



Number 8 - December 2009

## Whānau Ora

The Whānau Ora Taskforce recently called for submissions on its proposed whānau ora model. In reading the briefing papers released by the Whānau Ora Taskforce, this model of delivery is a family centred model where an *“environment will be created where whānau strengths are endorsed, whānau ownership of solutions and actions is encouraged, and partnerships between whānau and providers are the norm”*.

In its submission the New Zealand Council of Christian Social Services (NZCCSS) endorsed this direction. While Whānau Ora is focussed on the service for Māori it is apparent that the government is using this process to change the way it thinks about the delivery of social services. The development of the Whānau Ora concept is likely to have far reaching implications for people who receive social services and the organisations that provide these services.

Recently NZCCSS, with the support of Church Leaders, advocated for a strategy to strengthen New Zealand’s families. After discussions with Cabinet Ministers about this strategy it became apparent that the Whānau Ora set of policies are intended to achieve many of the results we were advocating for in our families strategy. While the initial focus of Whānau Ora will be targeted for Māori, NZCCSS is advocating for the whānau/family focus to be broadened to apply to a wide range of social service provision and to all New Zealanders.

At NZCCSS we have been concerned for some time about the lack of joined up services available to provide support across the range of all problems faced by families. It has always seemed a bit silly to hospitalise somebody for respiratory problems, fix them up and then send them back to a cold, damp house that will just result in further health issues! The Whānau Ora taskforce briefing states *“Coherent Service Delivery is a principle that recognises a unified type of intervention so that the distinctions between health, social welfare, education, and housing for example, are not allowed to overshadow wider whānau needs”*. We are very supportive of this approach.

The Whānau Ora Taskforce is proposing the unbundling of funds used to support whānau ora type outcomes and for this funding to be placed with a new Whānau Ora funding body. NZCCSS is recommending caution



An existing whānau ora logo used by the Ministry of Health

on this approach as the unbundling of these funds could impact on already successful initiatives. We are also concerned that such a funding body will find it difficult to become properly established and provide the successful results required in order to give it security prior to the next election. We believe such a funding body will be susceptible to political intervention, particularly given the intense media interest in any initiatives focussed on Māori. The concluding statements in our Whānau Ora submission read, “NZCCSS commends the Whānau Ora Taskforce on the quality of their work. It endorses the overall broad direction of the Whānau Ora proposal. As with all such high level strategic thinking the development of the policy detail and the policy implementation processes will present hard challenges and real opportunities. NZCCSS recognises the potential for real and positive change for improving the efficiency and effectiveness of service delivery for Māori whānau and, indeed, for all recipients of these services. The Council will engage positively with all opportunities to contribute to the further development of whānau ora”.

### CONTENTS

	page
NZCCSS Conference 2010	2
Manaaki Hapori project	3
National’s Progress - 1 year on	4-6
Children’s Social Health	6
ACC ‘Reforms’	6
Liquor Reform	7
Women and Homelessness	7
Latest Vulnerability Report	8

## LATEST NEWS

# Together We Can - NZCCSS Conference 2010



### Keynote Speaker Profile:

Rod Oram, journalist and business commentator will be sharing his extensive knowledge of the strategic and ethical issues facing the business community. Rod will look forward and analyse trends that will impact those involved in the not-for-profit sector who are working with older people. A multi-award winning business writer and author of the book "Reinventing Paradise", Rod is adept at interpreting complex concepts in a way that makes them understandable for those who are not economics or business experts.



### Concurrent workshops:

The conference will include a series of concurrent workshop sessions covering three separate streams designed to cover the range of activities of NZCCSS member organisations: Home & Community Support (including housing), Residential Aged Care and Strategic Leadership. This conference really will have something for everyone who is working in services for older people!

