

Kumara Vine

Vol 21, November 2007



Social Services Waikato

Nga whakaritenga mahi

Toko i te Ora ki Waikato

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www.ssw.org.nz

Supervision

Kaumatua Korero

Nga tiroirohanga i te waahi iti o te Tai Hauauru
Some glimpses of a small part of the Western region of Tainui

Recently I guided the staff of SSW on a journey of understanding. We explored a small part of the Western region of Tainui. Overall the purpose of the day was to enable the staff to learn about the landscape and historical sites.

We visited Matakaitaki, the site of a former Tainui Pa, on the northern side of Pirongia township. We went to the military redoubt at the southern end of Pirongia township, the Purekireki Marae south of Pirongia, the Kahotea Marae close to Otorohanga, and finished with visit to the Ruakuri Cave at Waitomo.

At both Kahotea and Matakaitaki Marae we were met by the local Kaumatua and Kuia, who welcomed us according to the kawa of the Marae and spoke to us of the history of the Marae and its people. Going into the cave was exciting or frightening, depending on who you were talking to, although everyone agreed it was spectacular.

Did we achieve what we set out to do?

We learned what a wealth of history there is within close range of Hamilton. Teambuilding of this type helps inform people about the tribal environment they are working in and enriches them overall with knowledge.

Te Matauranga i puta?

Pai atu te noho me te mahi tahi i roto i te whakaaro kotahi.

Heoi ano,
Buddy Te Whare.



External supervision is a dynamic enabling process by which individual workers who have a responsibility for carrying out some part of an agency's programme are supported by a trained supervisor to make best use of their knowledge and skills and to improve their abilities and coping skills so that they can do their jobs effectively and with increasing satisfaction to themselves and their agency.

(Adapted from the NZ Federation of Voluntary Welfare Organisations definition 1994).

Our Advisors at SSW are increasingly getting requests from people to act as supervisors and to provide resource information to inform boards and managers about the benefits of supervision. I don't know if it's because people are feeling more stressed out or they are becoming more aware of how it can support their work - I hope it's the latter!, says Jane Stevens, Social Services Waikato's Manager of Community Advisory Services.

One of the roles of Social Services Waikato is to support strategies that encourage the provision of quality external supervision.

The provision of professional external supervision for people working in the social services sector does not appear to have a strong culture in the Waikato, continues Jane. I came from working in the Wairarapa community eleven years ago and there we had been working for several years to build awareness around the benefits of external supervision and to train people as supervisors.



It was hard work but really worthwhile, we were able to work together to develop an environment that provided great support systems for people through the provision of supervision.

The Christchurch social service community also have a strong focus on the benefits of external supervision; it's been their work that has really fired me up again. We now have a small, multi agency working group exploring ideas on how we might go about raising the awareness of agencies, staff and funders around the value of providing external supervision.

We plan to start running workshops on supervision in 2008 and will be undertaking surveys as part of a research project to establish just what people want/need. We are also working with educational organisations around provision of training for supervisors and SSW will be setting up a provider database in 2008 that will make it possible for people looking for supervision to find a supervisor via the database.

We're also keen to see supervision costs included in organisational budgets as this is a legitimate operational cost. The cost of not providing it could be far greater.

Check out SSW's new website: www.ssw.org.nz
Don't forget to apply for your SSW scholarship
[see back page for details](#)

Chief Executive's greeting



Andrea Goble

The end of the year is drawing close and it's worth noting some of the significant events and the work that we've done over the last 11 months.

For Social Services Waikato this has included looking for new premises, saying goodbye to Arts Waikato who have moved to a lovely new home on Galloway St, saying goodbye to Robert and welcoming Charl to our team, launching our new website (www.ssw.org.nz) and working with over 300 social service organisations around the region.

We've been working on projects including the Waikato Technology Support Centre, student placement manual, training needs survey, employment relations, supervision and bulk purchasing. We've participated in the Local Government Community Development conference, the Hamilton City Council Wellbeing Strategy, funding expos and the Community Sector Taskforce. We were part of organising the Community House conference.

