

# Kumara Vine



**Community  
Waikato**  
He piko he kaainga

September 2022

## CE Update by Holly Snape

The 'new normal'. We have heard this for the last two years now, but what does 'new normal' actually mean? For many of our community and social service organisations, it means more demand for services, increasing complexity of client and service user cases and continued underfunding of government contracted services. The 'new normal' is more online meetings, services, and social interactions, disruptions to face-to-face fundraising events and staff shortages as people actually take time off when they are unwell. The 'new normal' has presented a range of new challenges and for us as a sector, and for the people our sector supports. It has tested our systems and demonstrated where there are cracks. But 'new normal' can also be a euphemism for new opportunities. The global pandemic saw greater financial investment in the for-purpose sector which facilitated a range of changes and prospects.

Over the past two years we the community and social service sector has engaged in more collaborations and partnerships. This resulted in the development of the platform 'Here to Help U', the shared delivery of services across sectors such as food and psychosocial services and the cooperation between service providers that enabled gaps to be filled and needs to be met.

The lockdowns in 2020 required many organisations invest in more technology and equipment. The funding community provided significant support to many community and social service providers to ensure they were equipped to deliver services remotely. This is an area that has been difficult to invest in previously so the opportunity to secure up-to-date technology provided a vast range of previously unexplored solutions in the future for service delivery and organisational operation.

The pandemic also resulted in organisations changing how they work. Staff delivered services from home and many organisations introduced flexible working hours to support staff with families. Since the return to the office, we are seeing many organisations maintain a

hybrid model of home/office workspaces. This has been partially to reduce the impact of illness across a team compromising business continuity, and partly due to the benefits experienced from this flexibility.

We have seen organisations invest in the wellbeing of their staff and we see a growth in understanding of the importance of the health of the team. We have seen many organisations undertake new strategic thinking sessions as there is a growing recognition that the world is changing and there may be new solutions to grow the impact of our work.

The challenges the sector experienced also highlighted the stress points our systems, including the vulnerability of working in small teams and the impact of the disruption of fundraising activities. But we have also gained a lot of learning, new relationships and improved infrastructure. We have seen the benefit of greater sector communication and of cross-sector partnerships. And as we navigate the new normal, we expect that even more new opportunities will emerge.

Community Waikato is excited about hosting the 2022 Conference, 'Embrace the Challenge.' We are keen to come back together to talk about what we have learned and to showcase what new prospects exist. We have a range of speakers who will push our boundaries, inspire us to think outside the box and introduce us to new tools to support our work. It is also an opportunity to reconnect, to share and to rejuvenate after what feels like a long winter of isolation. This edition of the Kumara Vine will give you all that you need to know about what to expect at the conference, plus a bit extra to cogitate on in the meantime. For those of you unable to make the conference, please keep an eye on our YouTube channel, as we will record the keynote speeches and make them publicly available. And for those of you who haven't registered, there is still time and we hope to see you there!

## Andrea Goble Memorial Fund



Andrea Goble was the second CE of Community Waikato, and the woman who supported me into my role as the current CE. She was a remarkable woman who was passionate about the for purpose sector and for the people who dedicate their lives to making our world a more equitable space. Andrea sadly lost her battle with cancer late last year. But she also left us a gift at Community Waikato. A \$10,000 gift. After conversations across our team we decided that Andrea would most appreciate that money being used to strengthen our sector through supporting the professional development of its workers. As such, we are establishing the Andrea Goble Memorial Fund. Over the next 9 years we will offer an annual scholarship to one or split across two recipients. Those recipients will be engaged in professional development that will grow their ability to promote greater social justice outcomes or greater outcomes for women and/or Maaori. We know that Andrea would be thrilled to see this gift used in a way that grows our sector and aligns so closely with what she was passionate about. We will let people know how to apply through our website once the details are finalised.

## Communication by Engaging with Graphics

Visuals are an important part of our everyday world. Research has shown that visuals increase engagement and can enhance understanding and recall of information. Visual thinking isn't just limited to artists but can be used by anyone to capture and organise information, present ideas, and tell engaging stories.

In today's high-tech, high-information world, it is important to find ways that reduce information overload and provide a low-tech solution to engaging, communicating, and reducing anxiety in the workplace.

Interactionz prides itself on constantly evolving and innovating as we recognise that not all people have the same opportunities in life. Our work is dedicated to working alongside people to support their journey, whether that be on a personal level of self-development, or as part of a team. Together, we can interact and find purpose and meaning in our daily lives as part of the communities, we each choose to be a part of.

