

Wellbeing in Focus – an Important Time for Your Voice to be Heard

Paul Barber, Policy Advisor, NZCCSS



Wellbeing is the word *du jour* in government as the Labour-led coalition seeks to shape how government

spending and reporting of progress will be assessed. The Government is undertaking a huge amount of consultation and seeking feedback far and wide on how it should go about its work.

Such opportunities for comment and input in to new policy development do not come around often and NZCCSS urges all those in our communities to take the chance to share you experiences and views, your stories of success and the needs and aspirations of the whānau, families and communities that you are part of. For some of the strategies and changes being talked this will be the

best opportunity in a decade for real change and there may not be similar chances for some time.

Greater Equality Leads to Higher Wellbeing

The NZ Treasury has been tasked by Finance Minister Grant Robertson with preparing a Wellbeing Budget in May 2019. To guide this approach Treasury is working together with StatsNZ to design a **Living Standards Framework for Monitoring Intergenerational Wellbeing**. NZCCSS is part of the Equality Network that is focusing on

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Going hungry in New Zealand | it's not on!

Trevor McGlinchey, Executive Officer,
New Zealand Council of Christian Social Services

Not knowing where your next meal is coming from, or “food insecurity”, in a country like New Zealand is not on. We are a food producing, first world nation. Yet food insecurity is a reality faced by too many of us. The New Zealand Council of Christian Social Services, the Auckland City Mission and the Salvation Army Social Policy and Parliamentary Unit have been talking about the need for structural change to ensure New Zealanders don't go hungry. The Peter McKenzie Project has provided a small seed fund to help extend this conversation. We would really like to talk to food charities and organisations that seek the kinds of changes in New Zealand's social and economic policies which will mean people won't need to rely on charity to feed themselves and their families. If you want to be part of this conversation, then please email us at: admin@nzccss.org.nz.

The last government encouraged a

charitable response to food insecurity, choosing to work with charities to meet the needs of hungry school children through charity and social entrepreneur provided breakfasts

“Not having enough food means I have no energy and getting food consumes my thoughts”

(“Charlotte”, quoted in the Families 100 Project, Auckland City Mission, 2014)

and lunches. Many other first world countries choose to feed their children through state-funded school lunch programmes.

Families who struggle to put food on the table go to foodbanks, food rescue centres and other charities to try and make ends meet. The Salvation Army reported the numbers of food parcels they distribute continues to grow each year, from

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GOING HUNGRY IN NEW ZEALAND



Foodbank donations

34,000 parcels in 2008 to 63,000 in 2017. Other members of the NZ Council of Christian Social Services also report similar or even more dramatic increases in demand for food. Many community-based and national organisations have grown to respond to this need and to feed the hungry amongst us.

Honestly, is it right that so many ordinary New Zealand families don't know where their next meal is coming from? The charitable provision of food has hidden the level of food insecurity in New Zealand. It also hides the impacts on the wellbeing

of those who suffer from it. Our strong charitable response allows for a continuation of government policies which rely on charity to disguise the persistent lack of sufficient nutritious food for many New Zealand's citizens. What is really needed is structural change that will ensure New Zealanders don't go hungry.

Let's start talking about the changes that are needed. We look forward to hearing from you.

Contact us at: admin@nzccss.org.nz.

This article is from ComVoicesCommunity.scoop.co.nz

WELLBEING IN FOCUS

the importance of reducing inequality in promoting greater wellbeing for all in this country. How wellbeing is distributed amongst New Zealanders is crucial and we argue that measures of income and wealth inequality need to be central to any monitoring framework. See article on p. 10.

The **Child Wellbeing Strategy** is being developed and the Child Wellbeing Unit in the Prime Minister's department is seeking comment right now on ideas for the strategy. NZCCSS Policy Advisor Sonia Scott has more on this in the article on p. 6.

Parallel to this, the **Social Investment Agency** set up under the previous National-led government is re-branding the social investment approach into "investing in social wellbeing". The SIA has hit the road

and is holding a series of workshops up and down the country as well as seeking feedback on what investment in wellbeing means in practice. Read more about this in Garth Nowland-Foreman's article on p. 4.

The Wellbeing of Older People

Wellbeing must also be at the centre when we look at the changes to key services for older people. NZCCSS is putting the wellbeing of older people and their whānau, families and communities at the centre of our responses to the reviews and consultations happening in this space.

The **Positive Ageing Strategy** is all about promoting positive attitudes to



Haumaru housing residents.

Photo courtesy of Selwyn Foundation

older people and responding well to the opportunities and challenges of our ageing population. The current Strategy has been around since 2001 and Minister Tracey Martin is asking for comment from all of us about how to refresh this strategy. See article p. 8.

Aroha tētahi ki tētahi
Let us look after each other

Shaping Strategy For Change

NZCCSS strategic plan update

Late June, Koukourārata Marae near Christchurch provided an idyllic, welcoming and peaceful setting for NZCCSS Council members and Secretariat staff to gather and reflect on strategic direction for the next three years. The tranquil waters of Port Levy and the craggy volcanic rocks of Banks Peninsular were the backdrop as the team sought to renew the vision and direction for our work.

