

KUMARA VINE

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COMMUNITY
WAIKATO

"Thriving Communities"

Hapori Mauriora



**STRONGER
TOGETHER**

If we have learned anything over the last couple of months, it is the value of our relationships and our connections. Our community and social service sector have worked tirelessly to ensure people can access the support and services they need. But we haven't been able to work in our usual ways. The landscape changed and it changed very suddenly. What we saw though, was the development of new conversations, connections, and partnerships.

Working together we have managed to co-create systems that have enabled service provision, communication across the region and across sectors and clarity of the community ecosystem in the region. The impact can be great, but to work together effectively, it is important to keep some key principles in mind:

1. **Shared purpose** – ensure your purpose, your goals and your intended impact is aligned
2. **Shared participation** – that the workload is spread across those involved and there is clarity on who takes responsibility for each task. The roles that people play needs to be clearly defined
3. **Relationships** – Built on trust and open communication. This can take time and it is worth investing that time to build an authentic relationship

4. **A structure** - This needs to support action and decision-making and includes leadership and governance
5. **Accountability** – An agreed system for accountability and clarity on managing conflict should there be internal disagreements
6. **Review** - Take the time to reflect regularly on how things are going. Take the opportunity to learn from successes and failures and to strengthen through both

We expect that over the next few months the increase in need will continue and this may be complicated by the potential of reduced funding and greater competition for resources. We anticipate traditional fundraising events will no longer be appropriate, particularly in the short term, so the need to adequately resource community organisations will become pressing. Working together creates opportunities to address wider needs, increase internal capacity and to expand our thinking.

Certainly there can be challenges when working with others, but if we get the foundations right with aligned values, purpose and vision, then we are certainly stronger together.



CE UPDATE



I am sure for many of you, hearing more about COVID-19 is wearing thin. And while this has been a challenging time for many, with additional challenges ahead, we have seen some successes that I would like to acknowledge.

The community and social service sector has demonstrated an outstanding response to this crisis. We have seen a significant growth in partnerships and collaborations as community organisations seek to meet the growth in community needs. We have seen an embracing of technology to facilitate connections across our region and even nationally to share experiences and learn from each other.

The funders in the Waikato Region have demonstrated leadership and the power of cooperation through the development of the Waikato Funders Network, pooling over 3 million dollars in crisis funding to support the grassroots community effort.

There have been exceptional examples of innovation in connecting community to services (such as the Shop and Drop and the Here to Help u website) and the coordination of food provision services around the region is demonstrative of how effectively the sector has mobilised to meet the wide variety of needs through lockdown. I am confident this learning is simply the beginning of a more connected and collaborative community and social service sector.

Holly Snape



ONWARD AND UPWARD

Kiri Karu, Community Waikato Kaiwhakarite

When I looked back at the first couple of weeks of COVID-19 where the world around me changed at the blink of an eye and Aotearoa went into lock down, for a fleeting moment it dawned on me that I could not see or hug my moko, my heart felt heavy and worrying thoughts kept coming and going like unwanted pop up messages.

Heoi anō, our little team from Community Waikato kicked into fifth gear, doing what they do so extremely well, working with networks to strengthen community group capacity to better support vulnerable families across the wider Waikato region.

I know right, so I got stuck into the mahi with my colleagues, eliminated unwanted pop up messages. As for my moko, I forgot kids today are digital ninja's, they were up to date on COVID-19 and the what not to do's, which worked for me.

On the second week of lockdown I caught up with Riana Manuel the CEO of Te Korowai Hauora o Hauraki.

With Community Waikato support I became one of the distributors



for Te Korowai who have been and still are extremely busy, organising food parcels and hygiene packs, testing stations and flu injection sites while continuing to manage their regular commitments as a Māori Health provider in the Hauraki Coromandel region. Packages were delivered to an agreed site and distributors like me picked them up to get them to homes, where they were received with gratitude and appreciation. For Riana, collaborating with community groups made sense, especially given lockdown travel restrictions.

Nō reira, e mihi kau ana ki a Te Korowai, ki nga rōpū katoa, kāore he kupu tū atu i te aroha, te manaaki me te rangimarie.



THANK YOU TINDALL FOUNDATION!