As humans, we are social creatures, and the relationships we have with others require some form of interaction to begin, be sustained, and thrive. The name "Interactionz" signifies the importance we place on relationships which are all about connection and communication - interacting.

Visual tools are a big part of how we deliver our work alongside people. It enables everyone to easily see the bigger picture and articulate individual thinking. Believe it or not, visuals are not the most important part but the process and journey we go on to develop and communicate them is where the power is.

**We capture your ideas and bring them to life, visually.** A picture paints a thousand words and enhances engagement, communication, clarity, and recall. Visually communicating and displaying information in succinct and creative ways is the information carrier of the future.

Our talented Visual Communication team brings our customers' ideas to life in many different ways. We frame it in lines, illustrate well-placed squiggles, add a healthy dash of colour and voilà... the concept comes to life.

Graphic facilitation is the use of a combination of graphics, such as diagrams, pictures, symbols, and writing to lead people towards a goal in meetings, seminars, workshops, and conferences. A graphic facilitator assists **learning and communication between groups and individuals.**

Benefits of Live Illustration:

- Promotes high engagement and buy-in in a fun and creative way
- Builds trust and transparency
- Creates common understanding and a sense of ownership
- Supports inclusion of even the quietest participants
- Communicate visions and strategies that connect with your audience and your team
- Bring key concepts to life with visuals

Our visual recorders and illustrators work in 'real' time, creating a visual depiction of keynotes, workshops, meetings, and events on large sheets of paper attached to the wall (or in COVID times we can do this digitally too now) where everyone can see it evolve.

We are now in the age of visual information where visual content plays a role in every aspect of life. Statistics suggest that 65% of the world's population are visual learners, emphasising the importance of graphics and the key role it plays in engaging people. We also now know that visual information stays within the brain's long-term memory and that written and spoken information stays within the short-term memory.

When it comes to retaining information, only 10-20% of written or spoken information is retained, whereas 90% is retained through visual information. Visual information transmits a lot faster in the brain compared to written or spoken information, in fact, 60,000x faster.

When you show off your content and create a more instinctive connection with your audience by using images, you'll also be sure to keep them engaged and wanting more.

Our talented team are running a workshop titled "Engaging with Graphics - Introducing the Power of Visuals" at the Embrace the Challenge - Community Waikato conference. Come along and learn tips that you can use to enhance your work in a fun and creative way.



