



**Working for a Just and  
Compassionate Society**



**New Zealand Council of Christian  
Social Services  
2005-2006 Annual Report**

# From the President



What is in a word? In this case 'Council'? This word speaks to me of a bringing together of wisdom, experience and values relating to a very important part of our community life. It is also a bringing together of the strong traditions of the denominational members of Council. Each denomination has its own tradition of working for justice and aspiring to offer service in response to the invitation of Jesus Christ.

Council exists to work for a just and compassionate society in Aotearoa New Zealand. Council is a bringing together of people for this sacred purpose and end. None of this means that we always get it right or that our ideas hold a truth that others do not. But we hold each other to account for doing our best always, and in respectful collaboration with each other.

Being in our agencies each day lets us as Council members see and hear the needs of so many vulnerable or disadvantaged people and witness the injustice that characterises the lived experience of so many in our communities. It is this which gives us the responsibility to advocate for change to a more people focussed and compassionate society, or as it might be described in the old jargon, to turn private troubles into public issues.

Over the year Council has focused on

issues key to the wellbeing of older people in the social, economic and political environment of 2006. This led to the timely 'Landscape' paper released in November 2005; the successful and thought provoking conference in April; and to an increased focus on the needs of older people not in residential care. Much other work was also completed.

Christian theological reflection has been timely as we reflected on poverty and housing. This has been helpful as has time spent considering our bicultural focus. The 'Poverty in Prosperity' forum planned for August 2006 will focus on the human faces of poverty. We will keep a sharp focus on Government changes in relation to benefits and to income levels for those who are most vulnerable.

In the area of families and children we are most concerned that amid all the policies and ideas there is real 'on the ground' change that will benefit vulnerable families with children. Many have said how helpful they found the Future Fit project, which described much of what was happening within government regarding families potentially at risk. While the number of initiatives are numerous our prime focus and yardstick must be on whether children and families report significant gains and whether community agencies are able to respond in a timely way to the need that they witness.

Council-wide initiatives have continued. Examples were key questions for election candidates, our new web site

and ongoing dialogue with a range of political parties. A robust strategic planning process has helped Council to critique its focus. This critique will lead to Council employing more reflective processes to develop our thinking about our community in Aotearoa New Zealand. The end result will assist us to best contribute prophetically in longer-term ways.

Council can only do what it does because so many people collaborate generously together. I thank all members of Council and the denominations which stand behind us. It is a privilege to work with such good-hearted people who are focused on the mission of Council rather than on any personal agenda, and to work with people who are committed to working respectfully with others. Particular thanks to Council members who resigned over the year, including Anne Hurley RSM, Keith Taylor, Gary Corbett and Nicola Grundy. Thank you to all members of the Policy Groups, without you our work would be so much more limited.

A special thanks to Judith Peterson, Karen Morrison-Hume, Campbell Roberts and Gillian Bremner, each of whom convened a policy group or were on the Executive of Council. My added thanks to Gillian as Vice President for the generous and wise support that Gillian has given me as President over these past four years. Thank you also to the Secretariat. Firstly to Jeremy for his important contribution as Executive Officer. Also to Joanne, Paul, Jeanette, Anne, Helen, Pip and Cherie. Each of you made vital contributions in diverse ways to our work. I also thank the

many people in the wider community who supported our work by financial contributions, encouragement, sharing their wisdom, or by their prayer.

Many people in our community, be they young, old, or anywhere in between, are disadvantaged or otherwise vulnerable. Many live in poverty or unsuitable accommodation. We who make up the community of the Council are called to reflect together with care and wisdom on how to respond most effectively to address these issues of justice. We are then called to action to make a real difference in our community by assisting to bring to life policies of inclusion, respect and interrelationship.

A handwritten signature in black ink, appearing to read 'Eric Allan', written in a cursive style.

Eric Allan  
President

# Who We Are and What We Do



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

We represent six denominations: the Anglican, Baptist, Catholic, and Presbyterian social services agencies, as well as the Methodist and the Salvation Army churches.

