.

- A survey conducted in Nelson, Tasman and Marlborough showed 1% of the study population reported themselves underweight where, in reality, 12.9% were below the normal weight range, based on BMI data.

In addition, the Ministry of Health published Guidelines for Healthy Nutrition for Older People in August 2010 <http://www.moh.govt.nz/nutrition> and the UK website www.foodinsight.org. offers useful information for consumers on the topic of Healthy Ageing.

Models of Care in Aged Care – Implementing the Aged Residential Care Review Recommendations

The national provider and DHBNZ Aged Residential Care (ARC) Steering Group met in December to progress the work on implementing the recommendations of the ARC Review report from September 2010. One area of work is to follow up on the recommendations on future models of care. One sub-group of the Steering Group will be looking at the recommendations from the report that included exploring options for low-cost supported housing for older people, multi-disciplinary teams and individualised funding.

The discussion about models of care will be influential in influencing the future sustainability of the aged care sector. Models of care will need to recognise the interaction and indeed interdependence between the home-based, residential, housing and primary care sectors. Current models of care struggle to address these interactions well and a vital challenge in planning for the future will be to develop responsive and flexible models that work well for older people. The make-up of sub-group reflects this by including representation from the home based support sector. Dementia services are an area where considerable

work is needed and increasing the size and number of dementia units in residential care represents only one aspect of the huge challenge to develop better and more accessible support services for people with dementia.

Other sub-groups of the Steering Group are looking at bridging the investment gap to encourage more investment in aged residential care capacity of the right kind and in the right places, continue analysis of the large amount of data collected through the ARC Review, some of the technical & legal issues raised and workforce issues. The Steering Group will be looking to the outcomes of the Health Workforce NZ (HWNZ) review of aged care that is due to be reporting to the HWNZ Board in March inform further work on workforce issues. Read more about the workforce reviews on the HWNZ website: www.healthworkforce.govt.nz/our-work/workforce-service-reviews.

NZCCSS welcomes feedback and ideas from those involved in services for older people about how the models of care work and the other work areas can be advanced: contact paul.barber@nzccss.org.nz 04 4732627.

InterRAI implementation

DHBs have agreed to fund a roll-out of the InterRAI needs assessment tool into aged residential care. InterRAI is already being extensively implemented by DHBs in needs assessment for older people and the proposed work involved extending the use of the tool into aged residential care facilities. Trials have been conducted in Canterbury, Bay of Plenty and Waitemata over recent years and its advocates point to the benefits in supporting a risk management approach, restorative care, continuous improvement, evidence based practice, benchmarking and planning across all levels of an organisation.

The implementation is a huge undertaking over a number of years and will need strong project management and governance. The challenges are significant in converting to the system, which relies on a consistent set of data collected and recorded electronically that is then available to assessment and analysis in a number of settings. The NZ health system has now heavily committed to this system and it is to be hoped that the investment of the millions of dollars in health funding will lead to the desired consistency in assessments and better analysis of the acuity levels and needs of older people.

Merger of Careerforce and Social Services ITO Explored

There is a certain irony to the announcement recently that the boards of the sector industry training organisations (ITO) Careerforce and the Social Services ITO have unanimously agreed to investigate further the concept of merging the two ITOs. Since 2008 there has been vigorous lobbying from parts of the aged residential care sector for its own “aged care” ITO, separate from current ITO Careerforce. The decision to pursue a larger, merged ITO for all “human services” therefore represents a significant change of heart on the part of those involved in aged residential care.

NZCCSS already works extensively with both ITOs and welcomes the decision as a sensible move to align the occupational roles across the sector that includes aged care both community and residential as well as social services and the wider community, disability and health sectors. Rory Truell from Social Services ITO commented that “aligning the workforce around common objectives will go a long way towards assisting families and communities find sustainable answers to their current and future health and wellbeing needs”. The work is at its beginning and NZCCSS will be

working with both ITOs to support the merger process and welcomes feedback and input from those involved in the sector about the proposed merger.

Positive Ageing Website Facelift

A makeover of the Office for Senior Citizens website has been the result of a change in approach to reporting of the Positive Ageing Strategy. The aim is to shift from reporting outcomes rather than outputs and reporting via more timely and dynamic web-based tools. Local and central government initiatives are online (around 60 of them at present) and it is intended that the Office for Senior Citizens will include indicators of progress over time for each goal, as well as additional community actions by NGOs.

You can view the initiatives at the MSD website: www.msd.govt.nz/what-we-can-do/seniorcitizens/positive-ageing/initiatives/index.html

It can only be hoped that this new approach to the Strategy can help breathe some life into a process that has not seemed to have had the impact that was intended at the launch a decade ago.

Better Senior Services

Meanwhile in another part of the sprawling world of the Ministry of Social Development, the MSD Senior Services people have been working hard over the past couple of

years to improve the services to Seniors. You see some of the results online at www.seniors.msd.govt.nz with a great deal more information about service and entitlements set out in a clear and useful way. NZ Superannuation can now be applied for online and the Super Gold Card continues to grow in the number of business partners and outlets.

People-Centred Prescribing?