The Tindall Foundation is turning 25 this year and in celebration they set aside a one-off donation of \$25,000 for each of their donation managers to give to an organisation of their choice. In light of the strain COVID-19 has put on our community in Aotearoa, The Tindall Foundation Trustees have supported their Donation Managers around the country to instead focus this donation towards addressing the emerging needs of families and whānau in this new environment. Holly has been sitting on the Waikato Funders Network considering COVID-19 applications and we have been able to put this \$25,000 gift to great use, supporting a range of organisations stepping forward to meet this challenge. So far



these include Hamilton Budgeting, Ngā Miro Charitable Trust, Huntly Community Advice Trust, Te Awanui a Rua, and The House of Grace Trust.

We have been in a Regional Donation Manager relationship with The Tindall Foundation since 2003 and know this generous reaction is par for the course. The Tindall Foundation are always proactive and quick to respond to evolving community needs. We would like to thank them and of course the organisations who have stepped up in this rapidly evolving crisis and provided such critical support to our community.



AVOID BECOMING ROADKILL ON THE INFORMATION HIGHWAY

By Karen Stockmann, Community Waikato Advisor

I doubt back in 1970 when futurologist Alvin Toffler first introduced the term 'infobesity' in his book *Future Shock* he imagined the global events of the past few months.

Wikipedia describes infobesity (AKA information overload, infoxication, information anxiety and information explosion) as the "difficulty in understanding an issue and effectively making decisions when one has too much information about that issue".

Macmillan Dictionary defines it as "the condition of continually consuming large amounts of information, especially when it has a negative impact on a person's well-being and ability to concentrate".

The COVID-19 pandemic and the New Zealand government's subsequent response has significantly increased the volume of information being generated by the media and the various communication channels of government, business, education and community sectors. Social and traditional media have been pumping out information at a rapid rate of knots. Not a single aspect of our lives has been immune to this overabundance of information.

Information overload results in numerous side effects including fatigue, lack of productivity, lack of confidence, memory loss, stress-related diseases and poor decision making – and the list goes on. I can certainly relate to a number of these effects.

How do we manage this overload? Whether we are thinking about the extraordinary circumstances of the last couple of months, or just the impacts of the information technology that prevails in our modern lifestyle, there are generally two approaches to dealing with excessive information. Firstly we can reduce the amount of information that is coming our way and secondly, we can enhance our ability to process information.

So what are some helpful ways we can manage information so that we can be as energised, productive, and engaged in our lives as possible? Here's a few ideas to get you started.

It all starts with you

Identify what's important/ the priorities in each aspect of your life – you and your well-being; those you are living with and your collective priorities; and those you work with and the direction and outcomes for your work – short, medium and long-term. Use this understanding to help determine the way you will engage with information across all aspects of your life.

Clear your mind – regularly do a brain dump. Use a pen and paper and write down everything that you are holding in your head. This frees up head space to focus on the things that really matter because you are not holding onto all the other bits and pieces of information.

Unplug

Get away from the computer, take regular breaks or at the very least disable notifications so that you are in charge of when you look at emails or other messages. Limit your exposure to things like social media and check your emails as little as possible. Take some time to go for a walk and clear your head, find a change of scenery, reboot and perhaps do some mindfulness activities.

Keep it simple

Make sure people know the best way to get in touch with you so that they don't inundate every communication channel to try and get information to you. Be explicit about whether you prefer email, text or some other form of communication.

Get other people in your team involved to reduce duplication of information. Consider the information that you need as a team and what information you have to manage collectively. Share responsibility and tasks around.

Consider using infographics to convey or engage with complex information.

Be selective

The more information we have the greater the chances of confusion. Work out in advance what kind of information you need. Separate the wheat from the chaff – use tools that help prioritise information. Who is sharing the information? What is the source of the information? And, is the source reputable? You will be better off choosing a smaller number of reputable sources of information.

Be thoughtful with the information you share – break the cycle. Learn to be more discriminating when exchanging information. Make sure the information you share is reputable and easy to engage with - try to eliminate acronyms, abbreviations, and jargon.

While there are lots of strategies and tools available to manage information overload, they all seem to have one common denominator and that is discipline. So it seems fitting to finish this article with the words of American author and motivational speaker Jim Rohn 'Success is nothing more than a few simple disciplines, practiced every day'



'HERE TO HELP U' IS A NEW LOCAL WEBSITE THAT IS SUPPORTING PEOPLE IN NEED

Here to help u
through COVID-19

'Here to help u' is a community initiative developed by Wise Group in partnership with Community Waikato and supported by Hamilton community service providers, volunteers and funders to provide hardship and social service support to locals during COVID-19. Hardship and social service support includes free assistance with food parcels, prepared meals, collection of items service, mental health support, and safe social connection.