The marae is a natural place to build relationships through whanaungatanga, sharing stories, hopes and aspirations. Koukourārata kaumatua and whānau shared their vision to bring whānau back to their ancestral land through horticulture, including growing ancestral foods at a commercial level, mussel farming and papakainga housing. We do not want our young people to come back to our land to live in poverty, they said.

It was also a good place for reviewing our organisation's Te Tiriti relationship, together with co-opted Council representative, Miri Rawiri from the Māori social services network Te Kāhui Atawhai o te Motu. There is good progress to report with more involvement of Māori in



Council and staff members enjoying the view over the harbour from beneath the three ancestral pou above Koukourarata marae.

the governance of NZCCSS, relationship building with Māori who are working within and together with our member social services, as well as positive reports on steps taken by member organisations to deepen their commitment with Māori.

Over the course of two days the Council pulled together ideas to refresh the five-dimensions of the NZCCSS strategy: Hope, Resilience, Lived Experience, Voice and Sustainability – reaffirming the general direction of travel, and keeping

the focus on medium to long term structural change to reduce poverty and inequality, building the mana of our children and young people along with their whānau and families, and continuing to value the wellbeing of the older people in our communities.

There is more work to do to finalise the revised strategic plan and we look forward to sharing the draft plan with our networks to help make it useful and impactful.

A Few More Pennies for NGOs

Grainne Moss, the CEO of Oranga Tamariki, told groups at the national provider Focus on the Future Hui on 28th June that organisations contracted through the department will receive a 1.3% funding increase from 1 July 2018. This funding has been made available from Oranga Tamariki operational budget after no increases to NGO funding were announced in the 2018 Budget. We thank Oranga Tamariki for this additional funding to the social service agencies they partner with.

In May NZCCSS and other sector groups expressed disappointment that the Government had not

recognised the extreme difficult funding situation of social services NGOs. This extra funding that has been found post-Budget is a belated but welcome recognition of the cost pressures community-based social service providers are facing. Unfortunately, after 10 years of no funding increases, a 1.3% increase is very much the proverbial drop in the bucket and will need to be followed by serious attention to the needs of community-based services that work in partnership with government agencies like Oranga Tamariki.

Focus on the Future Hui as New Legislation Comes into Force

NZCCSS Executive Officer Trevor McGlinchey was among the participants in the Focus on the Future hui hosted by Oranga Tamariki (OT). The hui brought together service providers working with children and young people and the focus was how to promote partnership and co-design. The new legislation enables young people aged 18–25 to be covered by OT support as well as a very clear direction to improve outcomes for Tamariki Māori. A brief summary and presentations from the are online at on the Oranga Tamariki website.

FAIR FUNDING FRAMEWORK

We now want to work with the sector on a more thorough review of funding levels for Care – with the aim of agreeing a transparent, sustainable funding framework.

What you told us in terms of 'design' principles:

- Focus on Tamariki. Money to follow the child.
- Link to actual costs of living and recognise operational and overheads.
- Outcomes focused. Clarity of what funding is to be used to achieve at both global and individual child level.
- Tailor made service that identifies cultural needs.
- Include principles around Transparency, respect.

What we are doing with the information we have received:

- We were clear that exactly the number of cases we need to get things right for the A&L and the make sure that we pay our providers for meet those standards.
- We have incorporated the feedback we received into the development of our 'design' principles for the framework.
- We have also built a 'header fee' if hybrid version of a possible model from the existing models our partners have shared with us.

The next opportunity to get involved is:

- We are now inviting feedback on step one how we turn our basic model into something that we can use collectively.
- During step one we want to ensure we have the right components captured so that we are fairly funding providers to meet the needs of our children.

We recognise that different organisations will have different ways of conceptualising so we want to make sure that different approaches can be mapped to our model.

- We will engage in our own annual actual costs on these components at a later date. The reason we are doing this in stages is so we can compare the system the right things without being driven by monetary implications.
- If you would like to be actively involved in this work, please provide your contact details here.

ORANGA TAMARIKI HUI POSTER

Investing in a better social investment

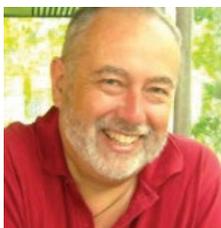
Garth Nowland-Foreman is a director of LEAD Centre for Not for Profit Leadership www.lead.org.nz. This article is from the July LEAD e-news

Nothing New Under the Sun

At least since the London School of Economics was founded in 1895, and especially since it established a Department of Social Administration in 1912 (with the dual purpose of carrying out investigations of social conditions and training of social workers), there has been a long history in social policy of unashamedly values-driven concerns to find empirical and evidence-based solutions to poverty, inequality and the great social problems of the day.

Speak Now or Forever Hold Your Peace

So although 'social investment' is not a new idea, the previous government got into trouble with the social services sector with its 'big data' approach, and in particular, for its policy of 'personal data for funding'. The new Minister for Social Development, Carmel Sepuloni, recently announced national consultations on the current government's new approach, which looks like being re-branded as "Investing for Social Wellbeing". These consultations, which we are now half



Garth Nowland-Foreman

This is the consultation, whose absence our sector rightly complained about under the previous government – so we need to be well represented at these hui and present strong and well-thought out positions.

