



Meri Kirihimete ki a koutou katoa Wishing you all a Merry Christmas



Who can believe the Christmas holidays are nearly upon us again. And while it is important that we take the opportunity to appreciate spending time together, it is also a time to think of those who may not be having such a merry Christmas this year. There are a number of challenges we all face over this time. In fact, for some community organisations, the Christmas period may be when our services are most in demand. Community Waikato has compiled a list of tips to address some of the challenges community organisations may face over the Christmas period.

Clearly communicate your office hours and staff availability. Let people know whether there are alternate phone numbers for emergency contact outside of office hours. Communicate these details on your website, Facebook page, and update your phone messages.

Take steps to ensure the health and safety of staff over the Christmas period. Staff may work longer hours before Christmas to finish off jobs, increasing the chance of fatigue and accidents. The increase in social activities and events at this time of the year can also leave workers tired and rundown which can impact their concentration levels at work. Financial hardship at this time of the year due to increased spending and reduced work hours can create a mental burden which may also impact concentration levels; and workplace complacency as the calendar year is nearly over.

- Schedule talks for workers to raise the awareness of the additional pressures at this time of the year and the importance of maintaining safe work practices
- Use posters in the workplace promoting the importance of Zero Harm at work and at home; and encourage and recognise those who identify potential hazardous environments or unsafe practices
- Employers can help prevent workplace injuries by remaining vigilant about injury prevention and even increasing safety measures in the lead up to the holiday season
- Ensure seasonal staff members receive proper training and induction
- If anyone is working late in the office or alone, take extra precautions. Lock doors, let people know where you are, make sure you have a safe way to get to your car/ transit

Take steps to ensure security of your office over the Christmas period. Be aware and if you think anything is amiss, report it to the police

- Be aware of everyone who goes in and out of your office or workplace
- Don't leave laptops, cell phones, tablets or any other valuable equipment in the office unless they are well secured
- Ensure staff keep office keys in a safe location
- Set alarms and ensure staff do not write down alarm codes
- Keep doors and windows locked
- Do not leave computers unlocked when you are not present. Lock your screen to avoid people snooping.
- Check ID of service people who come to the office

We at Community Waikato wish you a safe and Merry Christmas and look forward to seeing you in the New Year.

From Holly, CE of Community Waikato



Kia ora and welcome to our final addition of the Kumara Vine for 2015. Community Waikato has had an eventful year, firstly with hosting the first local sector specific conference 'Rising to the Challenge', secondly with a change in CE and thirdly with a change in the Board Chair. We anticipate 2016 will bring further changes as we consider how Community Waikato can best meet the needs of community organisations across the Waikato Region. Of course your thoughts and feedback on that would be greatly appreciated! Please make contact with us to let us know your thoughts.

For those of you taking your holidays – enjoy the break and be safe. For those of you working through this time of year - be well. To all of you in the social services, thank you for the work you do! We look forward to working with you in 2016.

Staff biography: Gary Thompson, Te Kaiwhakarite



Gary is Community Waikato's Kaiwhakarite. He is of Ngati Paoa and Ngati Haua iwi. Gary joined Community Waikato after 14 years of directing and managing Maori Health gain and implementing projects to reduce inequalities across the Northern, Midland and Waitemata DHB's. Gary brings many years of experience in Maori and community development, governance, strategic planning, project management and relationship building. Gary works at Community Waikato with Maori community organisations in capacity building, and marae development.

As part of Gary's role as Chair of Ngati Paoa Iwi Trust, he has recently been working alongside DOC, Fonterra and the Miranda Bird Society supporting an international partnership to secure a safe flight path for New Zealand's bird of the year - the bar-tailed godwit. Gary travelled to China on 7 November as part of a delegation to sign a MOU between the Chinese Government and NZ Officials.

Gary says the iwi has a strong connection to kuaka or godwits.

"Our ancestors have watched this special bird come and go from Pūkoro-koro on its incredible flights all the way to Alaska and back for generations."

"We're pleased to be working with DOC, Fonterra and the Pūkoro-koro-Miranda Naturalists' Trust to protect this taonga. We want to ensure kuaka continue to make their amazing journey for generations to come."

Bar-tailed godwits and red knots have returned to Pūkoro-koro-Miranda, to spend the summer, having flown 12,000km from Alaska and Siberia. The godwits breed in Alaska, the red knots breed in Siberia. Recognised under the Ramsar Convention as an internationally significant wetland, Pūkoro-koro Miranda, on the Firth of Thames, has a Chenier Plain, consisting of shell banks. This rare coastal feature provides a seasonal home for about 40 species of shorebirds.



