



Less social housing and greater need

Paul Barber

Two years ago NZCCSS reported on the Churches Housing Summit held in February 2015 that was called in response to quickly changing government policies concerning state housing, social housing and community housing sectors ([Social Housing – Show me the houses?](#)). Two years later, what has changed?

Overall the lack of supply of affordable housing for people on low incomes remains a huge problem and has increased in intensity over the past two years.

Despite a lot of work and good progress in some areas, particularly emergency housing and community

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Latest publicly available figures

	Then (2015)	Now (2017)
LESS social housing	84,875	83,852
MORE urgent housing need (Priority A 'at risk, in severe and persistent housing need')	1,828	3,189
UNCHANGED housing stress for low income families	43%	43%
INCREASING homelessness	41,000	45,000?

housing, the lack of overall progress means the crisis of need is still growing.

It is clear that central government must take a more direct and stronger lead in building more social housing itself (through Housing NZ) while partnering the community sector and others to increase overall social housing supply.

The table above summarises the movements in headline indicators that affect people on low incomes and with high housing need.

While the number of community housing units has grown strongly over the past two years, it has been offset by the decrease in local authority housing and in government-owned

Housing NZ units, meaning overall there is less social housing now than two years ago.

At the same time, the number of people in the highest housing need has nearly doubled. The number of people in Priority A on the [Social Housing Register](#) has increased by 74% in the two years to December 2016. These are people who have made it through the government housing assessment process and have been identified as being at risk and in immediate and severe housing need.

Close to half (43%) of all low income households are paying more than 30% of their income in rent or mortgage and this has not decreased

Defending the privacy of client data

Trevor McGlinchey

Nzccss has joined with others from the ComVoices network to take a leadership role in opposing the collection of Individual Client Level Data. This work has included supporting the crafting of an [issues paper](#) and a [letter to Ministers](#). While the [recent agreement](#) to delay implementation for specialist sexual violence services is welcome it does not go far enough, nor will it allay the fears of many vulnerable clients



to sharing their data with MSD or with the Ministry for Vulnerable Children, Oranga Tamariki.

We have attended many meetings with officials where they have continually affirmed that their ministers are determined to have individual client level data collected. In their recent communications with service providers Community Investment asserts the collection of individual client level data will support them to determine whether clients:

- receive the right mix of services available to them
- receive services that meet their needs
- access services that achieve results

Read a detailed analysis of the changes to social and community housing since 2015 on the NZCCSS website: www.nzccss.org.nz

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Yet nowhere in the information does it say *how* this data will be used to ascertain the right mix of services, or *how* individual level data can identify client need or ensure they access services that achieves results.

NZCCSS along with others has asked for more detail, for an explanation of *how* the data collection will be used to achieve the things they say it will.

On 3 October 2016 NZCCSS made an Official Information Act Request seeking a range of information regarding individual client data collection. This information was finally received on 16 March 2017. Garth Nowland-Foreman has written his analysis of the information received and this is published in another article in this edition of *Kete Kupu*. Of note is the lack of any explanation of *how* the Individual Client Level Data collected will achieve any of the claims made. This reinforces NZCCSS's opinion that Community Investment

needs to provide more detail into how the data will be used to generate information that will inform them of appropriate service mix, client needs and client success – and demonstrate how valid and reliable this evidence will be.

Social services providers are not opposed to collecting data to demonstrate the effectiveness of their services. Our members would provide a mix of anonymised and identifiable data directly to the Statistics New Zealand operated Integrated Data Infrastructure (IDI) as this data, once matched, is anonymised and the individual identifiers are protected from disclosure by both legal and ethical frameworks. We would like to see more work going into this as a viable solution to the quandary we are currently facing. ■

Intrusive data collection justification looks thin and dubious

Garth Nowland-Foreman

The Ministry of Social Development (MSD) is controversially demanding identifying information about individual clients in exchange for its funding from 1st July. Charities and other non-profits providing essential social services are concerned this may put off vulnerable people seeking help when they need it most. It also has the potential to undermine one of the key reasons for partnering with non-profits – we are able to establish trust and effective working relationships with disenchanted people because of our independence and ‘arms-length’ from government. It is even more annoying that this major policy shift has been imposed in a heavy-handed, take-it-or-leave-it basis – rather than engaging collaboratively with these front-line organisations to come up with a workable solution.