Registration costs \$395 and will open in early February and will be available online at [www.nzccss.org.nz](http://www.nzccss.org.nz)

To request registration information please contact conference organiser Pat Johnson [pat@dcms.org.nz](mailto:pat@dcms.org.nz)

## New training model improves efficiency, retention and quality of care

Services users are benefiting from a more professional, more efficient and better informed workforce and as a result they are receiving higher quality care and support: this is a key conclusion drawn from an independent review of the embedded workplace based training model developed by Careerforce in conjunction with the health and disability sector. Embedded workplace training makes learning central to everyday workplace practice and the research shows it is benefiting workplaces, trainees and service users.

*"I'm just heaps more confident. Knowing that you actually know what you are doing, and that they (employers and clients) have the confidence in you as well... how it was before was that we didn't know if there was a better way to do something."* **Trainee**

Employers using the model have reported reduced employee turnover, improved retention and have been able to attract higher quality applicants. Not only is the embedded model allowing more trainees to achieve national qualifications, but the research shows that trainees are benefiting from increased confidence and job satisfaction. For many trainees it is their first qualification as part of a career pathway in the health and disability sector.

*"It is the on-job stuff that is what embedding is about. It's not just doing the workbooks and ticking the boxes... you can't tell how capable they are just from that. It's about how they do things and the way we transmit our organisational culture."* **Manager**

The model assists workplaces to develop a culture of learning by making learning and assessment part of everyday work practice. Careerforce guides workplaces to align their infrastructure, policies and procedures with the learning requirements of national qualifications, and supports the development of in-house training and assessment plans.

The research was undertaken by Dr Rose Ryan of Heathrose Research Ltd. Read the full research report at [www.careerforce.org.nz](http://www.careerforce.org.nz)

## OTHER CONFERENCES & EVENTS

### 2010 International Gambling Conference/

The Implications of Technology for Policy, Practice and Research, 24-26 February 2010, at the Crowne Plaza Hotel, Auckland and organised by: Gambling and Addictions Research Centre, AUT University, Problem Gambling Foundation of New Zealand, and Hapai Te Hauora Tapui.

SEE ALSO The Office for the Community & Voluntary Sector events calendar at [www.ocvs.govt.nz](http://www.ocvs.govt.nz) This is a handy site for key dates, events and conferences which are of possible interest to community organisations.

# Church Communities in Action

## Manaaki Hapori Enhancing Communities update

*Contributed by Betsan Martin*

The first tastes of inspirational parish and church community building activities were profiled in the last *Kete Kupu* and more stories and movies are now on our website.

There you will find stories of setting up a market, a budgeting champion, a fono on Pacific health partnered with churches, a Samoan-led community response to the tsunami, a knowing your neighbours initiative, young people turning up for hands on practical service, a homework centre, older peoples activities...

More are to come - with stories and short videos to give an introduction into the kinds of community facing activities that parishes and churches are exploring and implementing.

There are infinite ways in which parishes can generate and support communities. This NZCCSS project aims to provide examples of a range of options that parishes could consider as a basis for action. Along with the stories we are all set to upload resources for community action onto our website.

For parishes who might be considering taking action in their communities we can provide links to other groups who have already stepped out on this pathway. We can provide methods that lead to successful actions, suggestions for sustaining initiatives and some ideas for finding out what the particular interests and needs of communities are.

By way of example, one theme that is emerging in the Manaaki Hapori project is the effectiveness of a community development worker being involved with parishes to identify community needs and to provide impetus to turn ideas into action. For example, the Methodist church's approach for giving shape and support to parishes wanting to activate community-facing missions has involved doing careful 'homework' in communities.

Community 'homework' has led to very different activities in different communities. One is literally about setting up a homework centre in an area where 35% of students leave school without qualifications. Another is a 'know your neighbours' initiative in an area where people in a street don't know each other and where immigrant families don't know how to meet their neighbours. Children love being part of street get-togethers, parents are sharing child care, and people who are new to New Zealand are starting to feel as if they belong.

There are other Church based and community oriented activities involving young and old. Many of these are reasonably new and could be taken up by parishes.