Collectively, these six members are responsible for around 500 social service delivery sites in their networks throughout New Zealand.

Our members deliver a wide range of services that cover such areas as child and family services, services for older people, foodbank and emergency

services, housing, budgeting, disability, addictions, community development and employment services.

In giving life to our vision we have four key roles:

- articulating a vision for our society
- developing and critiquing policy
- advocating for appropriate policies, services and resources
- providing information and networking services to members



In fulfilling these roles we operate in three Policy Groups - Child and Family, Housing and Poverty and Services for Older People. Each Group consists of Council members, member social services managers, academics or others with particular expertise in that policy area. This structure means that our policy and advocacy work is strongly driven by the knowledge and experience of social services throughout the country. Our focus is on achieving realistic policy and structural changes to help individuals and communities.

# Supporting Members

A key part of NZCCSS' work is to support members, both through our advocacy and policy work, and also through the provision of information and resources. One of the key aspects of this role is to link what is happening in our members' agencies, with the policy and political processes in Wellington. Good communication is essential to fulfil this role and we work hard to maintain and strengthen our links with members. We provide a variety of forms of support to members, including our two regular, *General Social Services* and *Services for Older People* newsletters. These are provided free to all members who want them. The newsletters contain a range of information which aims to inform,

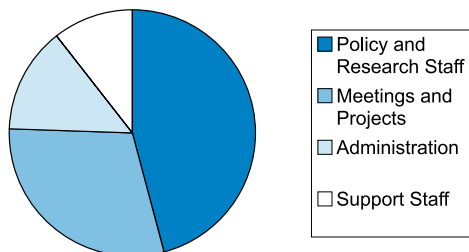
enable and support members. They provide information and analysis on a range of issues including government legislation and initiatives which are likely to impact on, or be of interest to, members.

In addition to the mailings we provide a range of other support. For example the NZCCSS Secretariat provides information in response to enquiries from members, the wider community and voluntary sector and the media. The Policy Groups also produce a range of resources aimed at supporting members.

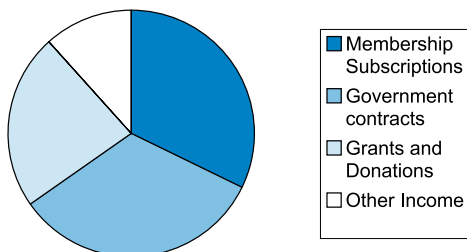
## Accounts

For a full statement of audited accounts, please contact our office :  
Sandra Edlin 04 473 2627 or [admin@nzccss.org.nz](mailto:admin@nzccss.org.nz)

**Operating Expenditure**  
(\$346,468)



**Operating Income**  
(\$371,140)



# Children and Families

Out of concern for children and families – particularly for those who are most vulnerable – NZCCSS has continued to work for policies and practices that improve the safety and quality of life of children and families in Aotearoa, New Zealand.

## **We support children and families by:**

- [Advocating for policies that improve the situation for those at risk](#)
- [Advocating for adequate resources for family support services](#)
- [Providing information to our members about issues that might affect their work with families.](#)

## **Future Fit: Christian Family Support Services in Aotearoa Project**

A major focus of the Policy Group during the year was the Future Fit project which looked at the many things happening in government to support children and families; working parties, reference groups, discussion documents, ministerial taskforces and more. We sought to clarify what it all meant on the ground. Members who work in social service agencies, often find they're too busy with the day-to-day operational tasks that their job requires to take much notice of the policy developments in Wellington. To address this, NZCCSS employed a staff member with support from the Tindall Foundation to carry out research over the year to look at what was going on, what was 'hot' and what was not in policies that affect families.

The objectives of the Future Fit Project were: to identify what is happening within government that will impact on members; alert members to what critical changes are imminent; summarise the principles underlying what effective practice in Christian Non Governmental

Organisation (NGO) service delivery looks like; and provide advice to government agencies on the likely (and actual) impact of their policies on the practices of our member agencies, including unintended consequences.

