

Getting Involved

We urge you to share your experiences and knowledge with us as it enables us to advocate more successfully for the just and compassionate society that we strive for. To get more involved, make sure you're on our mailing list. Contact us at:

Phone 04 473 2627
Fax 04 473 2624
Email admin@nzccss.org.nz

Thank You

There are many groups and individuals outside our members who contribute significantly to the work of the Council and to whom we are very grateful. We especially thank those who pray for our work and those who have provided us with financial support. This latter group includes Caritas, Department of Child, Youth and Family, J R McKenzie Trust, Ministry of Health, Waikato Community Trust and Directors of Auckland Christian Child and Family Support Services.

Who We Are

Our Council Representatives Over the Last Year

Anglican	Shirley Hennessy, Judith Petersen
Baptist	Glenn Dodson, Elgin Graham
Catholic	Anne Hurley, Eric Allan (President)
Methodist	Jeff Sanders, Keith Taylor
Presbyterian	John Elvidge, Gillian Bremner (Vice President)
Salvation Army	Gloria Hobbs, Craig Fleury, Campbell Roberts

Our Staff

Executive Officer (Until November 2002)	Adrian Whale
Executive Officer (From November 2002)	Paula Skilling
Policy Advisor	Kerry Dalton
Research & Information Officer	Andrew Green
Policy Analyst & Researcher	Andrew Hubbard
Office Administrator	Joanne Gomez
Financial Administrator	Jeanette Temelo



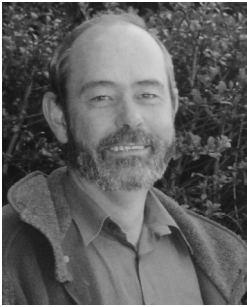
NZCCSS

Annual Report



New Zealand Council of Christian Social Services
Working for a Just and Compassionate Society

President's Report



A just and compassionate society in Aotearoa New Zealand is integral to the continuation of the mission of Jesus Christ.

in social services, our focus on children and families has been on those who are suffering injury or whose wellbeing is in jeopardy. Sometimes it is difficult to understand how a society, which can express so much care for individual children, struggles so much to provide a decent and effective safety net for children at risk from harm and neglect. The Council has worked in this area to attempt to keep a focus on the need for quality responses based on genuine care for children and concern that they be safe. Council has also been contributing to the development of good policies and the enhancement of the ability of both government and community social service organisations to respond to children, families and whanau in difficulty.

Having quality services and genuine care for older people has remained a key focus of the Council. How we treat older members of our community remains an important measure of the heart of our community. Again, to contribute effectively in this area, particularly for those who are most disadvantaged, means that the Council has to be much more than simply a pressure group. The Council has continued to maintain its focus both on community-based and residential care for older people. To support a quality lifestyle for older people Council has had to engage closely with the Government at a political level and also has had to contribute heavily to policy and practice development.

On a wider level, the Council has sought to articulate a vision for Aotearoa New Zealand. To guide our work we have

This is the yardstick by which we seek to measure all the work of the New Zealand Council of Christian Social Services. We seek to contribute as a collaborative community of Council members, Secretariat, Policy Group members and wider Christian social services membership. As I review the work of Council this year what stands out for me is that all those involved are actively concerned about the people in our society who are most vulnerable.

In the areas of poverty and housing Council has sought to work in areas and ways which are likely to make the greatest difference for people who have least material resources. We live and operate in a complex political climate and as the gaps between rich and poor have continued to widen, the visibility of those who have least has continued to fade. As the politicians struggle for the middle ground, the Council and many others ask with ever-stronger voices what are we doing for the people who struggle to survive in our land?

Fittingly, given the origin of the Council

The New Zealand Council of Christian Social Services represents the Anglican, Baptist, Catholic, and Presbyterian social services agencies, as well as the Methodist and the Salvation Army churches.

Theological Priorities

NZCCSS continues to explore the Christian basis of our social service work; this included the development of a theological principles paper. This was aimed at developing discussion around the theology of social service/social responsibility and to provide a basis from which to develop our vision about what a just and compassionate society would look like – e.g. what sort of society would best meet the needs of our clients. The paper was circulated

among all the policy groups to encourage them to reflect on the Christian basis of their services.