## Parishes! Church communities!

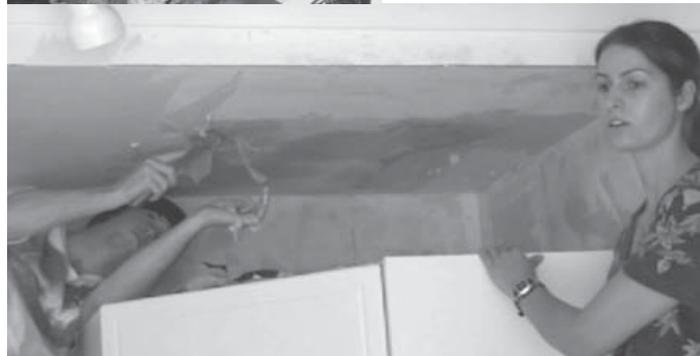
Let us know if you are planning to initiate or continue successful community-facing activities in 2010

Contact Betsan Martin  
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or email [Betsan@nzccss.org.nz](mailto:Betsan@nzccss.org.nz)

City Lights, for instance, provides the links and support for young people to bring their skills and energy to meet practical needs for people. I visited one group who were stripping the wall paper for a family who provide foster care for children.

The warm spirited practical help was matched by overjoyed appreciation by the family whose own form of community service prevented them from getting to some of the bigger practical tasks of home maintenance.

Let us know if any of these ideas act as a spring board for your parish or church group interests, or if you have a story to share.



# National's Progress - *One Year On*

Last year NZCCSS compiled a list of election promises made by each political party prior to the 2008 election. We arranged their policy promises according to some of the key messages of our Aroha Tētahi Ki Tētahi promotion. These were policies that if implemented would contribute to:

- protecting our children as taonga
- increasing the well being of older people
- the elimination of poverty; and
- improving access to good affordable housing for everyone

As 2009 draws to a close it is timely to reflect on what policies have been implemented since the election and the current state of play in effectively addressing issues of prime importance to NZCCSS. A sample of policies in each area are discussed below.

## **CHILDREN AS TAONGA**

What did National promise to do? A number of promises related to the maintenance of existing policies and included maintaining main benefits and Working for Families. Some would argue that the commitment to maintain benefits is somewhat disingenuous as benefit levels have been undermined by other changes such as the new restrictions on the Training Incentive Allowance. There has also been increased posturing about getting tough on beneficiaries who might be abusing the system.

The National Party promised to extend 20 Free Hours to Kohanga Reo and Play-centres, remove 6 hour day limit and remove the word 'free'. This is on track. The name change took place at the end of January and acknowledges the many families pay significant top up fees to ECE centres making a subsidy a more accurate description. The six hour a day limit is to be removed but not until 2011. From July next year all Kohanga Reo and Play-centres will be eligible to the 20 hours ECE scheme. Less well known is the change in date for ECE centres to have their staff qualified. The date for achieving 80% registered teachers in teacher-led, centre-based ECE services has been extended to 2012. The Minister has also announced that the Ministry and Treasury are "assessing the suitability of public private partnerships (PPPs) for building and maintaining some new school property" - a policy proposal surely worthy of public debate.

The establishment of the controversial policy of introducing National Standards for literacy and numeracy is on track with National Standards coming into effect in English-medium schools with pupils in years 1 to 8 in 2010. The promised Youth Guarantee scheme which promised no course fees for 16 and 17 year-olds not in school is to be available in 2010 with 2000 places announced as part of Budget 2009.

## **Summary**

Overall it can be said that the government has stuck pretty closely to its election promises related to children and families since its election at the end of 2008. The Budget 2009 announcement for home insulation subsidies will be of benefit for families with young children who are prone to illness from damp cold homes. The Community Response Fund (using money tagged by the previous government for Pathways to Partnership) has provided much needed relief for social service agencies facing increasing demand for family support services as a result of the recession.

However, what the government has failed to do is implement any policies to directly address growing levels of child poverty. According to the latest Social Report (2009) the number of children living in low income households rose from 16% in 2007 to 20% in 2008. We expect that the figures for 2009 will also show an increase.

Policies to address child poverty could include adopting an official poverty line and reduction targets, raising benefit levels, introducing a CPI adjusted universal child benefits or extending paid parental leave.