## **These Objectives Were Achieved In Three Reports:**

- [Clearing the Fog: an Overview of Policy \(Stage 1, October 2005\)](#)
- [Effective Practice in Preventative Services: Six NZCCSS Member Case Studies \(Stage 2, April 2006\) and](#)
- [Clearing the Fog: An Update of Policy \(Stage 3, June 2006\)](#)

*The Clearing the Fog: an Overview of Policy (Stage 1)* report gave NZCCSS members a snapshot of policy and provided an understanding of what changes are taking place in government policies that could impact on the services they provide for children, young people and families.

In *Effective Practice in Preventative Services: Six NZCCSS Member Case Studies (Stage 2)* six Christian social service agencies were selected as case studies to highlight examples of effective preventative practice models that NZCCSS members provide in order to protect, promote and potentially expand their work which supports vulnerable children and families in New Zealand. The focus of the case studies was to

highlight the core elements of practice that make their services effective for families.

The objective of *Clearing the Fog: An Update of Policy (Stage 3)* was to provide NZCCSS member agencies that have an interest in supporting vulnerable children and families with the most recent information on policy developments. It built directly on the *Clearing the Fog: an Overview of Policy* report that was published by NZCCSS in late 2005.

The Clearing the Fog reports highlighted the progress – in varying degrees of rapidity – of a range of policies. For example, we noted in our final report that Child Youth and Family had continued to focus on achieving more permanent living arrangements for children in out-of-home care with their new guidelines for achieving permanency. The review of youth justice and the resources that have been developed for youth justice workers were also positive. Differential Response Model (DRM) had, we noted, progressed more slowly than first expected and the initiative's implementation will continue to be monitored by NZCCSS.

The Policy Group warmly thanks NZCCSS member agencies who participated in the project, especially those six member agencies who agreed to be the case studies for the second stage of the project.

Future Fit built on the Policy Group's work in previous years and was an invaluable way of shining a light on policy development and asking 'where's it at?' The reports were well received – both by government agencies – and most importantly among NZCCSS members whose feedback to us indicated the usefulness of the information.

### **Advocating For Effective Preventative Services**

The Policy Group continued to advocate for effective preventative services to support New Zealand families in need. This was done through a variety of mediums, including highlighting these critical issues in Council's 'Key Questions for Candidates' election document, as well as in the 'Incoming Government Briefing' which Council produced. Policy Group members met with a number of ministers and other parties' spokespeople, with Council also highlighting its concern on the issues in its media comment on the Government Budget in May.

The Policy Group this year welcomed various senior officials from Child, Youth and Family and the Ministry of Social Development to our quarterly meetings. These information-sharing forums provide our members with direct access to policy makers in these agencies and allows us to address questions and concerns to them directly, in the hope and expectation that they will be fed into overall policy thinking in Wellington.

The Child and Family Policy Group members for this year were: Judith Petersen (Convenor), Eric Allan, Ruby Duncan, Craig Fleury, Vaughan Milner, Carol Phillips, Shaun Robinson and Robyn Pope.

# Housing and Poverty

## ***The Council focuses on poverty and housing by:***

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

Many New Zealanders live below the poverty line. Christian social services daily see the impact of poverty and deprivation on the lives of families and their communities. Our member services provide help to those in need, but recognise that it is not enough to offer individual support for those who are struggling, without addressing the wider causes of poverty.

Poverty impacts on the ability of people to learn, work and participate in their community. We are committed to giving priority to the poor and vulnerable members of our society. We continue to act on a national level to advocate for policies that will prevent and alleviate poverty and ensure affordable housing. Every year we undertake a wide range of work to achieve this. Some of the key issues this year have been:

## **Theological Reflection**

The Policy Group strongly believes that NZCCSS' uniqueness of voice and

spirit comes from the fact that we are Christian and therefore we claim a place within the prophetic biblical tradition. Throughout the year we have focussed on this, keeping in mind that the world, and its politics, does not rest. We are mindful that as a Policy Group involved in a number of major projects in the past, we needed to pause and reflect on what we had achieved together, and what we wanted to contribute in the future.