We are also participants in and/or convenors of 12 networks and we are represented at national level on the National Youth Workers Collective, NZ Council of Social Services and NZ Federation of Voluntary Welfare Organisations. Sheryll has worked with Thames DC and Hauraki DC to further their long term community outcomes. We ran the workshops for the Prime Ministers forum in May.

We have provided 41 people with scholarships for their studies and 31 organisations with funding from the Tindall Fund. We have kept people informed via our email network, produced four editions of Kumara Vine and we have been building our resources to provide guidelines and information for organisations in the areas of governance, policies and strategic planning.

Relationship building is a major part of our work and is an important way of letting people know what we do so they can use our services when they need them. And of course we manage our organisation as well as we can and try to practice what we preach.

I urge you to take the time to look back over the year and think about what you've achieved, what you've learned and what you might do differently. Acknowledge your hard work, celebrate yourselves and your achievements and then take a good break over the Christmas and New Year period.

Yet we must also acknowledge that for some of you there will be more work because Christmas and present giving time, New Year and drinking time bring financial stresses, loneliness, drunkenness and violence. We hope this year your work is less and that there are more people able to cope, more people involved with their communities and fewer people alone than last year. Let's keep working to eliminate poverty and loneliness and to strengthen wellbeing in our communities.

From our team at Social Services Waikato we wish you a very happy Christmas, the chance to relax and revitalise and look forward to working with you in 2008.

Meri Kirimete me nga mihi o te tau hou ki a koutou katoa me to whanau.

Staff news



We are pleased to welcome Charl, our new IT Advisor to the SSW team.



HAPPY BIRTHDAY! Buddy celebrated his 70th birthday on October 1st.

Towards Social Wellbeing in Hamilton



Social Services Waikato participated in the steering group that was formed to oversee the development of a Social Well-Being Strategy for the City. Teamwork is at the heart of this strategy. The basis for this is a clear conviction that Hamilton will benefit more from the uniting of our strengths and the opening of partnership channels. In taking this approach, a strong collaborative leadership

had been launched for the good of the city. In the spirit of this unified approach, the steering group identified social priorities for the city and recognised key opportunities for working together. The signatories, including Social Services Waikato, have committed to working collaboratively to address the identified social priorities for the city.

Kainga Aroha Community House



Two decades ago the Kihikihi community became enriched by the formation of the Kainga Aroha Community House – so much so that the house has now relocated to Bank St in Te Awamutu. House Coordinator Bruce Owen says that “the Kihikihi and Te Awamutu communities have been well served by the services and programmes on offer at the house, and it was felt that, as most users of the services come from the wider Te Awamutu area, the new location will more adequately meet the needs of the people using the house”.

The house is now based in what was formerly the Citizens' Advice Bureau premises, and the parsonage for the Methodist Church next door. Bruce states that “the staff and volunteers are delighted with the new where, and the general feeling is one of excitement and anticipation at the years ahead”. The official opening, including a blessing by Anglican Archbishop David Moxon took place on 8th November and was attended by representatives from a number of local organisations. Social Services Waikato congratulates Kainga Aroha on their move, and look forward to working alongside them to further enrich local organisations.

The Waikato River



“The river belongs to us just as we belong to the river. The Waikato tribe and the river are inseparable.”

“It is a gift left to us by our ancestors and we believe we have a duty to protect that gift for future generations”.

- Sir Robert Te Kotahi Mahuta KNZM



The mighty Waikato

Waikato means “flowing water” and the Waikato River, 220 miles long, is the longest river in New Zealand. The Waikato River starts at Lake Taupo and wends its way through our region and leaves for the sea at Port Waikato.

On its way it nourishes and shapes our land, gives us beauty, provides us with places for recreational opportunities and generates power for our homes and workplaces. For all of us living in the Waikato region the River is significant. It’s health and ours go hand in hand. For Waikato-Tainui it is much more.