A huge collaborative effort from several Hamilton-based community service providers, volunteers and funders means that Hamilton residents can now access social service support during COVID-19 at their fingertips thanks to a pioneering community response website 'heretohelpu.nz'.

In March, Holly Snape, CE of Community Waikato sent out a kōrero about emergency food services to several organisations who work in the sector. On 23 March 2020, when the New Zealand Government moved the country into Alert Level 4 to stop the spread of COVID-19 (novel coronavirus), it was clear that something needed to be set up to meet needs quickly.

Several Hamilton-based community service providers identified there would be a huge demand for wellbeing support and social services during the crisis. The group of providers were united in their mission to provide local people with an easily accessible and quick way to access support and essential supplies. 'Here to help u' was swiftly and collaboratively developed to serve the community effectively in challenging times.

To access this support you go to www.heretohelpu.nz at any time and submit a request for help. A support line staff member will respond to your request.

Due to COVID-19 community providers had to adapt quickly and prepare to meet a high-level of demand on their services. The pressure to deliver was compounded when many providers, that had been part of the community infrastructure that served vulnerable people, were forced to close, or offer reduced services during COVID-19. It was more important than ever before that vulnerable people experiencing hardship had an easy way to request help and get it. At the same time community service providers needed an efficient way to receive and respond to help requests. So, the 'Here to help u' website was developed.

Eco-mapping had shown that the organisation's and groups who normally provided services to those in need were running at a deficit – 85% of operations were either not running or at limited capacity under Alert Level 4. Eco-mapping was done

before Civil Defence came into play and initial mapping showed we needed 10,000 meals and 5000 food parcels to meet the need.

‘Here to help u’ was planned as a collaborative initiative to provide the public with a useful tool and be an asset for the hard-working community sector. Wise Group and Houchen Hub Operations Lead Erana Severne says the community collaboration and website development has come together in a phenomenally short timeframe. It was front of mind for the group to get this off the ground fast so that when the social service needs increased during the COVID-19 lockdown and beyond, the right support was available to respond appropriately.

“We’re committed to doing whatever it takes to meet the community’s needs and support the wellbeing of our local people, whānau and communities,” says Erana Severne.

Holly Snape says the heretohelpu.nz website will soon be accompanied by a freephone, with information about this number being available shortly. In the meantime, she says, for those who do not have access to a desktop or mobile device, they can call the Civil Defence emergency helpline (freephone 0800 800 405). For more information or to request help for yourself or someone you know go to www.heretohelpu.nz

Anyone can reach out at any time for help using ‘Here to help u.’ Because it is online it is available 24/7. There are no barriers or conditions to receiving help. Initially ‘Here to help u’ has been launched and trialled in Hamilton.

This website will extend to include the greater Waikato region. To date 2000 meals have been delivered to Tokoroa. And there have been requests from Thames Civil Defence asking for kai for Paeroa and Matamata. So, this system has meant support can also be directed to some of our rural communities.

When in the planning stages of meeting the food needs for the region over this time, there were 2 main issues to consider.

1. Supply – Do people/organisations have what they need to be able to deliver what they need in terms of food?
2. Access to care – Can people in need easily request food when needed?

‘Here to help u’ was developed as a solution to the issue of people having access to care. It is a friendly and helpful tool that can be used to access help.

Community Waikato Chief Executive Holly Snape says the ‘Here to help u’ website is a new initiative for the community and provides a safe and easily accessible way for someone who needs support to access it.

To address the issue of supply, to ensure there was enough food supplies for existing agencies to keep delivering what they needed to, Hamilton City Council connected Wise Group with Montana catering. An arrangement was made for Montana to produce frozen meals and pack food parcels out of Claudelands Event Centre. They would take no profits, but just cover their