To consider future pathways, the Policy Group met for a special theological reflection and welcomed noted theologians Chris Marshall and Elaine Wainwright, who were both inspirational and grounded in their thinking. They helped us to consider the development of a public theology. At a subsequent meeting, we welcomed the then Anglican Bishop of Waikato, David Moxon, who provided a further framework for us to consider our work with a renewed bi-cultural focus and some ways in which to progress this.

The journey this year for the Housing and Poverty Policy Group has been one of a renewed focus; of the decision to be deliberately theological in our thinking and work. We have been joined by Elaine Wainwright and Desmond Cooper who both bring breadth and depth of expertise in this endeavour.

Our voice remains the same; the messages as clear as always, focused as they have – and must be – on poor and vulnerable New Zealanders. Our theological reflection provided us with a positive pathway forward as we continue



to advocate for a civil and robust society in Aotearoa New Zealand.

### **Poverty in Prosperity Forum**

Following the conclusion of the well-known and respected Poverty Indicator Project, the Policy Group looked at ways of continuing to keep issues of poverty in the public domain. We were concerned that the PIP project gave these issues an important and easily-identifiable link, which the media and public and politicians were aware of. In developing the Poverty in Prosperity Forum, which is to be held in Hamilton in August 2006, we will look at the issue of 'forgotten-ness' and stories behind the statistics.

NZCCSS has maintained a determination to highlight messages and issues around poverty – including mental health; rural isolation; social dislocation; housing and health; addictions; homelessness; and countless others. We received funding from Trust Waikato for the Forum, and are working closely and collaboratively with other groups in the region – both secular and Christian – to develop the programme, which aims to shine a light on the issues and represent them in a real, yet positive sense.

Planning for the Forum has involved the Policy Group, NZCCSS Secretariat,

Social Services Waikato, Anglican Action Waikato and Hamilton Methodist City Action. A unique programme is being developed that celebrates Aotearoa New Zealand's cultural diversity as well as participation through music and arts.

### **Housing and Poverty Policy Issues**

The Housing and Poverty Policy Group has been heavily involved in numerous NZCCSS submissions and Council documents during the year. These included the Council's 'Key Questions for Candidates' election document; Incoming Government Briefing; submissions to Parliamentary select committees; and feedback both formal and informal to government papers.

A highlight for the Policy Group was the initial release of an updated 'Myths of Poverty' paper which we published in December 2005. Built on the well-known and respected document of the same name released by NZCCSS some years ago, the paper noted some very frightening statistics and rebuffed a number of myths about those in poverty. It was an important piece of work for us during a time of strong economy and high employment. It continued to highlight the real issues many people in our communities struggle with daily.

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

# Services for Older People

## ***The Council focuses on services for older people by:***

- Advocating for policies that support positive ageing for older people.
- Campaigning for fair and transparent processes for planning, contracting and service delivery for services for older people funded by Government.
- Advocating for funding levels across the spectrum of services for older people that can sustain quality and innovation into the future for all older people.
- Providing members with timely and relevant information about services for older people.

## **Landscape of the Aged Care Sector**

Articulating a vision for services for older people has been a key part of the work of NZCCSS over the past year. In November 2005 the Council released a discussion paper entitled "Landscape of the Aged care Sector and the Place of Religious and Welfare Providers". This paper is a contribution to the process of developing and refining the vision for Christian social services work with older people. It describes the current state of the sector and looks to challenge the religious and welfare services, policy makers, and funders to develop holistic services recognising the whole range of experiences that makes up a fulfilled old age, including recognition of spiritual needs. In light of the decision of some member organisations such as the Salvation Army, Methodist Mission Northern and Presbyterian Support East Coast to exit residential aged care, the paper provides a timely reminder of the traditional role of social risk-taking that has characterised the Christian social

services over history, responding to emerging needs and gaps in services.

## **Matching Housing and Support Needs**

Emerging gaps in services are a concern in many areas of services for older people and NZCCSS seeks in its work to identify and investigate these trends and advocate for positive responses. As the move toward a smaller proportion of older people gaining access to residential care gathers momentum, the focus turns to the living situations of older people who have various levels of support needs but do not live in residential aged care facilities.