At the Pūkoro-koro-Miranda Shorebird centre from left to right, Carolyn Mortland (Fonterra Director of Social Responsibility), Lou Sanson (Department of Conservation's Director-General), Keith Woodley (Miranda Shorebird Centre Manager), Maggie Barry (Minister of Conservation), Chinese Ambassador Wang Lutong, Scott Simpson (MP Coromandel), Gary Thompson (Chair of the Ngati Paoa Iwi Trust), Morehu Wilson (Ngati Paoa Negotiator), Gillian Vaughan (chair of the Pūkoro-koro-Miranda Naturalists' Trust), Xie Chengsuo (Chinese First Secretary), Mr Wu Wei (new Chinese First Secretary).

Planning an event?

What do you need to think about when organising an event?

Tindall Rural Community Event Fund

The Tindall Rural Community Event Fund is now open to receive applications. Applications close 22 January 2016. Maximum application \$500. Apply online at www.communitywaikato.org.nz

Done	Action	Notes	Due Date	Person Responsible
General				
	Determine approval for event			
	Determine event budget			
	Determine program basics – what, where, when, why, who you want to attract			
Booking the Basics				
	Book event venue and determine backup/rainout site (ensure basics are in place: phones, power outlets, washrooms, coat check)			
	Book entertainment			
	Book caterer			
	Determine and book rental needs (tables, chairs, portable toilets, podium, etc.)			
Program Details				
	Map out detailed event timing			
	Identify any dignitaries/special guests			
	Get liquor licence			
	Determine other required permits and get them			
	Identify any transportation/parking needs			
	Determine Master of Ceremonies			
	Speeches/remarks written			
	Book sound system			
	Sketch out site map (if needed)			
	Arrange for photos			
Promotion				
	Develop promotion plan			
	Get up-to-date membership list			
	Develop mailing/contact list for non-members to be included			
	Draft letter of invitation (with RSVP contact)			
	Implement promotion plan			
	Mail letters of invitation to special guests			
Event Staffing/Volunteers				
	Identify volunteer/staffing needs			
	Determine volunteer shifts			
	Orient/train volunteers			
For Event day				
	Arrange arrival times for volunteers			
	Arrange early access to venue for set-up			
	Compile contact list for helpers			
	Pack "special event kit" with tape, scissors, pens, paper			
	Check arrangements for garbage disposal and other clean up			
	Check any special parking arrangements			
After the Event				
	Complete clean up			
	Return all rented and other materials			
	Pay bills			
	Reconcile event budget			
	Thank all helpers			
	Review event			
	Prepare and present report to board			

Te Whakaruruhau provides safe shelter for victims of domestic violence

Waikato Women's Refuge Te Whakaruruhau is unique on many levels, but its driving force centres on one thing: to keep families safe.

Established in 1986 in response to rising rates of family violence and a lack of effective government intervention for Maori women and their whanau, today Te Whakaruruhau is the country's largest refuge and assists about 100 cases week in, week out. And it does so in a variety of ways that differ to other similar organisations including operating a 24 hour a day, seven day a week service both on site and via its crisis/callout number (855 1569), offers an advocate for and works with men and aims to attend domestic violence police callouts within 30 minutes of being notified by emergency services.

Te Whakaruruhau has challenged the status quo from the time it was first set up; it was the first Maori Women's Refuge established under the umbrella of the National Collective of Independent Women's Refuges.

Te Whakaruruhau chief executive Ruahine (Roni) Albert said "Our priority is to keep our families safe, advocate on their behalf and support them in whatever means necessary to be able to return back to the community with practical tools to maintain a violence-free environment".

The organisation comprises five safe houses with the sixth one being renovated for use, 34 paid staff, five volunteers and additional paid staff who continue to volunteer well over their paid hours.

"We have a male advocate and we're lobbying to access funds to secure more male advocates to cater to the numbers of men requiring assistance," said Roni.

Refuge staff member Lannell said they support women who want to cut ties completely with a violent partner and there are others who want to try to mend their relationship. That's where the Refuge steps in to facilitate family therapy and supports the man to change his behaviours.

Roni said it was important a Refuge staff member attends every domestic violence incident within an hour of the occurrence so families have an opportunity to make better decisions and arrests can take place if need be.

"It's also an opportunity to connect with the offenders to assess whether they want to make a difference or not about their behaviour," she said.