Pharmacy Services to People in Residential Aged Care and People with Disabilities in Community Residential Care- Consultation

PHARMAC & 20 DHBs have been working on patient-focused rules for people living in aged care and in residential disability care. These are often high needs and vulnerable groups of people who need a multi-disciplinary team approach to meeting their pharmaceutical needs. The proposals for services expectations contained in the consultation document are described by the authors as “aspirational” and they emphasise no decisions have yet been made. The consultation documents are online at the DHBnz website: www.dhbnz.org.nz/Site/Pharmacy/Consultation--Pharmaceutical-Schedule-R.aspx

Submissions are due by **5pm 18th March**. Contact Rachel Mackay Rachel.mackay@pharmac.govt.nz Janice Donaldson Janice.donaldson@dhbnz.org.nz.

Legislation and Submissions

People before Pokies bill

Te Ururoa Flavell has had his Gambling (Gambling Harm Reduction) Amendment Bill drawn from the ballot and it is awaiting its first reading in Parliament. This bill seeks to reform the current pokie machine profits trust system. It proposes abolishing independent pokie trusts, returning more of the profits to the community and ensuring that the communities where the money is raised is the community the money gets returned to, and to allow communities to have a say in how many pokie machines should be allowed in their neighbourhoods.

The People before Pokies coalition is looking for your support in encouraging politicians to allow this bill to progress beyond its first reading. Like so many sensible

private members bills it is likely that without a show of support from us it will be voted down at its first reading and not even get to select committee and public submissions. Big business and politics will ensure that this bill gets squashed before it even gets started so go on line and check out the People before Pokies coalition website, sign and post a postcard – make a difference! Read more at <http://issues.co.nz/?>

Alcohol Law Reform

Submissions on the Bill closed on 18th February. The NZCCSS submission is online on our website www.nzccss.org.nz under Publications. We urge people to continue to raise the issue with MPs and continue to support the Action Action NZ 5+ campaign www.alcoholaction.org.nz

2011 Events, Training and Conferences

NZCCSS Results Based Accountability Workshop

Wellington 1st March

Children's Day - Te Rā O Te Tamariki 6th March Children's Day provides New Zealanders with an opportunity to share time with children. It takes place every year on the first Sunday of March and is a chance to celebrate how special and important our children are. Our theme this year is 'love and affection'.

Find out more at: www.childrensday.org.nz/

Sharing Story: finding meaning in later life

Workshops - Hamilton 7th March, Christchurch 10th March, Auckland 11th March

The Selwyn Centre for Ageing and Spirituality is delighted to host a number of spiritual reminiscence workshops with Dr Elizabeth MacKinlay, Director of the Centre for Ageing and Pastoral Studies at Charles Sturt University, Canberra, Australia. The workshops will provide the opportunity to share our stories about identity as we are all part of the humanity story.

Email: chrisp@selwyncare.org.nz to register.

Book Launch Second Edition Professional Foodservice by Pip and Julian Jensen

Auckland 7th March, Christchurch 22nd March
RSVP Pip@foodadvisory.co.nz

Taking Stock of Your Monitoring and Evaluation

Auckland March 21st, Wellington 22nd March
Critically assess your current monitoring and evaluation practice. Find out how to put all that information to good use during planning, and to show that your work is contributing to positive change.

Email: Lee Senates lee@developmentaction.co.nz

2011 Community Housing Aotearoa conference

Auckland 22nd & 23rd March
Lincoln Green conference centre, Henderson

5th National Homeless Conference - Healing Homelessness Through Action

Auckland 24th March
Te Mahurehure Conference Centre, 73 Premier Ave, Pt Chevalier. Contact: Tania Walters (09) 354 2059, tania.walters@aucklandcity.govt.nz

National Neighbours Day Aotearoa

26th & 27th March
www.neighboursday.org.nz

AANZ's 2nd Annual Conference - The Politics of Alcohol Imagine NZ without Alcohol Damage

Wellington 30th March
Te Papa

Mental Health First Aid

Wellington 4th & 5th April, Auckland 7th & 8th April
An award-winning two-day training program for people on how to respond to individuals with mental health issues. This course is aimed at those working in the frontline of community agencies. Register online at: <http://www.housinginstitute.org/events/register/register.php>

Focus on serving the needs of older people

Age Concern New Zealand Conference 2011
Wellington 12th April
Contact: Jane Fisher 04 801 9338
jane.fisher@ageconcern.org.nz

Capturing Outcomes: Results Based Accountability 101

Auckland 13th April & Wellington 19th April
Specifically designed to give people a basic level of training so that they can implement RBA as an outcomes-focused evaluation tool within their own organisation. RBA is the methodology of choice for key funders like Family and Community Services.

Email: Lee Senates lee@developmentaction.co.nz

NZCCSS Results Based Accountability Workshop

Wellington 1st March.

This full-day workshop is designed for managers and key staff of NZCCSS member organisations who are seriously starting or have begun the journey towards implementing results based accountability systems within their social service agencies.

Rod Watts will share his experiences in getting various organisations and staff buy-in, developing organisational skills, developing data collection tools and reporting formats. He will highlight successes and pitfalls of the approaches that have been taken over the last years of progress to reach the advanced level of results based accountability reporting many organisations are now achieving.

Contact NZCCSS jo.paku@nzccss.org.nz or download the flyer at www.nzccss.org.nz

POLICY WATCH



It is tough to keep track of changes and developments in policy affecting children & families, older people, those living in poverty and housing policy. NZCCSS uses our regular Policy Watch blog to give quick updates, analysis and links to latest issues. Read it online here: <http://christiansocialservices.blogspot.com/>
Contact admin@nzccss.org.nz if you would like to receive automatic notification if new postings.

KETE KUPU - Word Basket

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