Last year, New Zealand Council of Christian Social Services sought more information from MSD (under the Official Information Act) on the gathering and reporting of Individual Client Level Data, assessments of its impact, and advice to MSD from the Office of the Privacy Commissioner.

A swag of papers arrived last week, almost six months after the original request was submitted. MSD explains this unusual delay was to ensure they

were able to be comprehensive in gathering information from many different documents. This makes the thinness of the response all the more surprising:

- Very little information is provided to justify this intrusive collection (two or three similar bland sentences are repeated time and time again);
- Very little consideration appears to have been given to its impact on the charities and non-profits funded, nor their clients; and
- Only informal, verbal consultation appears to have occurred with the Office of the Privacy Commissioner (so informal that no notes are provided).

Rationale weak

The rationale in the OIA papers for this major policy shift is very weak. In document after document, MSD argue that confidential information identifying individual clients needs to be collected “so that it will be clear what results are being purchased for different *types* of clients” (emphasis added). Clearly this does not require identifying individual information. Beyond these generalities, no examples are provided in the documents about how the information could be used, what questions could be asked,

or what answers provided. Bland demands to know that “the right people are getting the right services” will also not be effectively answered by the data MSD currently want to collect.

Sadly, this has been a missed opportunity for the department to work alongside the front-line services to collaboratively identify how the most useful and meaningful monitoring data could be collected, rather than making pronouncements and threats from on high. Non-profits are no less committed to making the most impact with limited resources, than the best-intentioned government department. On a bad day, the current approach can seem to be based on assumptions that we need to be bullied or blackmailed into being interested in results.

‘Just in case’ not ethical

Based on the documents released, it seems the department has fallen into the trap of many novice researchers – it appears as if it is planning on collecting as much information as it can, ‘just in case’! While understandable, with the current government’s recent discovery of Big Data, this is an expensive newbie mistake, which is also considered by many to be unethical – especially when it is a party

INTRUSIVE DATA COLLECTION JUSTIFICATION LOOKS THIN

with power over your life collecting the data. Personally, I would like MSD (and all government agencies) to subject themselves to a simple discipline of only collecting information they can collate, analyse and feedback to those that provide it within, say, six months – even 12 months would be better than nothing.

The OIA papers also give the appearance of a basic confusion and conflation of three important but different processes: monitoring, evaluation and research. Rather than spending a fortune on collecting and analysing quite a lot of very ‘thin’ data (gender, age, ethnicity), it is often much more effective to gather rich and deeper insights from well-constructed research – like the Dunedin Multidisciplinary Health & Development Study. As well as not requiring mass citizen surveillance, such research can ensure greater reliability and validity. Elsewhere MSD even argue that all this extra monitoring will reduce the need for evaluations. It is bizarre to expect an individual local service to ‘prove’ its approach works. This requires properly constructed research on a much larger scale. Mixing evaluation with monitoring also risks corrupting data with perverse incentives. To over-simplify: monitoring can tell us ‘what’; evaluation has the potential to add ‘how’; and good research can begin to answer the elusive ‘why’ questions.

Is client data safe?

The papers released so far also do not give confidence that the department has in place adequate systems and hardware to protect privacy. And now that Social Development Minister Tolley is hesitating about collecting confidential client information from “providers of specialist sexual violence services”, it can appear like a de facto admission that MSD does not yet have a fully secure and trustworthy system in place. The 12-month exemption for specialist sexual violence services may help get the issue off talkback radio. However, if the Minister still needs further reassurances that MSD can “safely and securely” collect confidential client information from one set of services, how can we and our clients have confidence in the safety and security of personal information collected from other services (many of which also deal with sensitive issues, like domestic violence, child neglect and debt)? All the more so, given MSD’s track record of privacy breaches in recent years. The standard funding contract proposes that confidential information can be provided to any employee, anywhere in the department.

At one point among the mass of OIA papers, MSD argues that the reason for collecting identifying personal information is to enable data-matching across various other government agencies. This would

indeed require identifying personal information, but also requires a massive, ‘Big Brother’-like, centralization of government-wide data collection. This would effectively be a backdoor national identity number for the poor and vulnerable who happen to need help from a social service, which New Zealanders have been reluctant to adopt in the past. Given all the extraneous data collected it is dubious this would tell us much about results of a particular service in any meaningful way. If this is the real justification, let’s have an debate up-front about big government data-matching – its advantages and disadvantages, its costs and benefits.