The dates and places for the consultations are set out on <https://sia.govt.nz/our-work/yoursay/> – unfortunately not all the venues are listed so don't be afraid to email the Social Investment Agency for more details. In addition, on the same website you'll find links to two surveys: *Investing for Social Wellbeing* and *Data Protection and Use*. There is a risk that the more concrete issue of Social Data Protection and Use, may dominate both in attracting NGOs survey responses and in the local hui discussions.

Decency and Data

Last year, Social Service Providers Aotearoa, NZ Council of Christian

way though, also aims to deal with the thorny issues of how to best protect and use personal information.

Social Services and many others made it clear the kind of principles that should define the collection of personal data from some of the most vulnerable people in the country:

- i. what data are collected should be collaboratively determined by funders, NGOs, consumer representatives and others involved, and be independently audited by the Privacy Commissioner
- ii. only the minimum data necessary for justifiable purposes should be collected, and any data that is not able to be analysed and fed back to those who provide it within six months or so should not be collected
- iii. generally any data collected should be 'anonymised' (identifying details removed) unless there is an exceptional need, and only with the people's explicit permission, freely given (not under threat of not having funded services they need)
- iv. a neutral, trusted agency with clear data protection culture, policies, and practices, such as Statistics NZ should be the repository for personal data – and

it needs to be adequately funded to ensure proper protections can be maintained.

Previous sledge-hammer attempts to collect personal data under threat of withdrawing funding for needed services assumed NGOs were at best reluctant and obstructive or at worst the enemy. NGOs share a deep concern for effectiveness and making sure they have the greatest impact with the limited resources available to them. For funders to act otherwise, risks only reinforcing the worst behavior.

Redefining Social Investment

But it's worth also making sure we equally turn our mind to the more abstract issue of re-defining social

investment, as this can have fundamental impacts on what is funded and how for many years to come.

The high-level principles expressed in the Investing survey and proposed for the new approach, are pretty difficult to argue with: put people at the centre; make better use of a wide range of information; work in partnership and build trust; and provide clear goals and robust measures.

In responding to these unobjectionable, high-level principles, it will be important not to lose sight of what was lacking or at great risk in the previous government's approach.

Social investment is great when it means investing more resources up-stream, preventing social ills from developing or nipping them in the bud early on; it's not useful if it just means increasingly narrower targeting of help or resources for a smaller group of a stigmatised 'most vulnerable' (like Predictive Risk Modelling, or our own real-life, unreliable version of the movie "Minority Report").

Social investment is great when it helps us identify how to improve well-being for more people and society as a whole; it's not useful when

Have your say on Investing for wellbeing

Meetings are taking place around the country through until mid-August. You can send you views by email to

yoursay@sia.govt.nz

Find out more on the [SIA website](http://sia.govt.nz)

INVESTING IN A BETTER SOCIAL INVESTMENT

it is just a means to identify where to save funding and make cut backs.

Social investment is great when it addresses social (systemic) causes of undesirable outcomes; it's not helpful if it's just a more sophisticated way of 'blaming the victim' and individualising what are fundamentally societal problems.

Social investment is great when it monitors impact at a community-wide or even national level to make informed judgments about policy approaches; it's not so useful when it tries to measure impact on an isolated, local NGO-basis. (The Social Investment Agency's work on the social impact of public housing is a good example of it being used well.)

Social investment is great when it hears and responds to the voices of those directly experiencing social problems, and those grass roots workers, whānau and friends closest to them (bottom-up); it's not useful if it gives most weight to distant 'experts' and large scale empirical averages (top-down).

This also means social policy will need to become more comfortable dealing with ambiguity, diversity and even apparently contradictory tensions. The elusive search for certainty and simple answers in social

policy is more likely to lead us to be 'precisely wrong' rather than 'roughly right' in our responses. (Meth testing homes comes to mind.)

Staying 'roughly right' rather than lapsing into 'precisely wrong'

Far too often in Western-dominated cultures, we privilege numbers over words. Numbers are great at summarising, standardising and reducing large amounts of information into more manageable (but potentially over-simplified) chunks, while words are best when we need to understand the complexity, inter-connectedness, diversity and fine-grained nuances associated with real lives and communities. The 'small data' of personal stories and interactions are at least as, if not more important than the 'big data' of mass collections.

As mathematician, Cathy O'Neill (2016) points out in *"Weapons of Math Destruction: How Big Data Increases Inequality and Threatens Democracy"*, big data's tools are not neutral; they can be just another form of 'racial profiling', reinforcing pre-existing inequalities and discrimination and a 'toxic cocktail for democracy', because, although

the algorithms are often opaque and difficult to contest, their mathematical simplicity means they are highly scalable, thereby amplifying any inherent biases across increasingly larger populations.

Predictive Risk Modelling (PRM) fits like a glove the neo-liberal agenda of an ever-shrinking state, ever-tightening targeting aimed squarely at pathologising families and victim-blaming, wrapped up in actuarial mumbo-jumbo. Ironically the work on PRM on child abuse and neglect in Aotearoa New Zealand has (inadvertently) identified the need to prioritise tackling the social problem of poverty if we want to prevent child maltreatment across society. While the big picture is clear, the predictive value of PRM on an individual level (which is how it was proposed to be used) is pretty fast and loose – with up to 69% false positives (more than two-thirds of those targeted not actually having substantiated maltreatment), almost as many false negatives (just over two-thirds of those with substantiated maltreatment not having been targeted), and Māori children being inaccurately targeted at a higher rate than non-Māori children.