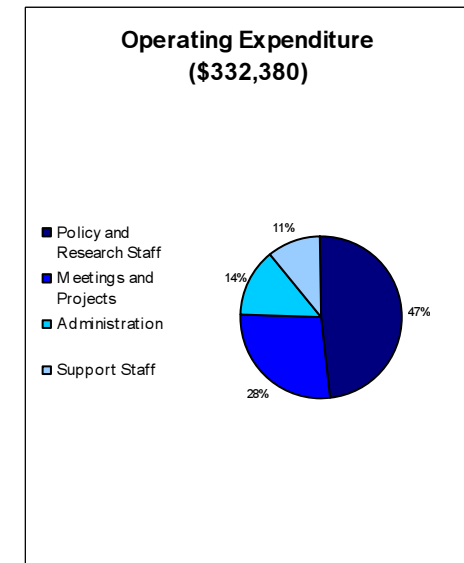
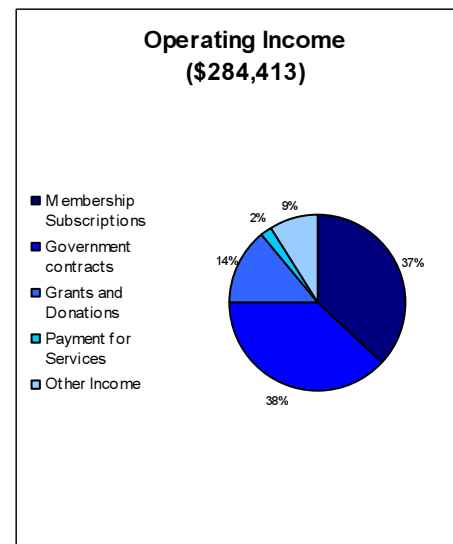
Immigration

The impact of immigration and demographic change on social service delivery has become an area of increasing awareness for NZCCSS. We have developed a watching brief on the impacts of immigration as they relate to poverty and social services.

The Social Responsibility Policy Group members for this year were: John Elvidge (convenor), Jeff Sanders, Rodney Routledge, David Bromell and Glenn Dodson.

Accounts

Deloitte Touche Tohmatsu audited the Council's Accounts for 2002-2003. For a full statement of audited accounts, contact Joanne Gomez at admin@nzccss.org.nz



- addressing workforce issues in aged care
- advocating for a flexible funding framework
- overseeing the Quality and Safety Committee Reference Group.



The Services for Older People Policy Group members for this year were: Gillian Bremner (convenor), John Baird, Judy Hindrup, Caroline Lampp, Shirley Hennessy, Raye Boyle, Janet Anderson and David Rodgers.

Social Responsibility

NZCCSS is committed to articulating a vision of a just and compassionate society in Aotearoa New Zealand.

The Council focuses on social responsibility by:

- articulating its vision for Aotearoa New Zealand
- finding ways to discuss and reflect theologically on its work
- exploring the Council's relationships with Maori and understanding issues from Maori perspectives
- supporting the development of a positive relationship between Government and the voluntary social-service sector.

Connecting with DHBs

NZCCSS believes that it is essential to develop good relationships between DHBs and our members and we are working hard to support the development of these relationships. We developed a discussion paper on key sector issues which we sent to all DHBs. We are now meeting with a number of DHBs and inviting our members to those meetings. We are also organising separate meetings for our members to discuss strategic issues and devolution.

Addressing Problem Gambling

Problem gambling has increasingly been identified by member sites as a significant factor in increasing the hardship of some New Zealand families. NZCCSS has taken a leadership role in trying to address problem gambling and the proliferation of pokie machines. This has included: lobbying for changes to the Responsible Gambling Bill, providing information to members about developing a better distribution model for the proceeds of gambling (to ensure that this does not provide an incentive for the proliferation of pokie machines) and encouraging submissions to the Department of Internal Affairs about the administration of pokie machines.

sought to find ways to discuss and reflect theologically on the work of Council. Council has also continued to explore its relationship with Maori and sought to consider issues from Maori perspectives. The negative impact on Maori of past and many current policies must remain clearly in our focus as we work for change. As a Council our journey in relation to the Treaty is complex given that we are composed of six member Christian denominations, each of which has a different history and tradition in our bicultural journey and relationships.