"In 30 years we have had no women or children die in our care. The fastest way to protect our families is connect with the

offender and develop a direct communication about his future and his family's. There needs to be support venues available for the men to be able to access counselling, financial assistance, housing etc actually many of the avenues our women need, and a male advocate that works closely with all the family violence specialists to enhance the safety of her and the children."

Looming large on the horizon for Te Whakaruruhau is the work that needs to be done to get its sixth safe house to a liveable standard.

"In October 2014 we were offered a 10-bedroom facility from Braemar Hospital due to limited safe housing for high risk families in need," said Roni. The building was moved off the Braemar site and renovation work has recently begun.

Roni said they had received support from all corners of the community focused on getting the building completed by Christmas — traditionally their busiest time of year. Businesses and individuals have stepped up by donating building materials, household goods and offering practical support such as painting and other labouring help. The new building will accommodate five high risk families.

"The aim is to wrap a support programme around them with an opportunity to work towards a violence-free environment and be able to return to the community safely," said Roni.

"We need to develop relationships with extended whanau and community networks that will be safe, secure and who will be able to contribute towards the whanau wellbeing."

Once the renovation is complete, Te Whakaruruhau needs to find the money to operate the safe house. Roni said government departments and community organisations should reassess whether their service's ability to assist women and children coming away from violent relationships and whether their systems can provide financial assistance, housing, waiver debts, court fees, fines, access medical assistance, provide clothing and fees for schools.

"There's a lot of government legislation that makes things difficult for women to decide to come away from a violent relationship. The laws and legislation need to be reassessed and made easier for women to see they have a range of options to choose from if they want to leave."

Te Whakaruruhau assists 350-400 women and children each month. Annually, they assist 6500-8100 women, men and children. However, they are only contracted to assist an estimated 1551 women a year. They did that within the first four months of the year.

Te Whakaruruhau welcomes donations.

Food and gift donations are particularly needed at Christmas time.

Please drop any items off at 1190 Victoria Street, Hamilton.

Age Concern deal with Elder Abuse and Neglect

It is estimated that between 17,000 and 25,000 older people experience abuse each year in New Zealand. That means 2 older people are abused every hour. This is a statistic of shame which is not widely known or acknowledged.

In Hamilton and the greater Waikato region, Age Concern investigated 150 cases of proven elder abuse ranging from psychological to financial, physical to sexual abuse. 70% of abusers are close family members, often adult sons or daughters, and it is often driven by greed and lack of respect for their parents.

Neglect is another form of elder abuse. If an older person is dependent on a family member for their care and that care is withheld causing the older person to suffer harm, this is abuse. This includes failing to provide proper meals, withholding medication or personal hygiene not being attended to; all of which lead to a decline in the older person.

Not all abuse and neglect is obvious or visible, meaning that problems can go undetected, unreported and unaddressed for long periods.

Take the case of Hector (not his real name). He collapsed while out walking and was taken to hospital. He was malnourished and the hospital contacted Age Concern before he was discharged. The Elder Abuse Co-ordinator found he lived in a flat which was in his name but his daughter and her husband had moved in several years ago and had been abusing him psychologically, financially and physically. As well as being malnourished Hector was highly agitated, poorly dressed and had no money in his bank account. His daughter had possession of his bank cards and was living off Hector's pension. They occupied the only bedroom in his flat, cooked their own food and left Hector to fend for himself. The Co-ordinator arranged for Hector to be discharged into temporary residential care, organised a new bank card and PIN and met with his daughter to discuss her options. Realising she could no longer use her father as a free bank she and her husband moved out and left the city. Hector then returned to his flat and some home care services were put in place to support him. He has now joined a walking group, has new friends and can enjoy his life again.

Elder abuse is now recognised as part of family violence which includes child abuse and domestic abuse. While some elder abuse results in a criminal investigation most cases do not receive this attention and there are few agencies older people can turn to for help and support. Age Concern holds a contract from the Ministry of Social Development specifically for the prevention of elder abuse to enable older people to live their lives free from abuse. 90% of victims report an improvement in their situation after support from Age Concern.

Age Concern Hamilton is a not for profit organisation which serves the needs of older people in the community. They have been active in Hamilton for 30 years and provide services to address social isolation, elder abuse, health promotion, supportive services, education and training.



Age Concern Hamilton Christmas hours: Closing on Wednesday 23 December at 12 noon.
Reopening on Thursday 7 January 2016

Christmas party: Thursday 10 December at the Celebrating Age Centre
12 noon – 2pm with nibbles, drinks and entertainment.