New Zealand Government Procurement's NGO initiative

New Zealand Government Procurement (NZGP) is launching an initiative to help non-governmental organisations (NGOs). To be eligible NGOs must be providing social services on behalf of government, largely government funded and based in New Zealand.

This initiative aims to link NGOs that are delivering social services on behalf of government with suppliers interested in providing them with discounted pricing. The NZGP has developed a list of suppliers of common goods and services interested in providing NGOs with discounts. The goods and services they provide range from office stationery, gas and electricity, banking and vehicles. Supplier's participation in this initiative is voluntary and any discount provided would be set confidentially between both organisations.

If eligible, you will be provided with a list of these suppliers. You then need to contact each supplier and discuss pricing with them. Suppliers are not obliged to enter into a supply agreement if they choose not to do so.

Instructions for NGOs

1. Go to the [NZGPP website](#) and then complete an [online eligibility form](#).
2. Once completed, email the supporting documents to procurement@mbie.govt.nz.
3. If you are eligible NZGP will send you a link to the supplier list, which includes the name and contact details of the business willing to discuss discounted pricing. Please do not share the list beyond your organisation.

It is your responsibility to contact the supplier and begin discussions with them.

The NZGP will publish the names of eligible NGOs on a webpage and be providing suppliers a link to this, so they are able to see which NGOs have come through the initiative. This page will only have your NGO name and will not contain any of the contact details or other information you provide to us.

Looking for tools and advice to help you do a great job? Check out the the Social Services Procurement [website](#)



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Best Place in the World to be a child: Child Wellbeing Strategy in the Making

Sonia Scott, Policy Advisor, NZCCSS

The children's advocacy sector has long asked for government to develop a cross-government strategy to reduce child poverty. Today there is great potential for this to be realised. The Coalition Government has pledged to reduce rates of child poverty and improve the wellbeing of all children. The newly established Child Wellbeing Unit, based in the Department of the Prime Minister and Cabinet, has been charged with the task of drafting a Child Wellbeing Strategy to support these intentions.

NZCCSS Policy Groups, Child and Family and Impacts of Poverty and Exclusion, recently caught up with representatives of both the Child Wellbeing and Child Poverty Units to find out more about their work and the how the strategy will be developed.

Child poverty and child wellbeing unite

The Child Poverty Reduction Bill sets out a requirement for successive governments to 'adopt, publish and review' a child wellbeing strategy.

The scope of the strategy is intended to be broad and ambitious, underpinning a proportionate universalist approach. In addition, the strategy has a clear focus on child poverty reduction in line with the Prime Minister Rt Hon Jacinda Ardern's commitment to reduce child poverty and make New Zealand the best place in the world for all children to live. In her capacity as Minister for Child Poverty Reduction, Prime Minister Ardern, will lead this work jointly with Hon Tracey Martin, Minister for Children

Who and what will be the focus of the strategy?

The Bill specifically requires the strategy to address:

- improving the wellbeing of all children
- improving, as a particular focus, the wellbeing of children with greater needs



**“Making New Zealand the best
place in the world to be a child
is a Government priority”**

- reducing child poverty and mitigating impacts of child poverty and of socio-economic disadvantage experienced by children and
- improving the wellbeing of the core populations of interest to the department [Oranga Tamariki]

(namely, children with early risk factors for future statutory involvement, those who the department works with, and care-experienced children)

Source: Cabinet paper. [Child Wellbeing Unit website](#)

Preliminary work to support consultation process

Preliminary work to support a consultation process has already begun.

The Child Wellbeing Unit has considered key themes emerging from 600 submissions received on the Child Poverty Bill, from existing wellbeing models for example the Living Standards Framework developed by The Treasury and the Whānau Ora outcomes framework, alongside New Zealand's obligations to 'Crown-Maori partnership', the United Nations Convention on the Rights of the Child.

Upcoming engagement opportunities

The Child Wellbeing Unit is currently developing a public engagement process that will run to December 2018. Part of this process, will include engagement with children and children's organisations, and iwi and Māori representatives, as required by legislation. The full range of consultation opportunities will be advised. It is intended the first iteration of the Strategy will be published in 2019.

To receive updates on the Child Wellbeing Strategy and the upcoming engagement opportunities register to be added on the Child Well Being mailing list.

Email: cws.subscribe@dpmc.govt.nz

After decades of concern for a group of children growing up in poverty, it's heartening government at last wants a strategy and a plan to ensure New Zealand is a great place for all children to grow up, leaving no child behind.

BEST PLACE IN THE WORLD TO BE A CHILD: CHILD WELLBEING STRATEGY IN THE MAKING

From all these areas of alignment, and other work, a preliminary approach to a Child Wellbeing Strategy has been prepared which will form part of an initial engagement process.

This preliminary approach will cover five wellbeing domains: *safety, security, connectedness, wellness and development*, and six initial focus areas for the strategy. These are:

1. Child poverty is reduced, in line with the Government's intermediate and ten-year targets
2. Children experience optimal development in the first 1000 days: safe and positive pregnancy, birth and parenting (conception to around two years)

3. Children are thriving socially, emotionally and developmentally in the early years (two to six years)
4. Children are safe and nurtured, in their whānau and their homes
5. Children's mental wellbeing is supported
6. Children are free from racism, discrimination and stigma.