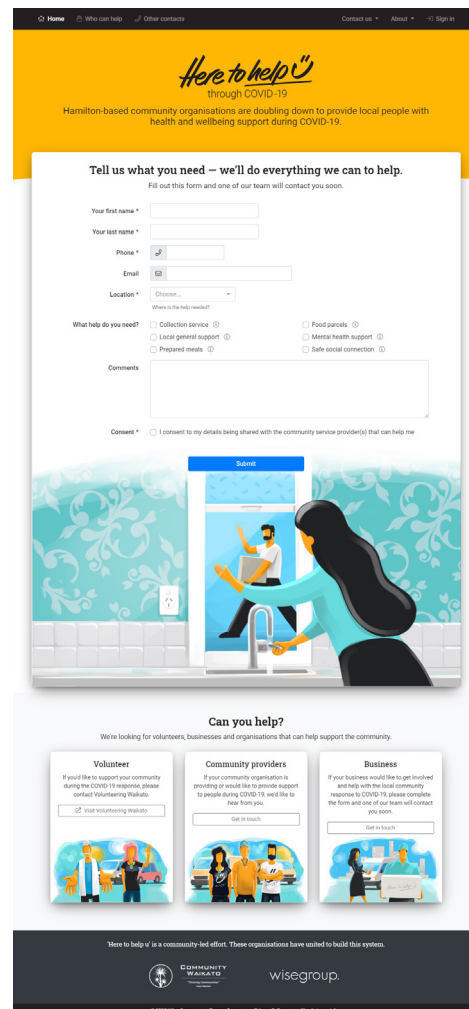
costs. Civil Defence took over the payment of these meals. Claudelands can now produce 1000 food parcels and between 7000 to 9000 frozen meals per week.

Initially Claudelands just produced frozen meals. However, the ability to acquire food was also identified as an issue – supply was a huge issue. Emergency response was needed, and food parcels came into play. It was realised that Claudelands were able to procure at a higher level straight from Auckland, than individual community groups could. Food parcels were a solution to top up community organisations to meet the extremely high need.

These meals and food parcels were then distributed to community groups and agencies who already delivered food to those in need prior to COVID-19. They then take responsibility to distributing to people in need.

To date more than 20,000 meals have been prepared through Claudelands, and a further 12,000 are still on the order list as people in our region require help more than ever.

www.heretohelpu.nz





Shop and Drop

New Zealand

Community Waikato identified an area of need within our community during the COVID-19 pandemic and subsequent lockdown. Many individuals were unable to access essential grocery services and food, for a range of different reasons. Community Waikato approached Pukete Neighbourhood House on the possibility of providing support around this issue, and the “House” responded!

Community Waikato and Pukete Neighbourhood House worked hard throughout week two of lockdown to bring this idea to fruition and the first ‘shop and drop’ was completed on the 9th April 2020, only 2 weeks after Level 4 lockdown came into place. We would like to acknowledge the swift action and response from Raewyn at Countdown Bridge Street and Carl at New World Te Rapa for supporting the initiative.

Pukete Neighbourhood House are now providing an Essential Shopping Service dubbed “Shop and Drop New Zealand” to allow access to essential supermarket shopping items. This is a PAID service, customers will be required to pay for their grocery items. This service primarily targets individuals who cannot leave their homes for a range of reasons including; being immune compromised, older or for those where digital literacy is an issue (eg. Cannot shop online).

HOW SHOP AND DROP WORKS:

- All approved shopping assistants need to attend an online ZOOM induction meeting. This covers the Shop and Drop Service, safety considerations and the expectations of them in their roles.
- Customers requiring help will contact the Pukete Neighbourhood House via email shopanddrop@pukete.org.nz or phone 027 862 0263.
- The job is allocated to a shopping assistant to complete. If the shopping request is received before 12pm it will be allocated that day, if the request is received after 12pm it will be allocated to the next shopping day. Initially this service will operate Tuesday & Thursday.
- The shopping assistant contacts the customer to confirm their “shopping list”. This does not include alcohol or tobacco products.
- Shopping is completed by the approved volunteer shopper at either Countdown Bridge Street or New World Te Rapa. The supermarket checkout controller will process the groceries to the charge account once the supervisor sights the volunteers ID to confirm their identity and that they are on the approved shopping assistant list.
- Once the shop is completed the shopping assistant delivers the groceries along with the receipt at the customer’s letterbox and phones the customer to notify them that the delivery has been completed. The shopping assistant will not leave the address until they visually see the customer collect their shopping.
- The customer will then receive an invoice from Community Waikato for payment of the groceries.
- Shopping assistants are required to track their own mileage and expenses for later reimbursement.
- The Quality Assurance Office will contact all customers after a completed job to ensure all deliveries are completed and

customer is satisfied.