After being approached by non-profit organisations, the Privacy Commissioner is currently investigating MSD’s demand for client level data, and is due to report at the end of March. ■

Garth Nowland-Foreman is a voluntary NZCASS council member and the chair of Christchurch Methodist Mission, as well as co-chair of the Tangata Whenua, Community & Voluntary Sector Research Centre, and chaired the Johns Hopkins International Comparative Nonprofit Study in Aotearoa New Zealand. He is a director of LEAD Centre for Not for Profit Leadership. The opinions expressed in this article are his personal views, and do not necessarily represent any organisation with which he is involved.

Never again - open letter on abuse in state care



Race Relations Commissioner Dame Susan Devoy has been joined by a host of other prominent New Zealanders in calling for an independent inquiry into the abuse of people in state care. The [Never Again open letter](#) calls for an inquiry to ensure that the voices of those affected by abuse are heard, the lasting and profound impact of the abuse recognised, and most importantly, lessons learned from past mistakes inform the future of children in state care.

Aotearoa's Lost Generation

Dame Susan talks about [Aotearoa's Lost Generation](#) in relating the story of one 10-year-old boy caught stealing lollies, taken away from whānau and placed in a boy’s home where he endured long stretches in isolation. His parents died while he was in the home and after his release he was housed with a series of strangers who physically and sexually abused him. He ended up being in and out of prison and did not make meaningful

contact with his whānau again until his old age.

This is just one story, yet over a 40 year period some 100,000 children and vulnerable adults were put into state care and the majority of them were Māori. Many of those people have never had their stories told, but many stories of abuse have emerged in recent years and the Ministry of Social Development’s response is not sufficient and more must be done.

Take Action - Sign the Open Letter

People are invited to add their names to the list of signing the letter. Find out more about why an inquiry is needed and go to the [Never Again](#) online petition at www.neveragain.co.nz ■

Hope in action around the country

Updates from social services

Giving new confidence and self-esteem

The [Anglican Trust for Women and Children](#) in Auckland reports their Camp Orama gave mother Leastr Davis the chance to deal with her fears and insecurities while being with her children, who she had just recently lost custody of. She was able to be there as her 8 year old son stood up in front of everyone at the camp to tautoku visiting kaumatua. In her own words she says how

being on the camp and receiving so much positive feedback has had a huge impact on me and I have come back feeling more confident and stronger.

Continuing anxiety and family stress

The [Christchurch Methodist Mission](#) reports that the recent Kaikoura earthquakes have highlighted that many children in Christchurch are continuing to struggle with anxiety. This is one of the key areas the CMM Community Response Team is dealing with in their work with primary and intermediate schools in Christchurch. While there is DHB

help for children with severe anxiety, those with moderate anxiety do not qualify and the team seeks to work with the children and their families to build resilience and learn skills to cope with the on-going effects. While the number of schools they are working with are reducing, the remaining work is becoming more intensive in focusing on complex issues for families such as housing, lack of income, social isolation, relationship and parenting problems. The social and community worker teams are also putting a greater emphasis on supporting vulnerable families with children with special needs.

[Spark of Life](#) for those living with dementia Presbyterian Support Otago is one of the aged care organisations implementing this approach in New Zealand. The [Spark of Life](#) approach works by focusing on effectively meeting the emotional needs of people with dementia – to feel appreciated, joyful, loved, and involved. When practiced by trained carers,

the approach results in people experiencing improvements in memory, language, communication, social interactions and behaviour.

With more than 60,000 people currently living with dementia and the number expected to increase greatly in coming years, there is a growing need for aged care and the wider community to better understand how to support people to living well with this disease.

Prison Literacy Programmes help to reduce re-offending

In Dunedin, Methodist Mission Southern offers a [series of literacy programmes](#) that help people in prison learn to read so that they can pass a drivers license – driving without a license is one way they end up re-offending. Another programme, the Intensive Literacy and Numeracy, focuses on preparing prisoners for industry training opportunities, while StoryBook Dads help fathers to connect to their children and whānau. The men read a children's book and record a personal message onto a

'If you have come to help me, you are wasting your time.
If you have come because your liberation is bound up
with mine, then let us work together' (Lilla Watson)

DVD that is then sent home to their child, along with a copy of the storybook, and a 'storysack' full of activities hand made by the men that relate directly to the story and create further opportunities for engagement.