I thank each member of the Council and each of the six denominations that stand behind them for the support and significant contribution they have made over the past year. Council members contribute to Council on top of extremely busy work loads in their own agencies or organisations. I particularly thank each of the Policy Group convenors. Again, on top of heavy workloads in their own agencies they carry a major work load guiding and facilitating the Council's effective engagement in each of those areas. The effectiveness of the Policy Group structure also relies on quality membership of the Policy Groups and again, I thank each member of the Groups. Members give so generously of their time, their experience and their wisdom to enable a considered and careful contribution.

The staff at the Secretariat have continued to be key to Council's effective operation. I thank each of them for their hard work and their continual collaboration with Council and Policy Group members. The Council was blessed to have Adrian Whale as our Executive Officer until November 2002. Adrian ably led the Secretariat and contributed greatly to the work of Council, both as a policy analyst and later as Executive officer. Over his three and a half years with the Council the

reputation of Council for quality and considered work continued to be enhanced. His analytical ability, commitment to fairness and justice, collaborative approach and warmth of personality were some of the hallmarks of his contribution. We wish him and his family well as they move on to their new beginnings.

It is difficult to believe how seamless the transition appeared, following Paula Skilling's appointment as Executive Officer. Again we are blessed with a person who has a passion for people, and for justice, a lived commitment to work in good ways with others, a longstanding interest in community contribution, and quality policy and analytical skills.

We live in a complex and rapidly changing political and social environment. In this context Council seeks to support a community that cares for all. Drawing from the daily experience of our member agencies we will continue to advocate with politicians, policy makers and our wider community for policies and practices that respond to people in real need. We base this not only on Christian values, but also sound human values and good common sense. Members of a society, which lives with great inequalities, do not sleep easily in their beds. Each of us loses so much when we lose our heart for each other. More importantly each of us gains so much when our community lives with a sense of justice, concern and fairness.

Eric Allan
President

Who we are and what we do

The New Zealand Council of Christian Social Services (NZCCSS) works for a just and compassionate society in Aotearoa New Zealand. Our role is to represent the common interests and vision of our agencies at the national level; to supply information and networking opportunities; to support members provide quality services; and to develop, critique and advocate for policies that will assist poor, vulnerable and disadvantaged members of society.

We represent the Anglican, Baptist, Catholic, and Presbyterian social services agencies, as well as the Methodist and the Salvation Army churches. Collectively, these six members run more than 550 social services, spread throughout NZ. Members provide most of the foodbanks across the country and a variety of child and family services, services for older people, housing, counselling, budget advice, drug and alcohol, employment and training, disability, youth and other community development services.

The size and diversity of services is one of the many reasons for NZCCSS to celebrate its membership and the work of that membership in meeting people's needs throughout Aotearoa NZ.

Our members work effectively together because of their joint commitment to the mission of NZCCSS of working for a just and compassionate society in Aotearoa New Zealand, and giving priority to the poor and vulnerable members of society as a continuation of the mission of Jesus Christ.

NZCCSS believes that any society is judged by how it treats the most vulnerable amongst it. We strive to ensure the voices of the disadvantaged and at risk

are heard, particularly those that the system excludes and ignores. We evaluate the effect of Government policy on the people that our members serve and we aim to raise public debate on these issues. We believe in responding collectively to find solutions.

Together we concentrate on four key areas and we have a policy group dedicated to each of these: services for older people, poverty and housing, children and families, and social responsibility. Our Policy Groups are made up of Council members, member social services managers, academics or others with particular expertise in that policy area.

One of our key roles is providing strategic leadership. Our professional policy and research staff work closely with members through our Policy Group structure. This enables us to address key policy and strategic issues in a way that is strongly grounded in the realities of social service practice. Ultimately it is our Policy Groups overseen by the Council, who drive our work.

Our strategic and policy approach is firmly guided by our vision of working for a just and compassionate society. We focus on the big picture and provide strategic leadership to bring about long term positive change on the ground.

One of our key strengths is the relationship between NZCCSS and our membership sites and we have been placing increased emphasis on the importance of this.

Our focus is on achieving realistic policy and structural changes to help individuals and communities.

Services for Older People

NZCCSS advocates for a vision of services that place the older person at the centre, receiving services in the way that best meets their needs.