The dedicated team of volunteers led by Pukete Neighbourhood House have worked relentlessly in their mission to support the vulnerable in our community and across Hamilton City, including:

Client 38 – Single mother, who had been tested for COVID-19 and couldn’t get to the shop to feed her infant child, who wanted to share “how thankful and grateful I am to you and your team... It has eased a lot of pressure off me and I truly appreciate it”.

Client 1 – 91 years old, living alone, blind, who can’t see the phone to call out, and needs someone to call her weekly to check what she needs who “was worried she wouldn’t have any food” and “loved she had people in the community helping people who couldn’t get to the supermarket”.

Client 36 – Living alone, physical disability, immunocompromised who stated that she “found it amazing and said if she didn’t have something like this she wouldn’t have been able to do it herself” going on to say “the volunteer was an angel and will continue to use our service”.

Not only does the Shop and Drop programme provide shopping services to our vulnerable, we have found it can also provide safe social connection for those living alone,

Client 9 – Elderly man, living alone, who suggested that “He was happy that there was young people helping the community in this time of need” and that “I had made his day talking to him and making sure everything was ok with his service” continuing to state that “he also found having someone to talk to was fantastic”.

Pukete Neighbourhood House will follow the advice set out by the New Zealand Government and relevant government departments in relation to the COVID-19 pandemic. The most up-to-date advice can be found at <https://covid19.govt.nz/>, the health and wellbeing of our team is of ultimate importance.

COVID 19 has identified that there are many vulnerable people who require this type of assistance. Once we move out of COVID-19 Alert levels, Pukete Neighbourhood House will be examining the viability of the Shop and Drop service ongoing.





WE ALL NEED TO EAT

Sarah Gibb, Community Waikato Advisor

Six weeks ago, I thought I knew the work of food banks and what provision of food was available to our Waikato communities. I was wrong! I would like to share my learnings.

When COVID-19 hit, Community Waikato held conversations with community food providers, agencies, funders, government departments and capacity builders to see how we could help. Pretty quickly we found a role:

- As a conduit and distiller of information
- Brokering conversations between Civil Defence and community
- Connecting agencies, providers and need

In other words, communications.

Together with a core team of people from the Wise Group and Hamilton City Council we worked together to develop initiatives and connections aimed at supporting community food providers on the ground so that they in turn would have resourcing to provide food.

We now have:

- The 'Here to Help u' website operating in Hamilton
- The Shop & Drop service operated by Pukete Neighbourhood House
- A temporary central kitchen based at Claudelands cooking up meals and preparing food parcels. Funded by Civil Defence the food is distributed by key providers such as The Serve in Hamilton.
- Regular communications with community food providers and supporting agencies across the region and Civil Defence areas.

As soon as we knew a lockdown was coming, Community Waikato did a quick scan (via survey/ phone call) across the region of about 100 community organisations that we knew to be providing food/food parcels pre COVID-19. Not all responded, but of those, 70% were either not able to operate at all or were at greatly reduced capacity. For many it was because their volunteers are older and/or vulnerable, unavailable to help during this pandemic.

In the last few weeks, I have heard amazing stories of resilience, determination, and effort by providers. Some have 'popped up' in their communities to escalate services to meet the need, such as the Meremere Community Committee who took matters into their own hands to source food. For them it was about keeping their community safe by bringing food in, rather than going to a city to a supermarket for fear of bringing the virus back. Read their story: <https://www.stuff.co.nz/national/health/coronavirus/121030026/coronavirus-volunteers-provide-a-lifeline-of-essentials-during-covid19-lockdown>

Captain Jenny Collings, Director of Hamilton Salvation Army shared some statistics this week. The Salvation Army has been a long-time provider of food parcels in Hamilton. They know it well. "Just last week

alone (27th April – 3rd May), we distributed 289 parcels, an approximate 578% increase from pre-lockdown. To date, during the Level 4 and Level 3 periods, we have served a total of 828 households in Hamilton. Only 157 of the 828 households who accessed help in this time were already on our system as having signed privacy waivers prior to the lockdown. We are deducing from this that we served 671 new clients."

Those figures seem incredible, but the percentages in fact are like those we are hearing around the region. So why is that?

In the past it has been easy to make assumptions about who needed access to food. Now though, we are in a place where circumstances out of our control have forced people to look for and ask for help. Many of those people have not been a part of the social sector before and pride makes it so hard now. They are being met by empathy, as people know what to blame – COVID-19.