The Soup Kitchen

The [Sisters of Compassion](#) have been running the soup kitchen in Te Aro Wellington since 1901. More than a hundred years later, breakfast and dinner are still offered to those in need but they also can find support, advocacy and opportunities to bring dignity and control into their lives. The Soup Hub offers access to computers and training as well as help with preparing CVs and job applications. There is also a community garden at Owhiro Bay that is looked after in by a weekly outing those involved in the Soup Kitchen.

The Foodbank Project

The Salvation Army and Countdown are combining to run [The Foodbank Project](#) that

encourages shoppers to donate women's sanitary products, which are often things that women struggle to fit into their budgets as they struggle to get by on low incomes. Last year when the initiative was launched with the support of MP Louisa Wall, she pointed out that sanitary products are not a luxury, but some women end up staying home during their periods or put their health at risk by using makeshift solutions because they cannot afford to buy the expensive sanitary products. [Pam Waugh from the Salvation Army](#) reports that to date more than 11,000 products have already been donated but more are needed. During the fortnight ending 5th April, Countdown is offering a special price on its products and encourages customers to be generous in donating products at the Food Rescue bins in store or online.

Countdown itself has donated \$5,000 worth of products to get things started. ■



ELECTION ISSUES 2017

Housing and Inequality

The most recent [Roy Morgan poll](#) asking people 'what is the biggest problem facing New Zealand' shows that housing and homelessness have emerged to join inequality and poverty as the leading problems that people are concerned about.

It will be no surprise that the ongoing concerns of those working in social services in communities around the country will drive our NZCCSS election year work. People continue to struggle with low incomes as a result of continuing inequality while finding housing to rent or buy is not improving for those on low incomes. Indeed the crisis is sharpening in some areas as house prices in regions outside of Auckland rise. Families with children and all those living on a benefit (hundreds of thousands of people) are particularly impacted.

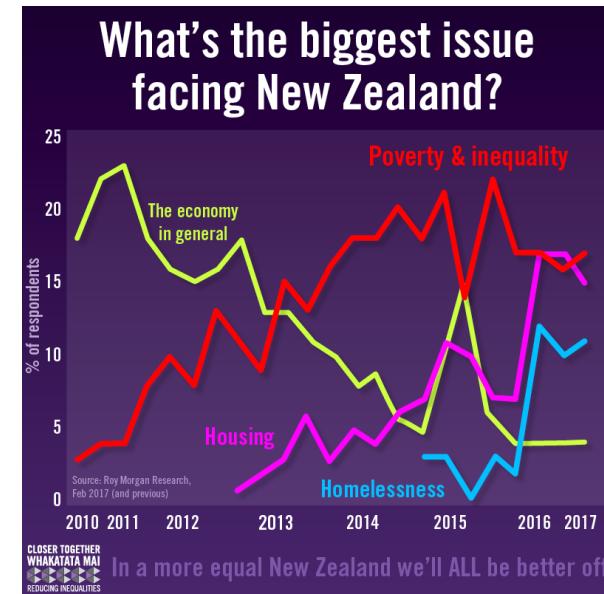
Social services are the essential parts of the web of supports that help communities to thrive. This year is perhaps the most uncertain time that social services have faced for many years. The 'perfect storm' of years of inadequate funding, a total revamp of funding contracts for NGOs working with MSD, and a complete restructure of the Department of Child, Youth

and Family into a new Ministry for Vulnerable Children, Oranga Tamariki, means huge risks that the end result will be services closing and families and communities losing support.

The aged care sector works with somewhere in the region of 100,000 older people either living in rest homes or receiving support in their own homes. More than 50,000 people are employed working with older people to support them and improve their wellbeing. The not-for-profit aged care organisations in our NZCCSS networks are more focused on meeting the needs of older people on low incomes and with high needs, yet face funding systems that are inadequate to meet current and future needs.

Your feedback invited

NZCCSS is working on identifying issues that are important for the people and communities that our social services work with. We do not have the



resources to conduct extensive polling or feedback sessions but we are working with our national governing Council and our Policy Groups to identify key concerns and welcome any further feedback from those in our networks, so please contact us at admin@nzccss.org.nz or 04 473 2627.