The Council focuses on services for older people by:

- advocating for policies that emphasise positive ageing for older people
- campaigning for a fairer negotiating and contracting process to be adopted by the Ministry of Health
- advocating for greater certainty in funding levels across the spectrum of services for older people
- providing members with timely and relevant information about services for older people.

Residential Care Contract and Pricing Issues

NZCCSS is committed to ensuring that our member sites get fair and realistic contract prices for the services they provide. As part of the Joint Provider Representative Group we contributed \$12,000 towards the cost of contracting Cap Gemini to update the Price Waterhouse Cooper pricing model. This information was used in price negotiations with the Ministry of Health (MOH) to ensure more realistic contract prices. Along with other provider groups NZCCSS is continuing to pursue outstanding contract issues such as the extra costs associated with certification and 3 monthly dispensing.

Home Support Review

NZCCSS sees robust Home Support and community based support services as key to 'ageing in place' and the vision of the Health of Older Person's Strategy.

We have been representing our members in the MOH review of Home Support Services. We have advocated for a new service and purchasing framework that allows for more flexibility in meeting the older person's needs, while also addressing the problem of casualisation of the workforce and high staff turnover.

We participated in developing a vision for Home Support services. We have also provided input into an initial proposal for a new service framework.

Aged Care Forum

NZCCSS is strongly committed to the implementation of the Health of Older Persons Strategy (HOPS) and to taking a leading role in the implementation of that strategy. The Aged Care Forum (established by, and reporting to, Hon. Ruth Dyson) is a key part of this work. We have been very actively engaged in advocating for older people and our members in this forum. Important work areas on the Aged Care Forum workplan for the coming year are:

- developing a generic, entry level, qualification for care workers
- developing a broad service framework

PIP Review

NZCCSS is committed to retaining its reputation for high quality research and analysis. We therefore commissioned an external review of PIP to assess how well it has been meeting its aims and objectives.



The review, conducted by researchers from Waikato University, confirmed the status of PIP as a quality research project. The review concluded that not only has PIP met its original objectives, but has also produced other benefits including: better advocacy for foodbank clients, helping foodbanks measure the impact of their services, better networking and knowledge sharing among participating foodbanks, and the effective use of PIP data to bring about policy changes. The Council is committed to continuing with PIP.

Foodbank Strategy

We are committed to eliminating the need for foodbanks in Aotearoa New Zealand. As one step towards this we worked with the Ministry of Social Development (MSD)

to help develop their foodbank strategy. This aims to ensure that people receive their full entitlement to government assistance and that there are good procedures in place when people seek emergency food assistance. We have not formally endorsed the strategy, but believe it is a good first step towards eliminating the need for foodbanks in NZ.

Debt Research

Our member sites consistently identify debt as being a key factor in increasing the hardship low income people face. In order to address this we developed a research project looking at the impact of debt on low income families. We plan to use our research to help advocate for policies to reduce the impact of debt on low income people. A first step was our submission on the *Consumer Credit Bill*, where we successfully advocated for policies to protect people against the exploitative practices of some credit providers.



The Housing and Poverty Policy Group members for this year were: Campbell Roberts (convenor), Anne Hurley, Keith Taylor, Mike O'Brien, Karen Morrison-Hume, and Stephanie McIntyre.

We publish two bi-monthly newsletters, the General Social Services Mailing (GSS) and the Services for Older People Mailing (SOP). These are sent to over 250 of our members' social service sites. Our mailings provide a range of information and aim to inform and enable members.

We also provide more detailed resources to support our members' social service sites. This includes our quarterly Poverty Indicators Project report. Other resources provided this year include *A Short Guide to Government*, which provides a basic

understanding of the budgetary and policy cycle, information about the structure of the relevant government departments and key contacts within them.

The NZCCSS Secretariat provides information in response to enquiries from member sites and the media. In the last year they have responded to a large range of enquiries including: how to write a press release, how to make a submission, requests for more information about specific legislation, statistical information on poverty and much more.

Over 1/3 of New Zealand's children live in poverty. We believe that poverty and the growing gap between rich and poor are unacceptable in a just society.