A combination of factors – job losses, income reduction, increase in vulnerability such as older people unable to go shopping, disabled people without transport options, carers vulnerable themselves and a large number of migrant workers on legitimate work visas but work stopped because of level 4 with no wage subsidy and therefore no pay.

There is another reason though too, that some of the need was always there, and the response to COVID-19 has shown people how they can access food.

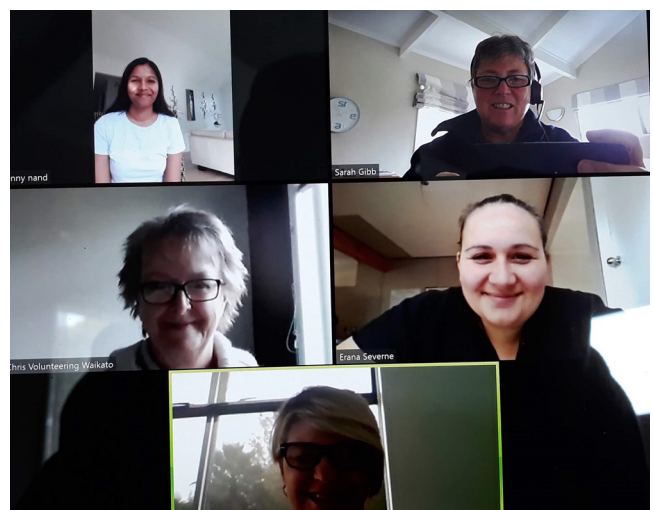
We have heard of marginalized people; those who do not want to be part of a welfare system, older people living in isolation, those who do not have access to internet or even phone, are accessing food now. For many it is because of general kindness and word of mouth. From one community provider I heard that she had visited one house on a street, where the lady told her of the big family next door. By the time she left that street she had given out 6 food parcels. "We are a small community, but I didn't know those households".

Community helps community. There are the local businesses who have come up with innovative ways to help: the butcher who doubles the order for the food bank; another shop giving people a chance to buy one for themselves and pay another forward to someone else; the people with laden fruit trees picking and sharing; and so it goes on. Through frustrations of systems and processes, people who really care have found their own solutions to helping others.

We have now moved to COVID-19 Alert Level 2 and we will see some changes. Hopefully, people will be able to get to work and we will start seeing a reduction in the need for food.

There are some positives I would like to keep:

- Historic competitors working together to meet need
- Different thinking and alternative conversations for new ways of working
- Co-creation of initiatives for common good
- New connections and stakeholder relationships
- And most of all, an appreciation for generosity.





COMMUNITY WAIKATO WORKSHOPS

JUNE - AUGUST 2020

As I am sure everyone can appreciate, COVID-19 has had a significant impact on the way we work. Over the last few weeks, Community Waikato have been working on new and alternative ways to provide our services and support.

One significant impact of this new way of working has been on our workshops. Face to face sessions are out and online is in, at least for the next few months. Online delivery brings with it new considerations such as revising presentation styles, workshop lengths and numbers, different costs and alternative ways of providing resources. We need to ensure we use an online platform that is accessible as possible in terms of usability and for the rural communities in our region who may experience more issues with Wi-Fi speed and stability.

While we have not found all the answers yet and we have not quite finalised all the dates we have made some decisions on the range of offerings that will be available in the next quarter.

All the online workshops over the next quarter will be fully subsidised with Tindall funding for Waikato community and social service organisations to ensure cost is no barrier for our community members.

Leadership, belonging and teams	With Maureen Marra and Inleadership
Dealing with Challenging Situations	Karen Stockmann
Resilience and wellbeing in the workplace	With Stefan Doll and Diversity Institute
Aspects of Governance	With Karen Stockmann, Anne Douglas and Community Waikato
Xero	With Natasha Richards and PKF
How to read your Financial Statements	Anne Douglas and Community Waikato
Funding Workshops	Anne Douglas and Community Waikato

Please keep an eye on the Community Waikato website and our Weekly Bulletins, we will have these loaded for registration soon along with other options as they become available.

Kia haumaru

Sally Fenwick Ridley
Workshops and Donations Manager
Community Waikato

Find out
more and register at
communitywaikato.org.nz/training



**COMMUNITY
WAIKATO**

"Thriving Communities"
Hapori Mauriora

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