Scoop Election Journalism

Meanwhile [Scoop](#) is 'crowdsourcing' [election journalism](#) and asking readers to choose the issues they think most important in the upcoming election. The commitment to keeping media open, accessible and supportive of effective democracy is an essential element in times when claims of truth and fact are more disputed than ever. ■

Keeping Faith in Politics Election Series

Centre for Theology and Public Issues Wellington

Seeking the Common Good in a World of Self-Interest

31st March, 6:00pm Refreshments,
6:30pm Lecture
Wellington Cathedral
(45 Molesworth Street, Thorndon)

The Least and the Last in a World of Inequality

27th April, 6:30pm
JJ Murphy's Pub (Cuba Mall)

Protecting the Planet in a World of Ecological Crisis

25th May, 7:00pm Refreshments,
7:30pm Roundtable discussion
St John's in the City
(Corner of Willis and Dixon Streets)

Liberation and Restoration in a World of Mass Incarceration

29th June, 7:00pm Refreshments,
7:30pm Panel discussion
Central Baptist Church
(Boulcott Street)

Honest Leadership in a Post-Truth World

31st August, 6:00pm
St Andrews on the Terrace

For more information please visit
www.otago.ac.nz/keeping-faith

Image credit: Artist Unknown



Centre for Theology and Public Issues
Te Pokapū Whakapono me Ngā Take ā-Iwi



Garage rental landlords taken to court

The Ministry of Business Innovation and Employment (MBIE) has taken landlords to court using new powers from the changes made to rental laws last year. The changes mean that the government can take action against landlords breaching tenancy rules without requiring the tenants themselves to go to court.

People renting are often reluctant to complain about poor quality housing that is damp and unhealthy, unfair rents or other issues, because they fear eviction or simply do not want the word to get around that they are “difficult” tenants. MBIE has established a new [Tenancy Compliance and Investigations Team](#) that has the power to take action on behalf of tenants and has now used that against a South Auckland landlord who was illegally renting out a garage. The there was no building consent for the garage where a family with a young child was living. The landlord had to refund more than \$15,000 in rent as well as pay damages of \$750.

Tenant advocate and Christchurch Tenants Protection Association manager Di Harwood [said that this prosecution puts landlords “on notice”](#) that they must keep to minimum standards and the rental laws. A [Manurewa social worker Rene](#)

[Moana Darlington told RadioNZ](#) that sub-standard rentals are a fact of life for people and it is important the vulnerable people have a way to have their voices heard.

Hundreds of Complaints

Since the news laws came into force in July 2016, [MBIE reports there have been 242 complaints](#), most of which were found to breach current rules. Most of the complaints have been dealt with through a compliance agreement with landlords (76 cases) or through providing advice to landlords about how to comply with the law. Only three cases have been taken to the Tenancy Tribunal although this involved landlords of a total of 199 properties.

Taking action as a renter

If you think the rental laws are not being followed and want to take action contact the government’s [Tenancy Services offices](#) and they can advise you about how to make a complaint. There are Tenancy Services in all the main centres and appointments can be arranged in some regional centres as well. The Tenancy Services website offers a lot of useful information for those renting as well as for those who rent out properties.

Tenant Advocates Networking

As in many other parts of life, it seems that without the support of an advocate many people are not able to get a fair deal. NZCCSS is helping co-ordinate a national group of those who are involved in tenant advocacy work. While there are currently three organisations that focus solely on tenant support and advocacy – Tenants Protection Association Christchurch, Manawatu Tenants Union, and Tenants Protection Association Auckland, other national networks like Citizens Advice, Students Associations, Community Law, and NZCCSS’ own member social services are often involved in helping people with their rental situation. We would like to make contact with organisations and networks that are actively involved in supporting people who are renting, especially those on low incomes, in vulnerable situations in the community or renting in the private sector. The aim is to share information and build knowledge and skills in helping improve the experience of people renting.

Contact Paul Barber, paul.barber@nzccss.org.nz 04 4732627 if you would like to be involved. ■

Housing First tackles Auckland homelessness

NZCCSS member agencies in Auckland continue to lead the way in responding to homelessness in Auckland. The launch in March of the Auckland Housing First initiative is a collaboration driven by [LifeWise](#), the [Auckland City Mission](#) along with [VisionWest](#), [Affinity Services](#) and Wise Group’s [LinkPeople](#) and funded through MSD and the Auckland City Council. The [plan is to house 472 homeless Aucklanders](#) currently living on the streets or close to ending up homeless over the next two years. Government funding of 3.7 million and another \$1 million from Auckland Council is being spent to help people get off the streets and into housing they can stay in longer term.