Some newly announced initiatives to reduce child abuse are welcome (such as the Never Shake A Baby campaign) but much greater investment is needed in the early years, as recommended in a recently released OCED report on child wellbeing.

## **INCREASING THE WELLBEING OF OLDER PEOPLE**

The National Party made a number of promises prior to the election relating to older New Zealanders. They made a commitment to keep the eligibility age for NZ Superannuation at 65 years, to increase the level of NZ Super (through tax cuts) and to keep NZ Super indexed to 66% of the average net wage. These policies have been maintained although only one round of tax cuts eventuated with a negligible impact on NZ Super payments.

While the age of eligibility and indexing policies have been maintained the security of NZ Superannuation has been weakened by the Government's decision to suspend automatic payments to NZ Superannuation Fund for 11 years. It is also important to keep in mind the advice Treasury has given government in its NZ Long Term Fiscal Statement (October 2009) regarding 'options to manage spending growth' in this area. As well as raising the age they suggest linking super payments to inflation only rather than wage increases or making super more targeted (income and asset tested).

Other commitments made by the National Party included promoting public private partnerships and multiyear funding in the aged care sector, a proposal

that DHBs contract for the provision of dedicated respite residential-care beds and the establish aged care sector ITO to oversee independent training providers. For further analysis see the following article "One Year of Health of Older People under a National Government".

### **THE ELIMINATION OF POVERTY**

Poverty reduction was not a 'platform' issue for the National Party prior to the election. They did make a couple of commitments that have yet to be realised. One was the promise to enshrine CPI adjustments to benefit payments in legislation so they increase each year in line with inflation. Currently this is done on an informal basis only. It is unclear when the legislation will change. The other was a commitment to allow beneficiaries to earn up to \$100 a week before their benefit is abated (rather than \$80). We believe a much larger abatement change is needed to make a real difference but it's a step in the right direction if it ever happens.

The National Party promoted a number of 'welfare policies' prior to the election. These included:

- Part-time work obligations of 15 hours per week to DPB recipients and those receiving sickness or invalids benefits who are assessed as able to work.
- Require all people who have been receiving an unemployment benefit for 12 months or more to reapply for their benefit and undergo a comprehensive work assessment.
- Anyone on a sickness benefit continuously for 12 months will automatically be sent to a 'designated doctor' for a second opinion on their work prospects.

The introduction of such policies was delayed with the onset of recession and large increases in unemployment. However they still remain part of the government's welfare agenda.

Worrisome is the impact of ACC reforms on welfare numbers. Amendments to ACC currently at the Select Committee stage will reduce the number of people eligible for support and reduce the value of the support people can receive. Weekly compensation payments for some casual workers will become so low (under the proposed new formula) they will end up dependent on a main benefit instead. Others likely to join the ranks of Sickness Beneficiaries are ACC recipients who are assessed as 'fit to work', the criteria to be eased from 35 hours per work to 30, and the mandatory obligation of assessors to consider pre-injury earnings removed.

### **ACCESS TO HOUSING**

Prior to the election the National Party promised to keep Income Related Rents and the Accommodation Supplement, offer state house tenants the opportunity to buy their house, boost the Housing Innovation Fund to \$20m p.a., continue the share equity pilot and retain existing tax rules and deduction provisions for rental property owners. All of these commitments have been met. The Tax Working Group may make recommendations to change rental property tax laws in

the near future. A new Gateway Housing Initiative was also announced involving the release of ready-to-build Crown owned sections to first home buyers, with an option to buy after 10 years. It will be available from 2010 but will only be helpful for 'moderate' rather than 'low income' people.

Overall the government has kept its modest commitments regarding housing. Of more concern to us is what has not been done. According to our latest Vulnerability Report there was a 20% increase in the number of people receiving the Accommodation Supplement between the quarter ending September 2009 and the same quarter in 2008, and as at 31 October 2009 there were 10,341 people on the waiting list for a HNZZ house. Alarming, between May and September 2009 the waiting list for families assessed as priority A, that is, those most in need, increased by 42%. A significant investment is urgently needed in increasing the supply of state and community housing, the only affordable housing option available to many low income families. But currently there is no prospect of that major investment happening.