Working for a Just and Compassionate Society

Over the last year one of the key strategic issues for the Council has been to ensure that the Government gives priority to eliminating poverty. Some of the key steps we took this year to do this included:

- Preparing an extensive set of post election papers for the incoming Government, focused on poverty.
- Holding meetings with key Government Ministers and opposition parties to reinforce our message that poverty needs to be urgently addressed.
- Taking a leadership role in the issue of problem gambling, which contributes to the hardship of many low income New Zealand families. We took a strong position in trying to strengthen the Responsible Gambling Bill to allow more community control

over the placement of pokie machines and the distribution of the proceeds of gambling.

- Helping advise the Church Leaders during their meetings with the Government. The Church Leaders have been having ongoing discussion with key Government Ministers, including the establishment of a working party on housing.
- Taking a leading role on pushing for changes to the Consumer Credit Bill, to ensure it more adequately protected low income people against debt and exploitative practices.
- Continuing to work with the Ministry of Social Development to ensure that the new work requirements on the DPB are not having an adverse effect on parenting.

Children and Families

Out of concern for children and families - particularly for those who are most vulnerable - NZCCSS has continued to work for policies and practices that improve the safety and quality of life of children and families.

The Council focuses on children and families by:

- advocating for policies that improve the situation for those at-risk
- advocating for Government to provide clear processes and adequate resources so that a full range of child and family services are delivered appropriately
- providing timely and relevant information to members about child and family issues.

Working in Partnership with CYF

The Policy Group has identified improving the quality of statutory care and protection work as being a key part of improving the safety and quality of life of children and families. As a result we have worked hard to develop an excellent relationship with the Department of Child Youth and Family (CYF). This allows us to have input into key strategic and policy issues and ensure that projects and decisions are grounded in the realities of social service delivery.

Some of the key issues we have worked with CYF over during the past year include:

- how to improve Care and Protection Resource Panels;
- the CYF Baseline Review (which is deciding on the objectives and re-

sourcing of CYF);

- the development of protocols to facilitate the sharing of information between CYF and the community sector; and
- the development of outcome measures for the care and protection community.

Representing Christian Social Services

As part of our commitment to improving the quality of statutory care and protection work we have representatives on a number of key CYF forums including: the New Directions group, the CEO's forum, the Care and Protection Blueprint Group and the Local Services Mapping Steering Group.



Our representatives provide a Christian Social Service perspective in these key decision-making forums. They help to ensure that strategic decisions reflect the reality of social service practice and that decisions are conducive to improving care and protection practices.

Monitoring CYF Practice

Our unique position allows us to link broad strategic decisions and day to day practices. As part of this we have been monitoring our members' perceptions of changes in CYF's care and protection and collaboration practices to see whether the changes CYF makes at a strategic level improve the situation of children and families in need. We have conducted two surveys of members' perceptions during the last year and conveyed the findings of these surveys to senior CYF management and key Government Ministers, with the aim of helping CYF to improve their frontline practices.

The Child and Family Policy Group members for this year were: Judith Petersen (convenor), Eric Allan, Elgin Graham, Craig Fleury, Vaughan Milner, Carol Phillips, Shaun Robinson, Robyn Pope, Jocelyn Wilson and Dave Wood.

Local Services Mapping

We believe that community decision-making over the funding of community services is vital. We have therefore been a key supporter of the process of Local Services Mapping (LSM), including having a representative on the implementation steering group. LSM allows communities to have a key role in a planning process with CYF, to assess the needs of their community and to advise how to best address those needs. We believe that LSM is a positive step towards working collaboratively for the benefit of our communities.

Housing and Poverty

NZCCSS is committed to giving priority to the poor and vulnerable members of our society. We continue to work for the alleviation of poverty and ensuring a decent standard of housing.

The Council focuses on poverty and housing by:

- documenting the hardship suffered by many low-income families
- advocating for policies that will immediately reduce poverty with long-term effect
- developing and advocating policies that will ensure appropriate and affordable housing for all New Zealanders
- providing members with timely and relevant information on poverty and housing.

Poverty Indicators Project: Foodbank Study (PIP)

We believe that documenting the poverty and hardship faced by so many low income families is a crucial step towards reducing poverty. The PIP project, run by the Council and seven participating foodbanks, is one of the few pieces of New Zealand research which documents poverty. It collects information on the socio-economic status of people who, through poverty, resort to using foodbanks. PIP has consistently received media exposure and raised public and political awareness of poverty.