For more information on both the process for developing and consulting on the strategy, see the following Cabinet papers.

- [Child Wellbeing Strategy – Scope and Public Engagement Process](#)
- [Process for developing the first child wellbeing strategy](#)

Supporting children
& families to thrive

Better Rental Laws Urgently Needed: The Plan to Fix Renting

Rental advocacy group Renters United launched the [Plan to fix Renting](#) in Wellington on 12th July. NZCCSS and other community based organisations have been calling for better rental laws and support the overall aims of the Plan. Our member social services report the desperate situations that many people on low incomes find themselves in.

“NZCCSS members work constantly trying to address the damage caused by the current lack of regulation of the quality of rental homes and the impacts of lack of security of tenure”, said Trevor McGlinchey, NZCCSS Executive Officer. “We receive many reports of poor quality houses that are damp, mouldy and in disrepair, of people having their tenancies ended at only 6 weeks’ notice, of families having to move several times in year, which disrupts schooling for children, doesn’t allow for good connections with friends and neighbours and disrupts health care”.

THE PLAN TO FIX RENTING.

Urgent action is needed and the Plan represents a comprehensive set of 36 ideas where changes are needed to improve the quality of rental housing and make rental housing a secure and affordable housing option for New Zealanders. It covers ideas for reforms in four key areas: stable homes, fair rents, safe and healthy homes, and meaningful enforcement.

Around half our population lives in rental housing, nearly 9 out of every 10 households that are renting rent in the private rental market. 7 out of 10 children living in poverty live in rental housing and they are likely to be in rental housing for much of their childhood. If you are living

with a disability, then you are 20% more likely to be living in rental housing.

“Improving renting will help overcome the very large and growing inequalities in our communities”, said McGlinchey. “Being able to stay longer in a good quality rental house at an affordable rent will help people to improve their lives, plan and save for the future, make it easier to find and retain employment, improve their health, help their children succeed in education”.

Take Action

Support the Plan by sharing it widely in social media, signing the petition, sharing your story and getting together with others to plan further action for change in the rental laws. Find out more on the [Renters United](#) website

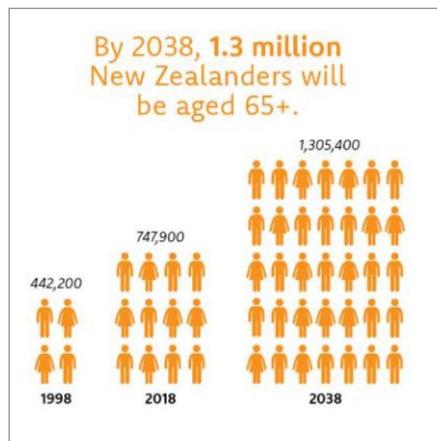
Planning for the Huge Change in Our Population

Positive Ageing Strategy Consultation – ends 24 August

How do we plan together as a country for the impact of our ageing population? The combination of a lower birth rate and people enjoying longer lives means that the structure of our population is in the middle of a massive shift.

In 20 years' time there will be almost the same number of people aged under 17 in our population (around one million). But in 20 years' time there will be nearly twice as many older people (1.3 million) as there are now.

Minister for Seniors Tracey Martin is asking for public feedback and ideas about how we as a country should develop a new strategy to respond



SuperSeniors

to population ageing. The current Positive Ageing Strategy (PAS) dates back to 2001 and it is time to look again at what the current strategy has achieved and what is needed for the next 15 – 20 years.

How Successful has the Positive Ageing Strategy Been?

Before we look forward to the coming years, it is good to ask just what impact the current PAS has had? The most recent report on progress of the PAS was published in April 2015. The report concluded “overall NZ is progressing well” against the 10 goals set out in the 2001 PAS. Yet the detail of the report shows weaknesses in the strategy and a lack of progress towards the goals in this crucial time. The 2015 report noted the growing number of older people living in good health, who have valuable skills and experience and make a significant contribution to the economy and wider society.

The report noted differing levels of priority between local councils to the issues for older people. It also reported that not enough central government agencies are actively looking at the implications of an ageing population for

their policies and services. Health services through District Health Boards (DHBs) are the dominant area where responses are happening with a focus on health and wellbeing, as well as preventative programmes.

Other areas of progress the report recorded are that older people are staying in the workforce longer, but workplaces aren't planning for this. Older people are also a growing consumer group which has its own implications for our economy, which the Business of Ageing reports published by the Office for Senior

Citizens have highlighted.

When looking at the level of understanding between generations, the 2015 report leaves you wondering has enough been done to promote positive attitudes? The Age-Friendly Cities initiatives do not appear to have reached many cities and towns in this country.

Rating Progress on Selected 2001 Positive Ageing Strategy goals

The 2001 PAS has 10 goals, but the major weakness of the Strategy is a lack of attention to measuring

progress and making government accountable for progress towards achieving the goals. In the table below, there is some commentary on progress on some of the goals from the current PAS that is helpful to use as a basis for approaching a new Strategy.

Given the magnitude of the social change that population ageing is bringing to our country, the new Strategy must strive to achieve far more than the 2001 PAS has been able to.