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## **One year of Health of Older People under a National Government**

One year of National Government has been driven by the catch lines "value for money", "better, sooner, more convenient" and "reducing bureaucracy and moving resources to the frontline".

The Ministerial Review Group report on Health (aka Horn Report) and the re-vamp of the Primary Health Strategy are major policy influences as are the very tight budget constraints on the Government over the foreseeable future.

Health Minister Tony Ryall has clearly stated that the funding increases of the past decade are not going to be able to be maintained by the new government. He expects more efficiency to be found within the current system and is targeting both the Ministry of Health (MoH) and District Health Board (DHB) bureaucracies. This belt tightening is contributing to reductions in services such as lower level home support in a number of DHBs.

Former Treasury Secretary Murray Horn, who led the Ministerial Review Group, has also been appointed to head the implementation of some of its recommendations through the establishment of a National Health Board (NHB). The initial focus of the NHB on so-called "back office" administrative issues probably means that in the short term any changes will probably have modest direct impact on services for older people. There may be some medium term efficiency gains from the huge task of consolidating what are in some cases very disparate administrative systems across DHBs. The willingness to look at possible efficiencies also opens the possibility to look at proposals for new models of working.

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The Health of Older People policy under the National Government is driven by the "Choice not chance" election policy commitments.

The six main planks of this policy are: Boosting respite care, monitoring rest homes, indexing the subsidy paid for elderly in care to the Forecast Funding Track adjustment, developing the aged care workforce, improving home-based care and preparing for the future through a review of the costing model for aged care services. Apart from the home-based care area, significant progress has been made in the other areas and we have reported on this during 2009. The Labour Government's Health of Older People Strategy, due to run to 2010, will most likely not be reviewed and the work of DHBs will continued to be re-framed through the current Government's policy agenda.

In contrast, the Health Minister has been clear in the Government's commitment to the Primary Health Strategy. Health and support services to older people may be more directly influenced by the changes arising out of this. The Government's aim is to develop Integrated Family Health Centres (IFHCs) that provide a full range of services in the community with a stronger focus on prevention and health promotion, nurses acting as case managers for patients with chronic conditions, a wider range of care and support and taking over some hospital services. There are nine proposals to establish such IFHCs being worked on at present and the approach that is taken to organising service provision will be important. For example, four MidCentral PHOs are proposing to merge to establish five IFHCs with the aim to establish wide collaboration across health and social organisations, including a focus on care of the elderly.

## CHILDREN'S SOCIAL HEALTH MONITOR

In response to deteriorating economic conditions in New Zealand and Australia over the past 18 months, a working group of health professionals from a range of organisations with an interest in child health was formed in early 2009.

They have now developed a Children's Social Health Monitor with a baseline dataset of economic and health and wellbeing indicators.

**Economic Indicators:** Gross Domestic Product, Income Inequality, Child Poverty, Unemployment Rates, Children Reliant on Benefit Recipients.

**Health and Wellbeing Indicators:** Hospital Admissions, Infant Mortality, Injuries Arising from the Assault, Neglect or Maltreatment of Children, Ambulatory Sensitive Hospitalisations.

The Children's Social Health Monitor will be updated annually and is available online from:

[www.nzchildren.co.nz](http://www.nzchildren.co.nz)

## ACC 'Reforms' Undermine a Good System

NZCCSS recently made an oral submission on the Injury Prevention, Rehabilitation and Compensation Bill.

We expressed our opposition to the overall intention of the Bill and its amendments. We argued that the scheme is not on the verge of financial ruin, as reported in the media and by National MPs.

In the last year ACC took in approximately \$1b more in levies than it paid out in claims. It presently has reserves equivalent to about 3.5 years of claims – the highest level of reserves in its history.