Conference Programme

# Day One

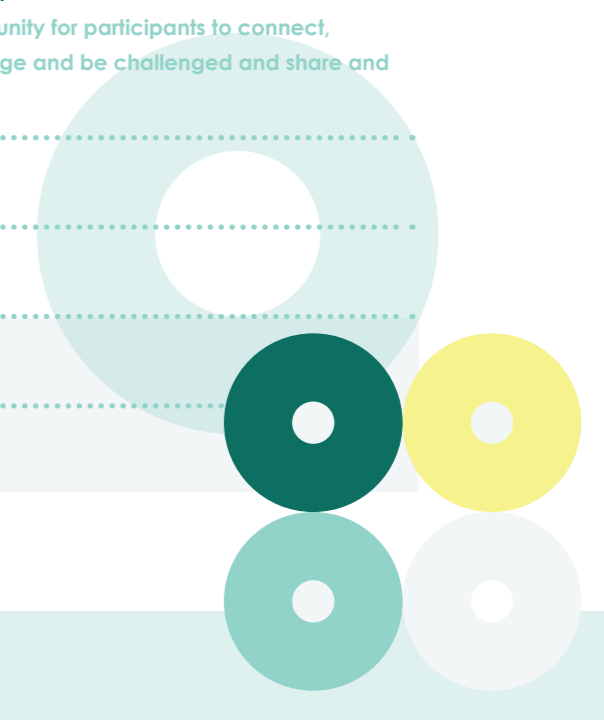
WEDNESDAY 28 SEPTEMBER 2022

7.30 – 9.00	Registrations, Greet participants
9.00 – 9.50	Whakatau, Kapa Haka, Introductions & Housekeeping
9.50 - 10.00	Welcome by Mayor Paula Southgate
10.00 – 10.45	<b>Keynote Speaker</b> Nathan Wallis - Change your brain, change your life
10.45 – 11.05	Morning Tea
11.05 – 12.05	<b>Workshops (choose one)</b> 1. Dairne Burns: Row Your Own Waka 2. Roz Ryan: Social Media Best Practices – How to Build a Winning Strategy 3. Slay Way: Embracing Diversity & Celebrating Inclusion
12.05 - 12.50	<b>Keynote Speaker</b> Lady Tureiti Moxon - The role of Te Tiriti o Waitangi in bringing about Reformation and Transformation in Aotearoa
12.50 - 2.00	Lunch
2.00 – 3.40	<b>Open Space</b> Facilitated by Karen Stockmann Open space creates an opportunity for participants to connect, inspire and be inspired, challenge and be challenged and share and learn from one-another.
3.40 - 4.00	Afternoon tea
4.00 - 4.30	<b>Keynote Speaker</b> Gary Thompson - A journey of co-governance with Tangata whenua
4.30 – 4.40	Summary of Day One
5.00 – 6.00	Cocktails at the Ferrybank Reception Centre
6.00 – 9.00	Conference dinner at the Ferrybank Reception Centre and Community Waikato 21st Birthday celebrations

# Day Two

THURSDAY 29 SEPTEMBER 2022

8.00 – 9.00	Registrations
9.00 – 9.20	Launch of the Andrea Goble Memorial Scholarship/ Fund
9.20 – 10.05	<b>Keynote Speaker</b> Caelan Huntress – Playful Productivity
10.05 – 10.25	Morning Tea
10.25 – 11.25	<b>Workshops (choose one)</b> 1. Jo Wrigley & Simon Gascoigne: Climate Hope for Workplaces - rethinking emissions as operating practice in community settings 2. Interactionz: Engaging with Graphics - Introducing the Power of Visuals 3. Gary Thompson: Owning a Te Tiriti responsiveness approach
11.25 – 12.10	<b>Keynote Speaker</b> Sacha Coburn - Leading from the inside-out: Caring for yourself while you care for others
12.10 – 1.25	Lunch
1.25 – 2.45	<b>Open Space</b> Facilitated by Karen Stockmann Open space creates an opportunity for participants to connect, inspire and be inspired, challenge and be challenged and share and learn from one-another.
2.45 – 3.00	Summary of Day Two
3.00 – 3.15	Poroporoaki
3.15 – 3.35	Afternoon Tea/ Close
3.35 - 4.00	Networking



There are a number of key discussions we will be having at this year's conference that all fit the overarching theme of

'Embrace the Challenge'.

Feel the Fear but do it anyway.

### A focus on Wellbeing

This year the Community Waikato team have recognised and made an effort to prioritise wellbeing. As a result we now have a Wellbeing Strategy which includes both activities to support team wellbeing and plans for the wellbeing of individual team members.

Some of the actions we have already taken as part of our team wellbeing are – 'Coffee Buddy' where we meet and have a chat/coffee with one member of the team each month, just to ensure we keep in touch and connected with each other, particularly with so many working away from the office. We had a team outing to Te Awamutu, where we visited significant cultural landmarks in the Waipa area, and learned about early settler and Maori history, and some of the battles and outcomes of land wars. This was an emotional experience that helped our team better understand the history of the area that we work within.

At our most recent team wellbeing event we had an art session with Dannika Tukua who encouraged us to create paintings of birds that represented ourselves and our whaanau. It was a fun, creative day!



### Play is the antidote to Zoom fatigue

By Caelan Huntress, Stellar Platforms

#### Play is the Antidote to Zoom Fatigue



Zoom, Teams, and Skype are new technologies that allow us to have conversations with anyone in the world. We can see each other, hear each other, and ignore each other.

The bad news is, many people use videoconferencing technology like a waiting room. It's a place to patiently wait while someone drones on about a topic. Zoom fatigue makes everyone tune out, and they go surf the internet while they patiently wait for the experience to end.

The good news is, when used to host an experience, a virtual meeting can be more like a party than a waiting room. People can have fun, build connections, and deepen relationships.

The easiest way to turn a waiting room into a party in a virtual meeting is: play a game. A game is an invitation to joy. It gives us a way to enjoy our work. In the context of a game, people can tackle hard problems together, learn to be resilient, and develop trust.

Play is the antidote to Zoom fatigue. When we play, our minds and creativity are engaged. We become interested in what's happening, we develop rapport with other players, and learn to trust them in an artificial interaction. That trust can then transfer to the hard work in the rest of the meeting.