Goal	Commentary	Rating
Income: secure & adequate income	Relatively good compared to other NZ population groups and internationally. Lower hardship rates due to high home ownership and NZ Super. But the trend over the past 10 years is to higher levels of hardship.	Partially Achieved
Health: equitable, timely, affordable & accessible health services	Doing ok but many challenges especially dementia and workforce shortages, as well as service access and equitable access for Māori, Pacific and non-European ethnicities.	Partially achieved
Housing: affordable & appropriate housing options	Current high home ownership will not continue. Some alternative options exist but not enough; council housing is still the main source of housing and not in good state; people need help to stay in their homes or downsize appropriately.	Not achieved and now a growing problem area
Transport: affordable & accessible transport options	SuperGold card and Total Mobility scheme help OP get around but varies between regions. Local councils not all doing enough.	Partially achieved
Ageing in the community	Concerning rise in social isolation and the various programmes that exist are not sufficient to counter this trend.	Not achieved and a growing problem
Cultural Diversity:	Current services still largely provided from a NZ European perspective, yet the biggest changes in population will occur for Asian, Māori and Pacific populations.	Not achieved. Any progress insufficient & too slow

PLANNING FOR THE HUGE CHANGE IN OUR POPULATION

Issues for a New Positive Ageing Strategy

NZCCSS is in the process of preparing comment for the new PAS and our thinking will be guided by the research and feedback we receive from the communities and organisations our social services work with throughout the country. The [Valuing Lives research project](#), Satya Brink's work asking 'Is NZ a Good Place to Age?' and the Working Together report looking at [responding to dementia](#) are some of the insights that will help inform a new strategy.

PAS must be more measurable and accountable: The current PAS lacks impact because it is not anchored to any specific goals and outcomes that government is accountable for. The option to require all government departments and local authorities to develop and commit to a plan and resourcing for implementation under the PAS would be one way for it to have more impact.

Wellbeing and Positive Ageing: the theme of wellbeing is the overarching frame for the current government's approach to social policy, so it will be very important for the new PAS to set goals to enhance wellbeing and design ways to monitor and report on progress. This will need to connect with Treasury and StatsNZ

work. StatsNZ General Social Survey reports older people generally experience high levels of life satisfaction and it must be a goal to ensure that is maintained and improved where possible.

Te Tiriti o Waitangi: The goals of the new PAS will have to be shaped more strongly by the Crown's commitment to the Treaty and the needs and aspirations of Māori. The 'mainstream' of society and service provision need to change further and be shaped by the insights of Te Ao Māori that include a deep innate esteem for elders as carriers of culture and wisdom.

Spirituality and ageing: The role that spirituality plays in supporting positive ageing will need to be recognised and supported. Traditional forms of spirituality expressed through the established faith traditions as well as the modern trends for more unstructured ways of seeking spiritual sustenance need more attention.

Housing for older people: NZCCSS members provide a significant part of the current affordable housing for older people in both rental and retirement village settings and much more is needed. The new PAS will need a genuine focus on making current successful models more

widely available as well as encouraging innovations such as intergenerational living.

Cultural Diversity: Health and social services models in New Zealand remain too heavily defined by the dominant population grouping of older Pakeha. Our population is already changing and more rapid progress is needed to achieve a better balance and respond to the very rapid growth of older people of Asian ethnicities as well as Pacific and Māori elders.

Workforce is changing: NZCCSS social services employ thousands of people and thousands of more people volunteer. Our own workforce is on average older than the wider NZ workforce which means we are trail blazers in learning what is needed to succeed with an ageing workforce.

Take Action and Join the Discussion

Feedback is welcome in any form – email, social media or attending meetings being held at various locations.

Contact email: ageing_population@msd.govt.nz

Comment is due by 24th August. Find out more on the [Super Seniors website](#)

Steps Into the Future of Housing for Older People

Haumaru Housing Celebrates First Year of Operation

Haumaru Housing is a partnership between Auckland Council and The Selwyn Foundation operating 62 villages across Auckland with more than 1400 units for older people. It is a not-for-profit NGO that retains all earnings to invest in the people and properties to the benefit of the local neighbourhoods.

Haumaru CEO Gabby Clezy says there are more developments in the pipeline. They aim to provide "safe, secure and affordable long-term tenancies for older Aucklanders who are vulnerable and in need" and "create positive and inclusive communities that support resilience, connectivity and enhanced wellbeing."

The future for housing for older people will need to include a greater amount of affordable rental accommodation such as that provided by Haumaru. Auckland Council is among the dozens of local authorities around the country that still own housing units largely for older people. More than 10,000 such units



Haumaru housing residents enjoying a barista coffee during the first anniversary celebrations at their village. Photo courtesy of Selwyn Foundation

are operated but councils struggle to maintain them or invest in upgrading them.

Faith-based NGOs are major providers of affordable rental housing for older people and meeting future needs in this area will require central and local government to actively seek out partnerships with the churches social services to better meet future needs. With the right balance of funding and commitment to supporting creating community, this can help create better futures for the growing number of seniors with low incomes and few assets.

Greater Equality Leads to Higher Wellbeing: Treasury Proposed Living Standards Dashboard

Paul Barber, NZCCSS Policy Advisor

The NZ Treasury has been tasked by Finance Minister Grant Robertson with preparing a Wellbeing Budget in May 2019. To guide this approach Treasury is working together with StatsNZ to design a *Living Standards Framework for Monitoring Intergenerational Wellbeing*. NZCCSS is part of the Equality Network that is focusing on the importance of reducing inequality in promoting greater wellbeing for all in this country. How wellbeing is distributed amongst New Zealanders is crucial and measures of income and wealth inequality need to be central to any monitoring framework.