The Waikato River is the tupuna (ancestor) of the Waikato tribe from which they derive their name. The following whakataukii expresses this relationship:

Ko Waikato te awa

Ko Te Wherowhero te Tangata

Waikato Taniwharau

He piko he taniwha, he piko he taniwha

Waikato is the river

Te Wherowhero is the man

Waikato of a hundred chiefs

At every bend there is a chief

The whakataukii refers to the prominent landmarks within the Waikato tribal territory and the authority of the paramount chief and first Maori King Potatau Te Wherowhero.

Waikato-Tainui define the Waikato River as that which runs from the Huka Falls to the mouth of the river where it flows into the sea. This includes its waters, banks, and beds (and all minerals under them) and its streams, waterways, tributaries, lakes, aquatic fisheries, vegetation and floodplains, as well as its metaphysical being.

Waikato-Tainui have a unique and special relationship with the Waikato River. Their identity, their health and their strength are drawn from the Waikato River.

The existence of a special relationship between the Waikato-Tainui and the River has long been recognised publicly. In the report of the Waitangi Tribunal (Manukau Report, July 1985 – Wai 8), the Tribunal concluded:

“It is difficult to over-estimate the importance of the Waikato River to the Tainui tribes. It is a symbol of the tribes’ existence.”

Waikato-Tainui consider that they have duty to themselves and future generations to protect the Waikato River. Waikato-Tainui wish the River to be protected, and restored to its former health and strength. The principle concern of Waikato-Tainui as Kaitiaki (guardian), is management, restoration and protection of the environment for future generations. Despite some of the misconceptions that exist surrounding the Settlement of the Historical Claims of Waikato-Tainui in relation to the Waikato River, Waikato Tainui have never objected to sharing the waterways or its fisheries and its use for recreation. They wish to work with anyone who has a connection or interest in restoring the health and wellbeing of the Waikato River. Their focus has always been rectifying the damage done by the depletion and pollution of the waters of the Waikato River and educating people on ways to cleanse the river and prevent further harm.



Huka Falls



Recently SSW visited Ngaruawahia at the place where the Waipa and Waikato Rivers meet. Shane Solomon, from the Waikato Tainui Trust Board, was there to discuss with us the Waikato- Tainui River claim.

Bibliography:

www.ew.govt.nz/policyandplans/wrpintro/wrp/wrp2.2.3.htm

www.teara.govt.nz/

Envirocare. October 2007. Environmental news update from Environment Waikato.

Draft agreement in Principle for the Settlement of the Historical Claims of Waikato-Tainui in relation to the Waikato River, 26 May 2007

Looking after the workers: The Employment Relations Education Project



From left, Jane Stevens, Social Services Waikato Advisory Services Manager; Tina Reid, NZ Federation of Voluntary Welfare Organisations Executive Officer; Judy Dell, Department of Labour Mediation Service Mediator; David Shannon, Strategic Pay Consultant; Andrew Beyer, NZ Council of Social Services Chairperson; John Ryall (obscured) Services and Food Workers Union National Secretary.

NZ Council of Social Services, the NZ Federation of Voluntary Welfare Organisations and Social Services Waikato have long been interested in progressing employment relations issues in our sector. Over the last three years they have been working on a joint Employment Relations Education project.

The initial result of this collaboration has been a pilot series of eight Effective Employment Relations workshops around the country. The workshops, primarily pitched at managers and committee/board members, seek to clarify employer's rights, responsibilities and obligations under the Employment Relations Act, as well as give out handy hints on recruitment, employment, performance management and conflict resolution. Feedback so far has been that the workshops are highly valuable and informative.

At the recent NZCOSS biennial hui a panel including Jane Stevens (SSW), Tina Reid (NZFVWO), Judy Dell (DoL Mediation Service), David Shannon (Strategic Pay) and John Ryall (SFWU National Secretary) gave an overview of the project to date,

looked at some of the employment relations issues facing the sector, ways of working through them and gave an overview of the Not-for-Profit sector Remuneration Survey.