It is only when the full funding model is applied that ACC encounters significant financial problems. Michael Littlewood from the Retirement Policy and Research Centre estimates that a full funding model would require reserves in excess of 8.3 years of claims.

The commitment to a fully funded scheme whether it be by 2014 or by 2019 (the current amendment) is crucial as the spectre of a financial crisis is the main driver behind the reforms. 'Reform' being the kind word for amendments that reduce the number of people who will be eligible for support and the value of the support.

In our oral submission to the Transport and Industrial Relations Committee we made the following points:

- New Zealanders, having foregone the right to sue, expect the Crown to honour its social contract and provide a universal comprehensive no fault accident compensation scheme.
- As a Christian agency we endorse the Woodhouse Principles that underlie this scheme, namely the principles of community responsibility, no fault comprehensive entitlement, full rehabilitation, real compensation and administrative efficiency.
- The scheme is 'not broken' and does not need to be fixed or reformed. It is in a sound financial position and is performing well.
- ACC does not need to be fully funded (as a private insurer would). It does not need to be opened up to competition/privatisation. The deficits created by a full funding model are used to justify the cost containment measures outlined in this Bill.
- We believe the changes in levies and entitlements as outlined in this Bill will undermine the effectiveness of the existing scheme, will harm low income families and increase the number of people having to cope with drastic income drops after an injury because they don't meet the schemes' narrowing eligibility criteria.

A copy of our submission can be found under publications on [www.justiceandcompassion.org.nz](http://www.justiceandcompassion.org.nz)

## NZCCSS JOINS THE CALL FOR LIQUOR REFORM

In the last issue of *Kete Kupu* we indicated that we were preparing a submission to the Law Commission on their discussion paper Alcohol in Our Lives.

The NZCCSS submission responded to a number of questions proposed by the Commission. An excerpt is provided here:

### **Does the level of alcohol related harm we are experiencing justify a new approach to the law?**

Yes. There is substantial literature highlighting the social and economic cost of excessive alcohol consumption on New Zealanders including the Law Commission's own report. For many families and individuals who are struggling to cope with a range of stresses in their lives, easy access to alcohol which has become more affordable in the last decade exacerbates their problems. We endorse moves to change the drinking environment in New Zealand and make alcohol less readily available.

### **Is the balance in the current law between individual responsibility and providing an environment that is conducive to moderate drinking the correct one? If not, what changes could be made?**

No. Current levels of intoxication tell us that the balance is not right. We support the changes as outlined in the proposed 5+Solution put forward by Alcohol Action NZ. This involves:

- Raising the price of alcohol
- Raising the age of purchase
- Reducing alcohol accessibility
- Reducing marketing and advertising
- Increasing drink-driving counter-measures
- PLUS: Increasing treatment opportunities for heavy drinkers

(read the full NZCCSS submission at [www.justiceandcompassion.org.nz](http://www.justiceandcompassion.org.nz))

The Salvation Army is calling for a 25% tax increase on alcohol to counter some of the damage caused by New Zealand's out-of-control drinking culture. They have released a report called Excising Excess which is available on their website: [www.salvationarmy.org.nz/research-media/social-research/](http://www.salvationarmy.org.nz/research-media/social-research/)

In a recent press release by the Office of the Children's Commissioner, John Angus expresses support for alcohol reforms including increasing the age of restriction for off-licence premises to 20 years, setting a minimum price for alcohol, reducing hours for off license sales and increasing alcohol tax (excise). More detail is outlined in the OCC submission to the Law Commission at [www.occ.org.nz](http://www.occ.org.nz)

## Book Publication – Sucking on the Lemon of Life

*Sucking on the Lemon of Life* is a wee gem of book produced by the people at Presbyterian East Coast's The Beacon. The following is kindly reproduced from the PSEC web page:

Bad things happen in life. Sometimes it feels like more than you can bear. This book is from some of us who have had to deal with disease and disability, experiencing pain through our journeys of life. This is our collective hard-earned wisdom on how to survive the tough times.