Paul Barber

Dashboard: Monitoring Intergenerational Wellbeing, June 2018, p.3). Wellbeing is a multi-faceted concept and a variety of approaches are used for measuring wellbeing, including the existing MSD Social Report and the Superu Family and Whānau Wellbeing programme. The Treasury argues that while there are differences between approaches, there is also a large degree of commonality in the broad dimensions of wellbeing and the indicators that are used to measure them. (Living Standards Discussion Paper 18/01, Feb 2018, p.i).

The headline measure proposed is called overall “life satisfaction” based on surveys like the NZ General Social Survey that asks people how they rate their overall life satisfaction. Together with this there are 11 key dimensions of wellbeing that the proposed dashboard aims to measure. Eight of them relate quality of life (health, work–life balance, social connection, education, civic engagement, environmental quality,

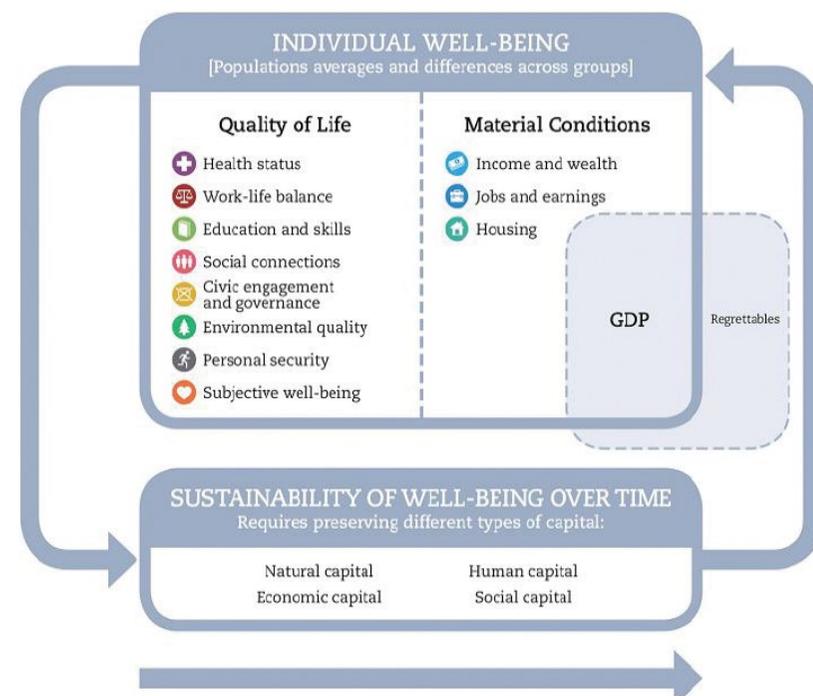
personal security and subjective wellbeing) and three of them reflect material conditions (housing, income and wealth, jobs and earnings).

These dimensions of wellbeing are influenced by the amount of natural, human, social and environmental “capital” available that enable people to experience wellbeing. For instance, increasing economic wealth at the cost of reducing our environmental capital may well mean that overall wellbeing declines, even if total economic wealth increases. The flows and changes in the various capitals over time become important in making policy decisions about how to spend government money or what laws and regulations to put in place to influence the use of these “capitals” to improve wellbeing.

Inequality is Central to Wellbeing

It is the distribution of wellbeing that matters as much as the overall level. A high average level of overall life satisfaction in our country is meaningless if that is achieved despite a significant group of people experiencing low life satisfaction.

Saying that on average New



Source: OECD Measuring Wellbeing and Progress

Zealanders incomes are growing is a meaningless statement if this isn't equitably shared amongst all members of our society. If, as is the current situation, the high average is achieved through the highest 10% of income earners enjoying large rises in their incomes at the same time as

nearly third of our children live in poverty, then the goal of improving the nation's wellbeing has not been achieved.

The Index of Health and Social Problems developed by British researchers Richard Wilkinson and Kate Pickett demonstrated the

causal relationship between higher levels of income inequality and a series of health and social problems. Disturbingly for New Zealand, the evidence shows we have not done well in recent decades, as rising inequality has been accompanied by worsening social indicators. Little progress has been made to turn around this trend and significantly reduce inequality in New Zealand.

The wellbeing of all of us is tied to the wellbeing of others, and measures of inequality help us to monitor how well we relate to each other

because they measure how well we share the social and economic wealth of our country.

One way to do this could be to specifically include an adjustment to overall wellbeing measures to include how evenly they are shared. This is already done in one international index – the inequality adjusted Human Development Index (2016) that adjusts countries' measurement of human development to take account of the level of inequality in that country.

Take Action and Give Your Views

Treasury is asking for feedback on the proposed dashboard by the end of July 2018 but the debate will continue over the coming months as this new approach is developed and the first attempts made to put it into practice.

We urge people to take the chance to give your views on this Living Standards work. We especially seek support for the call to incorporate a strong and central focus on measuring how well the various resources of our country are shared in the measurement framework.