During the year NZCCSS worked with a number of its member agencies in developing a study of the way new accommodation models are emerging that respond to this trend. These case studies are a central part of the results of this study which will be completed in the second half of 2006. There is a growing need for innovative housing and accommodation models that can cater for older people who have diverse health and social support needs but who do not require or have access to aged residential care. The study demonstrates once again that it is Christian social service providers who are among the leaders and innovators in this area.

## **Election Year and Party Policies For Older People**

In election year NZCCSS sought to bring the issues around the health of older people into the public discussion. Using our networks and contacts we distributed thousands of leaflets and posters containing key information on

the policies of political parties relating to services for older people. Along with the NZCCSS election material, these resources contributed to raising the profile of these issues in a close-run election.

The political profile of the issues translates into serious attention to the practical issues within the newly elected Government. There is ongoing work being pursued within Government on developing sustainable models of service delivery and funding for services for older people. NZCCSS continues to seek to make its distinctive contribution in advocating on behalf of older people in vulnerable situations, such as high health needs and/or low-incomes and asset wealth.

### **Strengthening Networks - “Future Directions” Conference 2006**

An undoubted highlight of the year was the NZCCSS’ Services for Older People biennial conference in Dunedin during April with the title “Future Directions”. It was the largest NZCCSS conference for years and reflected the broad and continuing commitment of our member agencies to the whole range of services for older people.

The moving, witty and eloquent words from the perspective of an older person as a services “consumer” that Sister Pauline O’Regan offered combined

with input from key leaders in innovative service provision from Australia, contributed to the conference’s success. NZCCSS member denominations gave outlines of their responses to future challenges and this along with other sessions on key sector issues and plenty of networking opportunities made for a successful event.

### **Other Issues**

There are numerous forums in which NZCCSS is active in advocating for older people. Two key examples of this work are in developing appropriate sector standards and responding to issues for building and retaining a quality workforce in aged care nursing and carer support. NZCCSS works to ensure that the particular and distinctive contribution of the Christian social services to these and other issues are fully recognised.

Despite the difficulties facing service providers in the sector, the overall picture is one of diversity and innovation in the face of many challenges. Whether working with people in their own homes offering social and health care support or operating major residential care or retirement village services, our members are looking to work with and beside older people. We focus on the future with both hope and realism.

The Services for Older People Policy Group members for this year were: Gillian Bremner (Convenor), John Baird, Nicola Grundy (until December 2005), David Hanna, Alistair Herring (from January 2006), Shirley Hennessy, Judy Hindrup, Alison Kerr (until February 2006), Ann Robertson (until December 2005), Val Sugrue (from December 2005)

# Get Involved

We urge you to share your experiences and knowledge with us as it enables us to advocate more successfully for the just and compassionate society that we strive for. To get more involved make sure you're on our mailing list. Contact us at:  
Phone: 04 473 2627      Email: [admin@nzccss.org.nz](mailto:admin@nzccss.org.nz)

## Thank You

There are many groups and individual outside of our members who contribute significantly to the work of the Council and to whom we are very grateful. We especially thank those who pray for our work and those who have provided us with financial support. This latter group includes, Tindall Foundation, Caritas, Child, Youth and Family, J R McKenzie Trust, Ministry of Health, The T. G. Macarthy Trust, and Trust Waikato.



## Who We Are

### Our council representatives over the last year

Anglican	Shirley Hennessy, Judith Petersen
Baptist	Gary Corbett, Nancy Squire, Ruby Duncan
Catholic	Eric Allan (President), Anne Hurley
Methodist	Nicola Grundy, Keith Taylor, Michael Greer, David Hanna
Presbyterian	Gillian Bremner (Vice-President), Shaun Robinson
Salvation Army	Craig Fleury, Campbell Roberts

### Our staff (as at June 2006)

Executive Officer	Jeremy Irvine
Policy Advisor	Paul Barber
Policy Advisor	Anne Kelly
Office Administrator	Joanne Gomez
Financial Administrator	Jeanette Temelo