Membership reminder for 2016: Annual subscription \$20 per household or \$50 for group subscription.
Contact the Age Concern office on 07 838 2266.

Website: www.ageconcern.gen.nz

Community Living supports top athletes

This year's Special Olympics saw two people that Community Living supports achieve medal placings for their chosen sports. Matthew Slone achieved a gold medal in the 50m butterfly heat and Tremaine Hoeft gained silver as part of the NZ Basketball team, tremendous achievements for both.

35 other NZ athletes travelled alongside Matthew and Tremaine to Los Angeles to compete at the 9 day event earlier this year featuring 25 different sports and the results were incredible.



Matthew Slone

Matthew achieved Gold in the 50m butterfly, as well as coming 6th in the 100m freestyle and participated in the 4x50m relay, where his team was placed 4th.

"I was absolutely stoked, I was really pushing my limits for the butterfly," Matthew explained. "I wanted to feel like I was swimming for everyone, like my supporters and coaches."

"I was pushing everything that I had inside of me just to go a little bit faster. It was emotional, a good blessing that I've done something well for my country."

Matthew had been training 3 times a week for the Special Olympics, since September last year and it paid dividends with him beating four of his personal-best swimming times during his various races at the games.

Matthew says he hopes to compete at the Pan Pacific Games which will be held in New Zealand in two years' time.

Tremaine also excelled by securing a silver medal as part of the NZ basketball team.

Having faced a serious knee injury in the lead-up to the games that put his position on the team in jeopardy, the few months prior to the event proved to be a time of real uncertainty and great concern for Tremaine and his whanau as they waited patiently for the injury to heal. Fortunately with enough rest and the right exercises, he recovered in time to shoot off and win a silver medal for New Zealand.

This was a true testimony to his hard work and determination and a tremendous result.



Tremaine Hoeft

Community Living has been supporting people with intellectual disabilities to live their dreams through community connections for over 26 years.

Since its inception in 1989, Community Living has persistently sought innovative and diverse ways to respond to the individual needs of people with intellectual disabilities within their communities in the Waikato, Bay of Plenty, Taranaki and greater Midland region.

Based in Hamilton, Community Living and its partners now support more than 700 individuals of all ages.

They offer a range of individualised support services including:

- Supported accommodation
- Recreation, leisure and learning opportunities
- Employment
- Whanau/family support
- Occupational therapy and Physiotherapy services
- Specialist disability family support
- A range of respite options for families
- Buddy support, and
- The Regional Intellectual Disability Supported Accommodation Services (RIDSAS).

Community Living employs more than 380 people in various part-time and full-time roles. Irrespective of the nature of the roles or positions, they are all here to work in partnership with people with disabilities, their whanau/family and the broader community to facilitate each person living their dreams through community connections.

**If you would like support to live your dreams
please contact Community Living:
enquiries@communityliving.org.nz
(07) 834 3700
www.communityliving.org.nz**

Refugee resettlement in Hamilton

New Zealand Red Cross is many things to many people – a hot meal, a safe drive to hospital or knowledge that aid workers help after the earthquake in Christchurch and in a conflict area overseas.

New Zealand Red Cross is part of the largest humanitarian organisation in the world and is the primary provider of refugee resettlement services in Aotearoa, New Zealand. Red Cross assists with refugee resettlement in five areas: Auckland, Hamilton, Palmerston North, Wellington and Nelson. When refugees arrive in their areas of resettlement, they are supported by qualified social workers, refugee-background case workers, cross cultural workers and trained volunteers who help the refugees understand Kiwi culture and to manage systems. Supported and successful integration ultimately contributes to connected, healthy communities.

The United Nations High Commission for Refugees reports that 59.5 million people around the world are currently displaced. UNHCR speaks about “a record high”, counting 19.5 million refugees (people outside the borders of their home country) and 38.2 million Internally Displaced People (still within their country).

Refugees are ordinary people facing extraordinary conditions. They have experienced war, persecution, discrimination, racism and oppression, and been forced to flee from their homeland for their ethnicity, religion or beliefs. Refugees leave their home country often unplanned, without documentation and separated from family members. They do not choose their resettlement country. They are mandated by the UNHCR, the United Nations agency for refugee issues. Out of those millions of families forced to flee their homes less than 1% is resettled in a third country like New Zealand.

New Zealand government accepts 750 refugees each year, as a commitment to the United Nations. This has been New Zealand’s UN-quota since 1987. The Syrian refugee crisis has led to discussions about increasing the UN-quota.