One theme that emerged from the discussions was that the issues were not new. However the remuneration surveys have provided a body of evidence not previously available which can be used to move things forward. Among other things, the survey tells us that people working in our sector are paid anywhere between 20 to 35 per cent below the median rate for similar positions in the public sector! And while jobs in the sector tend to involve a certain 'love factor' – people are willing to sacrifice a certain level of pay because they are committed to what they do – there is a limit. No matter how much they care, people still need to feed their families and pay their mortgages.

So, what does the ERE project involve from now on?

- More Employment Relations workshops. The pilot workshops were a resounding success, and there is demand for them from all around NZ. More workshops will be

held from early February next year.

- Other strategic work. Joint work with the SFWU (Service and Food Workers Union) on developing Employment Relations Education resources. Relationship-building with organisations such as the SFWU and Mediation Services, and others. The project also gives us the capacity to undertake research into a number of other key areas, such as the expanded use of sector-specific remuneration surveys, the possible application of pay equity evaluation processes to community sector organisations and the development of an employment advisory service.

If you are interested in hosting an Effective Employment Relations workshop in your locality, want more information, or would like to be more involved in this project, please contact us!

Conor Twyford at
conor.twyford@extra.co.nz

Michael Woodcock at
marketing@nzfvwo.org.nz

Jane Stevens at
jane@ssw.org.nz

What is supervision, and why have it?

External supervision is:

- An exchange between practising professionals to enable the development of professional skills and competence.
- A formal process of professional support and learning that involves reflecting on practice in order to learn from experience. Formal means that supervision involves a set of responsibilities, expectations, structure, requirements and time constraints.
- A regular, dedicated time for in depth reflection on professional practice. It enables experienced professionals to achieve, sustain and creatively develop a high quality of practice through the means of focussed support and development.

External supervision is not:

- Counselling. Supervision is about professional practice - counselling is for personal issues.
- Managerial or line supervision. While the supervisor and worker are accountable for the purposeful use of supervision time, external supervision is undertaken by a neutral, external person chosen by the worker and is confidential between the supervisor and worker and is not connected

with performance appraisal.

- Is not coaching or mentoring.
- *Mentoring is a supportive learning environment between a caring individual who shares her/his knowledge, experience and wisdom with another person who is willing to listen.
- *Coaching is a process that enables learning and development to occur and performance to improve. The process of equipping people with the tools, knowledge and opportunities they need to fully develop themselves to be effective in their role.

So tell me again why I should have supervision?

- Supervision maintains and safeguards standards of practice.
- It is a mechanism for improving the quality of service to clients.
- It places a value on the development of professional practice and knowledge.

Supervision can benefit the work of a community agency in a range of ways:

- It can encourage clarity about roles and responsibilities.
- Provides a safe environment for an individual to explore and acquire new insights, perceptions, skills, knowledge, and understanding.
- Provide a stimulating and questioning environment.
- Provide professional development.
- Provide personal, professional support.
- Assist in identifying and managing stress.
- Consider the resources available to undertake work and discuss issues arising where resources are not available.
- Provide a positive environment within which practice can be discussed and reviewed.



We will be conducting a simple online 'Survey Monkey' survey in February/March designed to gain some understanding of the supervision needs and experiences of people in our sector. Keep an eye open for it and please take the time to participate.

A supervision story

"Having support through an external supervisor allows me to openly and honestly discuss my role, my work and the way I perform. Through finding a supervisor who values and has a great understanding and experience in the youth sector, allows me to be professionally challenged, yet supported. Often I find myself in my practice, reflecting and asking myself 'what would my supervisor say to challenge or get me to think of alternatives as part of my work'. I have found supervision to be my most important source of professional

development, it is regular and ongoing, confidential and constructive and it provides me with a safety net that I value enormously. I believe that supervision is a key ingredient in ensuring high quality and safe professional practice, everyone working in the social services sector needs and deserves external supervision."

Maraea Nikora
Youth Development Advisor
Social Services Waikato



Community Notes

Taxes

Nearly eight out of every ten New Zealanders want a personal tax cut. But more than half would oppose tax cuts if they meant reductions in spending on health, education or welfare. And at the next election, most would be inclined to support the party which best balances these two positions.