Find out more and make comment on the [Treasury website](#)

Know Your Rights – Important Advocacy Tool Community Law Manual 2018

The Community Law Manual is an easy-to-read, practical guide to New Zealand law. Simple enough for anyone to pick up and understand, the Manual covers practical everyday topics, with 34 chapters about **Employment, Consumer rights, Legal aid, Police powers, WINZ, Tenancy and housing** and more.

WHY BUY THE COMMUNITY LAW MANUAL?

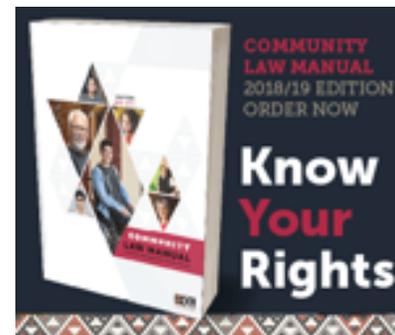
The Community Law Manual is relied on by hundreds of service providers and over a million individual users across the country. **Help yourself to help others** by making sure you have the most recent copy of the Community Law Manual.

The online version is not accessible to all. Finding information online creates a barrier to accessibility for some, including the most vulnerable among us. **We urge social**

New content in the 2018-2019 edition

New chapter: Disability rights

Updates to: Domestic violence, Work and Income, Employment, Credit and debt, Consumer rights, Immigration, Refugees and more!



service providers to have a hard copy available in an accessible space for anyone to pick up and read.

Purchasing a hard copy of the Manual enables us to keep updating and improving it, year after year, and to continue to publish free legal information online.

SO, WHAT'S NEW?

The new **Disability rights** chapter breaks down complicated areas of law such as accessibility, “reasonable accommodation”, housing and many other related topics including your rights to use New Zealand Sign Language. **For community service providers, this chapter alone is a must-have.**

This edition has had a lot of legal updates. We've overhauled our **Domestic violence, Consumer rights, Credit and debt, Neighbourhood life, Powers of attorney, Immigration and Refugees** chapters, and we've updated the remaining chapters bringing them up to date with the law and simplifying the language. **Check out our new content about:**

- Sleeping rough, begging and busking;
- Domestic violence and Police Safety Orders;
- Dodging bus and train fares (“fare evasion”);
- Ardern government's Families Package passed in December 2017;
- New parental leave entitlements; and much more!

HOW MUCH DOES IT COST?

- The standard rate for the Community Law Manual is \$150 + GST.
- For a bulk order by all NZCCSS members, we can discount the Manual up to 30%! The more copies ordered, the cheaper it is, so **order yours through NZCCSS today**. For more information, email admin@nzccss.org.nz

Taking Action to Strengthen Controls on High-Cost Lenders

Review of New Zealand's consumer credit regulation

The Ministry of Business, Innovation and Employment is seeking feedback on proposals to strengthen the controls on high-cost credit (such as pay day lenders, truck shops). There are proposals covering five main areas and NZCCSS supports change for stronger regulation and control of lending in all of them. The discussion documents include options for proposed changes to laws and regulations that are planned to be worked into draft legislation later this year. The intention is that by the end of 2019 the changes will have been through Parliament and passed into law.

High Cost Lenders: These are lenders who lend small amounts, unsecured, on a short-term basis (sometimes a few days or weeks, or up to a year). They frequently charge interest rates that are several hundred percent per year.

NZCCSS along with many others has called for a maximum interest rate of no more than 50% per annum and it is pleasing to see this as one of the options for change from MBIE.

Irresponsible lending practices: NZCCSS shares the concerns of others working with people in the community that there are lenders who are not following responsible lending principles. The discussion document suggests options for introducing some form of licensing requirements for lenders, increased enforcement powers relating to breaches of the lending principles, and also more prescriptive requirements around affordability testing and advertising.



It is likely that action on all of these options is needed to better control irresponsible lenders.

Controlling mobile traders: Truck shops and door-to-door selling at prices well above the cash price are a real problem in poorer communities. People use these sellers because

Closing date for comment is **Wednesday 1st August 2018** – find out more and how to make comment on the [MBIE website review of consumer credit](#)

they allow payment in instalments and it appears these sellers may not be covered by the Credit Contracts and Consumer Finance Act and the responsible lending principles. There are options proposed to bring them under the Act by re-defining a consumer credit contract to include one where default fees are charged or prohibit the price sold on credit from exceeding the cash price.

Unreasonable fees: The current Act includes vague rules to test what “reasonable” fees and charges are that make it difficult to enforce. Administration fees and other such charges are often used to increase the debt owed. There are various options proposed to deal with this but NZCCSS has previously supported setting clear limits on the amounts for different types of fees and setting these out in regulations.

Irresponsible debt collection practices: We hear frequent reports of debt collection practices that amount to harassment, include misleading claims, extra fees and unfair payment demands. There are five options for changes proposed around disclosure of key information at the start of the debt collection process, requiring debt collectors to offer affordable repayment plans, control over the amount of contact the collector is allowed with the borrower, making the debt collector subject to the Act, and limiting the fees that can be imposed by debt collectors. Taking action across all of these options would seem necessary to really improve the situation that is currently very poorly regulated.

Kete Kupu

Word Basket

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Christian Social Services

PO Box 12-090, Thorndon,
Wellington 6144

3 George Street, Thorndon
Wellington

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