LifeWise CEO Moira Lawler [spoke about the project at the launch](#), about the challenges of delivering results in the two year timeframe for the work. An exciting aspect of the project is developing a kaupapa Māori framework for Housing First. More than half of those living rough are identified as Māori. Rau Hoskins from [Te Matapihi](#), spoke about the importance of Māori looking after Māori and the ownership and manakitanga of Auckland iwi such as Ngati Whatua for the project, linking to pakainga housing projects and other

iwi supports. Another core aspect of Housing First is involving those people who are homeless or have experience of homelessness in designing and working on the programmes and some aspects of this work are featured on the [LifeWise website](#).

The Auckland project aims to emulate the achievements of the Peoples Project in responding to homelessness in Hamilton. That project reports that it has been [able to house 78 of the 80 people identified rough sleeping in Hamilton](#) two years ago. As George, one of the people who has found a home through the Hamilton project says,

I’ve got my own place now. I know who to get in contact with if I need help. And I’m staying away from the wrong crowds.

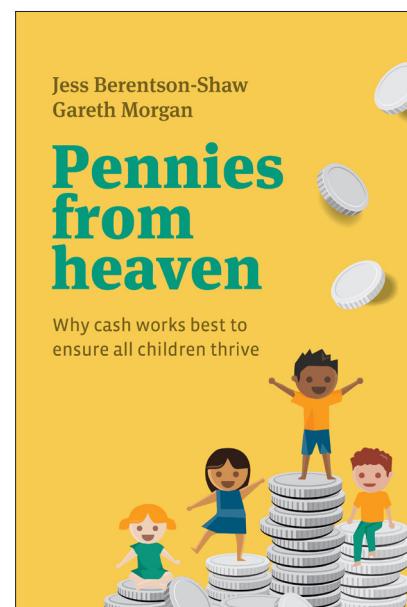
Housing First is an approach to dealing with the rough sleepers and street homeless, the most visible face of homelessness, that begins by focusing on providing a home for them and providing the necessary support for people to stay in the home provided. Originating in Canada through the work of housing advocate Sam Tsemberis, the idea is catching on in New Zealand. Find out more about [Housing First on the Community Housing Aotearoa website](#). ■

Cash works best for children

Book review: *Pennies From Heaven: Why cash works best to ensure all children thrive*, by Jess Berenton-Shaw & Gareth Morgan

"Money works. It works when it is given unconditionally and it works best for those on the lowest incomes..." (p.203)

This [new book published in March](#) by the Morgan Foundation has done us all the service of focusing on the evidence of the effectiveness of cash assistance compared to "in-kind" assistance in lifting children out of poverty.



The book re-visits many elements of the material already exhaustively covered in other publications such as the [Children's Commissioner's Expert Advisory Panel on Solutions to Child Poverty](#), or Jonathan Boston & Simon Chapple's book on [Child Poverty in New Zealand](#) or the many reports and publications generated by the child advocacy groups in New Zealand such as the [Child Poverty Monitor](#), [UNICEF](#), [Child Poverty Action Group](#) or indeed [nzccss' own work on child poverty](#).

Money without strings attached

The distinctive feature of this book is the clear focus on outlining a cost-effective response to child poverty that is both effective and affordable. The many options of support available to reduce child poverty are considered and the research evidence is carefully looked at, such as health programmes, food in schools, education programmes and other types direct and indirect assistance.

The conclusion after reviewing all the evidence is that direct cash payments to households with children work best. The best form of direct cash assistance is a payment that goes to ALL children under three years and without conditions attached (e.g. parents must be seeking employment),

plus a basic income for low-income families. The reasons for the effectiveness of such payments are numerous but a vital reason is that it means no child misses out. A fundamental weakness of targeted support is that the support often misses the "target" and does not reach all children who need it.

We should do the same for children as we do for older people – pay them a basic income that is set above recognised poverty lines. Our NZ Super ensures that New Zealand has one of the lowest rates of poverty among older people of any country in the world. We cannot say the same for children in this country.

Wealth Tax

The book also answers the question of how to meet the costs of such a child payment. Here the authors draw on another of the Morgan Foundation's books, *The Big Kahuna* and its proposals for a wealth tax. A small annual wealth tax focused on those with high wealth is the means by which the enormous wealth gains that are going to a small group of people in this country could be harnessed to help all children in this country, with some additional payments to children in higher need. ■

Seniors housing stays in the community

The future of affordable housing for seniors is looking better in at least one part of Auckland. In December 2016, HBH Senior Living purchased the Stevenson Village rental housing units in Howick. The units have been providing affordable housing for older people since the mid-1970s and had been put on the market by the original owners, the Stevenson Trust. [CEO of HBH, Bonnie Robinson welcomed](#) the opportunity for HBH to buy the village describing it as a "natural fit" for their values-based organisation:

We want to make sure that this wonderful resource of affordable housing for older people remains available now and in the future.