Congratulations Ruth Dyson

The New Zealand Federation of Voluntary Welfare Organisations and New Zealand Council of Social Services are delighted to see that the Community & Voluntary Sector portfolio has been promoted to Cabinet level. We also acknowledge and would like to thank Winnie Laban for the two years of hard work she has put into this portfolio.

The Social Report 2007/Te Purongo Oranga Tangata

The Ministry of Social Development (MSD) released the latest edition of The Social Report this month. Introduced in 2001, The Social Report is intended to reflect the "social health of the nation" and to provide a series of benchmarks. The 2007 edition updates 28 of 50 social well-being indicators, and confirmed that there continues to be a high degree of income inequality in New Zealand compared with the rest of the developed world. The report is available at www.socialreport.msd.govt.nz

Sector Research

The website for our sector research clearing house is up and running. It's well worth having a look at it and thinking about how it might be useful to us and what we might contribute to it. It can be viewed at www.communityresearch.org.nz/

NEW

We have made some **changes** to suit **you!**

Now 3 funding rounds

The new dates are:

- 1 Apply by 22 February 2008 for a donation in early May 2008
- OR
- 2 Apply by 13 June 2008 for a donation in early September 2008
- OR
- 3 Apply by 19 September 2008 for a donation in early December 2008

Need to talk? Need an application pack?
Contact us on 07 838 2660 or freephone 0800 436 628.

TRUST WAIKATO
TE PUNGA O WAIKATO

For further information visit www.trustwaikato.co.nz

Let technology be your friend

For a community organisation a user-friendly website can be a great asset. It can provide a platform for doing some of your work, including online collaboration, fundraising, advocacy and services.

There are practical advantages in being able to inform people about your organisation and the work you do, giving people your contact details and being able to update the content of the website whenever you need to. Your website will give you many additional choices in how you communicate with your clients and stakeholders.

WaiNet makes the decision to create a website easy. We're a not-for-profit organisation offering free website services including website development, website hosting, and support to get the training and resources you need.

There's no catch! WaiNet is a service of the Waikato 2020 Communications Trust, part of a national network working to encourage the use of information and communication technologies (ICTs) by community groups. Whatever your level of technology knowledge, resources or need, WaiNet can help you achieve your goals.

So if your organisation could benefit from our free, practical website services, please get in touch with us. We're here to make it easy for you to use technology in your work for our community.

If you don't know where to start, we'll help you develop a plan. You can then collect the information that you want to put on your website and we'll build the website and host it for you.

Some organisations don't need the full range of services though, and that's fine too. If you've got someone on board who can develop the site for you, we can support them with any necessary technical help. We even have free website templates available.

If you already have a website, WaiNet's free website hosting could be an excellent option. And by linking in to our community services portal, your website will be easier for people to find when they need your services.

Over time, our goal is to make WaiNet the place that Waikato people know to connect with when they need to find any community service.

Become part of a powerful community network and make it easier for your organisation to achieve its goals by connecting with us.

If your group is interested in free web hosting and free web development you can contact us

www.wainet.org

WebMaster:

Michele Mason
michele@wainet.org

Project Manager:

Vanessa Mohi-Goodchild
contactus@wainet.org
07-855 6206 or 021-110 0226

WaiNet is a service of the Waikato 2020 Communications Trust



Bits & Bytes

As most people would be aware there are multiple versions of the popular Microsoft Windows operating system (OS) which are usually bundled with the purchase of new computers.

There is non-windows based OS software such as the various flavours of Linux which is gaining in popularity, however because more than 90% of all new computers are bundled with Microsoft software I will be focussing on the latter in this article.



During my IT Advisory work I am often asked the question “Which Windows version should be purchased and what exactly is the difference between XP Home and XP Professional?” To further complicate matters Microsoft has recently released their new Vista operating system with six different versions. However, only four are available to the general public and I will be looking at the difference between Vista Business and Vista Home. There are many websites on the internet that specify detailed comparison sheets between all the versions of Windows but these lists can be quite bewildering for the average computer user. The goal of this article is not to confuse you with these technical points but to provide a general guideline that can be used when purchasing new software for your organisation.