We wanted to share with you what has worked for us, and hope that our thoughts and experiences help you move forward. Please do not think that this book is not for you, if you do not have a neurological condition. This book is for everyone. It doesn't matter if you have a physical or mental illness, or no illness at all. The emotional pain is the same for all human beings who experience devastating changes in their lives, whatever they may be. We hope our commentaries resonate to all.

See: [www.ps.org.nz/Site/East\\_Coast/News/Sucking\\_on\\_the\\_Lemon\\_of\\_Life.aspx](http://www.ps.org.nz/Site/East_Coast/News/Sucking_on_the_Lemon_of_Life.aspx)

## New research on Women and Homelessness

Violence and leaving relationships in general are a major cause of homelessness amongst women. This is a key finding of a report entitled *Forgotten Women: A study of women and homeless in Auckland New Zealand* by Kate Bukowski. The report is a qualitative study funded by The Salvation Army and the SPEAr fund. The study aimed to investigate why some women in NZ are without permanent, safe and secure accommodation and what can be done to minimise the risk of female homelessness in NZ. According to the study, homeless women often feel discriminated against because of coming from situations of domestic violence and having mental illnesses and addictions. Violence and leaving relationships in general are a major cause of homelessness amongst women.

Many women lack support during this phase in their lives and become homeless as a result. The high and complex needs of these women mean that there are significant challenges to working with them. A policy and service response must acknowledge and cater to the diverse needs and backgrounds of these women.

Recommendations focussed on the need for a bond bank, access to warm, dry, energy efficient rental houses in safe neighbourhoods and coordination of addiction and mental health services. This study found that the Housing First model would be the most effective at minimising the risk of female homelessness. The focus of Housing First is to get homeless people straight into permanent housing and provide intensive support. This has been demonstrated to be highly effective. Auckland needs a women's Housing First project.

For further information contact:  
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All of us in the NZCCSS Secretariat team send our warm wishes for a happy and peaceful Christmas to all our members, NGO colleagues and your families.

**Our office will be closed from  
23rd December – 5th January**



Ka taratara te kihi i te waru  
He mihi manahau  
He mihi matakui  
He mihi mo te Kirihimete

*Summer has arrived with the chorus  
of the cicadas - Joyful greetings, Merriment  
and Christmas greetings to all*

#### **KETE KUPU - Word Basket**

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If you would like to receive this mailing in a different format,  
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## NZCCSS Vulnerability Report “Almost Overwhelming”

“Almost overwhelming” is how one foodbank operator describes the situation this year in the recently released third NZCCSS Vulnerability Report. These reports are monitoring the impact of the recession on ordinary New Zealanders, many of whom approach Christian Social Service agencies for help. This issue of the Vulnerability Report focuses on data from government and community based organisations for the third quarter of 2009.

While economists have declared that the technical recession is over this is not how it feels to the families that continue to approach social services agencies for help. For agencies that contributed information for the third Vulnerability Report, demand for services has stayed either stable (at peak levels) or continued to increase. Only a few were able to report a slight easing off in the numbers of people approaching them. Some quotes from the report illustrate the pressure both agencies and clients are under:

*“We are under no illusion; the recession’s effects will be profoundly felt by the poor and vulnerable for some time.”* (Salvation Army Director of Social Services, November 2009)

*“Now it seems there is absolutely no room for any sudden bills no matter how ‘good’ people are with money”* (observation by a budget advisor).

*“It is not unusual to find 2 or even 3 families sharing one house or living in garages. An increasing number of families are living out of cars”* (Emergency Housing Trust Executive)

**The full report is on our website:  
[www.justiceandcompassion.org.nz](http://www.justiceandcompassion.org.nz)**

### **Request for annual reports and newsletters**

NZCCSS would like to keep as up to date as possible on our members activities. The better informed we are, the better positioned we are to advocate on your behalf. Could members please ensure that NZCCSS is on your mailing list for any publications, particularly Annual Reports. Our contact address for electronic copies is [admin@nzccss.org.nz](mailto:admin@nzccss.org.nz) or post to NZCCSS, PO Box 12 090, Wellington