Stevenson Village.
www.hbh.org.nz

By taking the step into affordable rental housing for older people, HBH is one of many church-based organisations stepping up to meet the growing need for affordable housing for older people with lower incomes and few assets.

As [housing researcher Kay Saville-Smith reports](#), the home ownership rate among older people is falling and more people will be needing affordable rental housing in coming years. Along with the partnership between [The Selwyn Foundation](#) and [Auckland Council](#), the HBH move represents another very practical response from church-based social services to a growing need. ■

Innovation in aged care

NZCCSS social services continue to lead innovation in aged care

The Selwyn Foundation has three new developments under way in Auckland and Cambridge that focus on a model of living for older people needing rest home care that seeks to create small households within larger aged care complex.

Selwyn Foundation CEO Garry Smith explains that the aim is for households of 12 people within the larger community of the care home that will help those living there to have a real sense of belonging and be truly at home.

The building design combines with an approach to care planning that Selwyn calls a “care partnership” focussed on all aspects of a person’s well-being. Developed by the Foundation’s Institute for Ageing and Spirituality the care partnership has residents direct the care team on what is important to them, identify their unique needs and what they want out of life. The care team supports and guides them in this.

The Eden Alternative makes a difference

NZCCSS aged care services are among the leaders in developing the models of care built around the principles of the Eden Alternative.

Presbyterian Support Central has aged residential care homes that are throughout the lower North Island using the Eden Alternative. In the South Island, Presbyterian Support South Canterbury and Archer

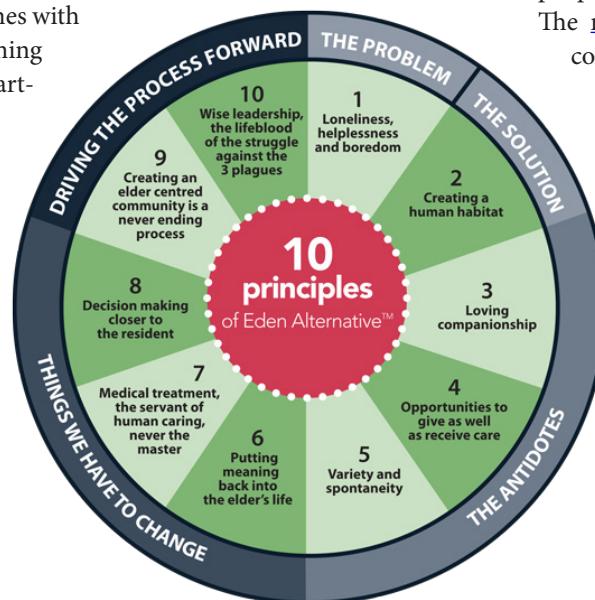


Ivan Ward Care Centre, Selwyn Village
www.selwyncare.org.nz

Care in Christchurch are also Eden accredited.

Research just released helps confirm the positive impact that the Eden Alternative has on the lives of people living in residential aged care. The research by Massey University compared outcomes for people living in two locations run by private sector aged care provider MetlifeCare, one of which has implemented the Eden Alternative and another that has not yet done so.

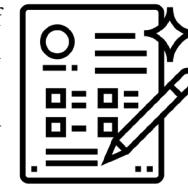
The results showed large differences in older people’s satisfaction on being treated with respect as well as much higher satisfaction with quality of life between the Eden alternative and standard care home. ■



interRAI costs outweigh benefits

A post-project review of the implementation of the interRAI needs assessment tool into aged residential care has been released by the new Associate Minister of Health, Nicky Wagner. In welcoming the report she also referred to ‘teething issues’ in the roll-out process. NZCCSS aged care providers have been dealing with these “teething problems” during the entire implementation and the most challenging problems remain unresolved – the inability of the system to interact with other computer systems routinely used in the management of aged care as well as the lack of interoperability with systems used by doctors and primary care services or hospitals.

Most of the promised benefits of the new system have not yet begun to really make an impact, even for those who have worked with the system since its inception more than three years ago, yet the costs and disruption to front-line care services are ongoing. The report concludes that the



main benefits have been for the District Health Boards and their needs assessment teams, while service providers continue to face such issues as higher training costs, increased administration and data entry time for nurses that takes away from their time with residents.