In a small business environment where computers will be networked together for the purpose of file and printer sharing it is highly recommended to always ensure that you are using either Windows XP Professional or Vista Business edition. Both these operating systems allow you to encrypt your files, provide file based security

on your network and prohibit external access to shared resources. By far the most important reason for using XP Pro and Vista Business is that they are able to join a Windows server based domain. Most organisations with ten or more users will eventually add a dedicated server to their network running Active Directory and if you have any XP or Vista Home based machines they will have to be upgraded to the XP Professional or Vista Business editions to join the security domain. This can be a very costly and time consuming exercise thus it is vitally important to make the right software decision when purchasing computers for your organisation.

As a rule I would always purchase the Professional and Business editions for a work environment and leave the Home editions for personal use only. If you are upgrading to the Vista range always ensure that you exceed the minimum hardware requirements as specified by Microsoft. There is generally a price difference of a \$150 between Home and Pro, but it pays to invest in a product that will save you time and money in the future!

Social Service Waikato Scholarships 2008

Funding round is due to open on the 1st of December 2007.

The Social Services Waikato Scholarships aim to support paid and volunteer workers in social service organisations who are undertaking tertiary study leading to an NZQA approved qualification, which will contribute to their social service work, at a university, wananga, polytechnic or other publicly recognised tertiary provider.

Email or phone to register your interest and get a form posted out when the round opens.

Phone: 07 838 1583

Email: sswinfo@ssw.org.nz

Website: www.ssw.org.nz

Governance training

In conjunction with Unitec we ran some very successful Governance Training workshops around the region. Participants have given us feedback that these were very informative and useful.

The interest in doing the governance workshops was so great we had to turn people away. However a number of people who had registered didn't turn up and it was too late to contact people who really wanted to be there. We know it's not always possible but please, if you can, let us know in advance that you are unable to attend so, at future workshops, we can offer your place to someone else.

Community Sector Taskforce

Following the national forum in Wellington in June the Taskforce is no longer being funded by the OCVS. However Iris Pahau who was the national development worker is continuing to do Taskforce work in a voluntary capacity and the spirit of the Taskforce is alive and well.

Here in the Waikato our Taskforce coordinator Dale-Maree Morgan was doing great work around the region encouraging groups to be part of the Taskforce, preparing delegates for the June hui and developing a database of contacts.

This was a short-term contract and Dale-Maree completed a final report in November.

Next year we will meet to decide where to from here and we'll let you know when that hui will be held.



**Merry Christmas
from the
team at
Social
Services
Waikato!**

Waikato Technology Support and Resource Centre

This project, started early this year with high hopes, is still hanging in there but waiting to get funding support. It now has a legal structure – an incorporated society with 27 members and a Board of six and is currently registering with the Charities Commission.

Several funding organisations are interested in the Support Centre and there has been discussion about extending it into a Service Centre that also provides accounting and audit services, legal services and HR services. We are hopeful that by December we will have sufficient financial support

to get the service started. Once the Centre is started we will advertise through Kumara Vine and let you know via our email network. If you're not on our email network and want to be, contact Anne@ssw.org.nz

Kumara Vine

This newsletter is produced by Social Services Waikato and distributed to community-based social service organisations in the greater Waikato. We welcome suggestions and contributions. If you would prefer an electronic version please email sally@ssw.org.nz or download these from our website www.ssw.org.nz

Social Services Waikato is a not-for-profit community trust that works to support strengthen and advocate for community-based social service organisations in the greater Waikato. Our community advisors work alongside them assisting with governance, planning, management, coordination of services, employment, IT advice and other issues not-for-profits face. Social Services Waikato also facilitates networks, provides workshops and training, manages Tindall funding and awards scholarships to people from community organisations undertaking relevant studies.

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