The next time you lead a virtual meeting, begin with an 'Unofficial Start.' This is an easy game or exercise that begins a few minutes before your scheduled meeting time and continues 2-3 minutes past the start time. It rewards people for arriving early and gives a festive atmosphere to everyone as soon as they arrive.

If you find yourself hosting a meeting with low energy, ask, 'Does anyone want to play a game?' Spend two minutes developing deeper relationships, and you will get better results.



By Karen Stockmann, Community Advisor

"Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has."

- Margaret Mead

Participatory approaches are widely recognised as a highly successful way of getting the best out of people, gaining a greater understanding of a situation, and ensuring fair, equitable and sustainable outcomes. Meaningful participation means that people are provided the opportunity to express their views, influence decision-making and achieve change. Whether we are thinking about ourselves, our organisations, or our communities, enabling people to play an active and influential part in decisions which affect their lives is an important aspect of success. This means that people are not just listened to, but also heard, and that their voices shape outcomes.

"For generations, humans have organized themselves to get things done.

Human history unfolds when people come together to define their purpose, tell their stories, organize themselves and initiate action. In all cultures and in all times, leadership emerges from those who harness their passion with responsibility. Great ideas, inspired performance, and sustained activity follow."

- Art of Hosting and Harvesting Conversations That Matter

From the first Community Waikato conference in 2015, every event has dedicated time to Open Space.

Originally designed by Harrison Owen, Open Space Technology is a very successful participatory process

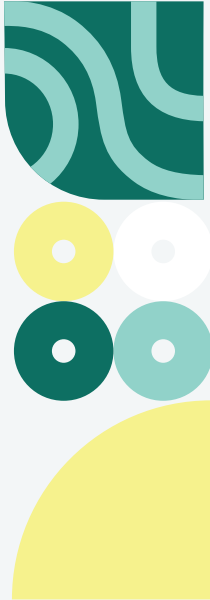
to enable participants to engage deeply with topics of relevance and concern to them. The intention of **open space** is to create time and space for participants to engage with one-another, pose questions and share knowledge and experience around issues that are important to them. We know that some of the most valuable insights gained at conferences come from the connections and conversations we have with other participants and contributors between the planned keynotes and workshops.

While the agenda is participant-driven the process is supported by an overarching theme set by the organisers of the gathering and a facilitated structure to manage the time and space.

The overarching focus of Embrace the Challenge 2022 is "How can we enable ourselves, our communities and organisations to thrive in the changing environment- 2025 and beyond?"

Margaret Wheatley a leadership and management philosopher whose work I admire says that "everyone is an expert in their own experience" and that "people support what they create, engagement is a necessity". This makes sense to me and resonates with my own experience. Feedback from our previous conferences reinforce the view that people want to connect, to share, inspire and be inspired, to be heard. For these reasons I have chosen to title this article after Margaret's book 'Turning to One Another', an acknowledgement that the answers to the challenges we face will come from within us.





## Thank you to our Conference funders and sponsors



## Professional Learning Workshops

■ Sept – Dec 2022

### 2022 Community Transport Symposium

27 Sept 2022, 12noon to 5pm, Claudelands Event Centre, \$40 (community groups) or \$90 non-community

This forum is intended to bring together those who are involved in Community Transport in New Zealand; to provide a voice and articulate a vision for the sector's future.

### Understanding the Treaty of Waitangi

19 Oct, 8.30am to 4.30pm, 25 Bankwood Road, Hamilton, Aratiatia Marae, \$150 community

Knowledge of the Treaty of Waitangi's intentions and implications is now required in most workplaces & professions. This one-day workshop provides in-depth training & resources in a marae setting.

### Governing Small Community Organisations

Wednesday 14 Sept, 6.30 – 8.30pm, Free, Join Zoom Meeting

Or Thursday 15 Sept, 10.00am – 12.00pm, Free, Join Zoom Meeting

This free workshop will take you through the basics of governing small community organisations. What is good governance? Many people take their place on boards and committees to support their organisation and realise they need to know more about their roles.

This workshop has been designed around the four functions of governance...

- Strategic Direction
- Stewardship, including Fiduciary Responsibilities
- Stakeholder Relations and
- Self-Maintenance

...with the intent of giving trustees and board or committee members a general feel for the role of governance and a framework for what they need to know to be effective as board members.

Visit [www.communitywaikato.org.nz](http://www.communitywaikato.org.nz) to book your training