Is aged care getting better?

The biggest omission in the evaluation report is that its scope was limited to evaluating the process of implementation. It does not make any detailed attempt to measure whether the quality of care for older people living in rest homes has actually improved as a result of the interRAI implementation. Following on from a similar report on the introduction of audit and certification from last year, we are still none the wiser about whether outcomes in terms of well-being for older people living in aged care are actually getting better.

The full report is on the interRAI New Zealand website for download. ■

Take action – make a submission

Domestic Violence – Victims' Protection Bill

In a rare show of Parliamentary unity all MPs showed their support for victims of domestic abuse and have all supported the first reading of MP Jan Logie's Members Bill. The Bill would enable victims of domestic abuse to receive ten days of paid leave from employers to help them move house, attend court hearings and consult with lawyers. This is a great step forward and demonstrates increased societal awareness of the harm done by domestic abuse and the need to support victims to make change.

The Justice and Electoral Select Committee is inviting public submissions on the Bill with the closing date of **28th April**. You can show your support for this by making a submission. Go to the Parliament website page for the Domestic Violence – Victims' Protection Bill to find out more.

Oranga Tamariki legislation update

Sonia Scott

What does a safe, loving and stable home look like? And who is best to provide this? These are the questions at the core of debate on a bill (Children, Young Persons, and

Their Families (Orange Tamariki) Legislation Bill) before the Social Services Select Committee that sets out changes to child welfare services, and that will underpin the direction and scope of the work of the Ministry of Vulnerable Children, Oranga Tamariki, and the decisions made by social workers in communities.

While there is broad agreement that much more needs to be done to improve the outcomes of children and young people whose parents struggle to parent safely, there is broad dissent from Māori about how this is done and who should be involved.

Sitting underneath all of this are the stories of abuse while in state care during the 1980s and 1990s, the velocity at which Māori children were picked up and put into care for very minor actions, the link between high rates of Māori in state care going into state prisons, and the Race Relation's Commissioner, Dame Susan Devoy's call for a national apology to Māori for institutional bias.

This, alongside the work of Judge Carolyn Henwood on the Confidential Listening and Assistance Service panel and research by Elizabeth Stanley for her book, *The Road to Hell: State Violence Against Children in Postwar New Zealand*, all point to the need for the whole of society to understand the

insidious cultural context that was at play at this point in time. As has been loudly pointed out, we need to ensure such misery is never repeated as we venture towards a new quest to improve outcomes for Māori, and a new state Ministry for Vulnerable children (Oranga Tamariki).

I found it hard at school. I wagged school all the time. I was walking the streets one day and I got picked up by the cops. They took me home and nobody was there because my mother was working. So he took me to Ōwairaka Boys' Home. I thought I was only going to be there a night or maybe until my mother got home from work. But I ended up being a state ward and I was a state ward for five years going from boys' home to boys' home. I don't think I had any education in those five years.

The separation also badly affected his mother.

She didn't have a vehicle in those days but she used to come and visit me at the boys' home twice a week.

So fast forward to 2017 and we have a bill that ironically gives away some of the fundamental learnings from the Puaot-e-atata-tu report, which underpinned the 1989 legislation and that sought to identify and address cultural bias within the then Department of Social Welfare. It is therefore unsurprising that Māori,

Māori organisations, and the Iwi Leaders are deeply troubled by this bill, fearing a repeat of the past, for example:

- An Open Letter to Whānau, Hapū, Iwi, Iwi Leaders Forum, Māori Members of Parliament, Māori National and Iwi Organisations – Hands off our tamariki
- The Māori Women's Welfare League – Waitangi Tribunal Claim challenging the policy changes proposed for the care and protection of children and young persons.

NZCCSS joined with our alliance partner, Te Kahui Atawhai O Te Motu (TKAM) to develop a submission which raised four key issues:

- the absence of authentic consultation with Māori;
- the preservation of the whānau first principle, which sat at the heart 1989 Act;
- more support for whānau to care for tamariki and rangatahi is needed;
- the need to acknowledge and address the link between poverty, inequality and child neglect.

There is clearly much to be considered by the Social Service Select Committee during its deliberations on this bill. The report on the Bill is due on 13th June 2017. Read the full NZCCSS submission here.

Kete Kupu

Word Basket

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