Shafiqah and her 3 children Salim (14), Maryam (10) and Fahim Raza (6) arrived in NZ in January 2015 from Afghanistan. They spent 6 weeks in the Refugee Reception Centre in Mangere before they arrived in Hamilton on 6 March.

After Shafiqah’s husband died in an accident in Afghanistan she felt really insecure. Her older son was 9 years old at that time and he suffered depression following his father’s death. The war in Afghanistan made the family feel very unsafe and threatened by the Taliban. Life was difficult and they had no hope for a better future.

Shafiqah decided to move to Pakistan with her children to provide a better life for them. In Pakistan, she earned money by working in people’s houses as a cleaner. The money was not enough to live on, and the job was physically tough. Shafiqah started to beg for money in the streets to support her family. A neighbour eventually informed Shafiqah about the UN office where she applied for refugee status. After one and a half years the family

were granted refugee status and accepted for resettlement in NZ.

On arrival in Hamilton, Shafiqah and her family were welcomed by Red Cross and support volunteers. The volunteers supporting Shafiqah are Gabi Klapka, Hoda Kordjazi, and Pat Martin.

“The volunteers set up a rental house for us prior to our arrival. I felt so happy when I saw the house was all set up nicely for my family and I liked it from the first moment” says Shafiqah.

“I was relieved that I had enough money to provide food and other basics for my children and I thanked God that we were safe now in NZ and we do not have to be scared anymore.”

Shafiqah found the biggest challenge in settling into her new life is the homesickness and isolation due to the language barrier.

“We left our friends in Pakistan. It is hard for me to communicate as I am illiterate.”

The support volunteers found the whole experience eye opening. Their role included gathering items for setting up the house and teaching the children how to go to school. Although the family did not speak English and were all illiterate, they always found a way to communicate.

New families/individuals arrive in NZ every other month. The next intake will be arriving in Hamilton on Friday 11th December. One way to help is to become a Refugee Support Volunteer with Red Cross.

More information about the role and a free training course are on the website: <https://www.redcross.org.nz/what-we-do/in-new-zealand/refugee-services/volunteer/>

Or contact Hana Schmidt: 849 0285



Shafiqah and one of her sons with two of her Red Cross support volunteer, Gabi and Hoda

Community Waikato Christmas Office hours

We will be closed for the Christmas break from 24 December until Monday 18 January

Facebook 101 for Not for Profit organisations...

Why should you be on Facebook?

- It is a low cost way to reach a wide network of individuals
- You can target your audience and use Insights to understand your fans (their location, demographics, interests, behaviours)
- It only takes a small amount of time to set up and maintain compared to the benefits it could bring
- Communications flow both ways so you can have a conversation with people
- It is the most popular social network on the Internet. As of the second quarter of 2015 Facebook had 1.49 billion monthly active users. 2.5 million Kiwis use Facebook every month (Nielsen)
- It is a great way to build and maintain relationships

How does Facebook help Not-for-profit organisations?

- It is a vehicle to use to develop your voice. Tell the story of your organisation with photos, videos and links
- Create a dialogue with people through page posts that people can like, comment on and share
- Find new supporters for your organisation, using your Facebook page to represent your organisation and appear in supporters News Feeds
- Understand more about your supporters and what they are interested in

What makes a good post?

- Clarify your communication goals before you get started. What is your story? Who is your audience? What resources are available to update Facebook? And how frequently?
- People communicate on Facebook with people – so make sure you communicate like a real person. Be relevant, interesting and have a conversation with people. Give them a reason to keep coming back.
- It is not a place to provide tonnes of information. If people want to read about you they will go to your website. Be concise, and link to websites where your audience can find out more
- Connect people to things they care about
- Do not use Facebook to bombard people with advertisements and promotional messages
- Become an expert in your area. Become the go to organisation for information about your area of expertise, e.g. by posting relevant information for your audience, commenting on legislation that affects your organisation, holding Q and A sessions, link to academic readings and articles relating to your cause
- Change information regularly. The more engaged people are the more likely you are to appear in their newsfeeds.
- Visuals are important, and are driving social media communications. On Facebook videos are shared 12 times more than links and text posts combined. Photos are liked twice as much as text updates
- Be responsive – answer people's questions promptly
- Use Facebook to show people results
- Make Supporters the stars to increase engagement and reach, and make supporters feel valued



Chat with Community Waikato on Facebook:
www.facebook.com/CommunityWaikato



**COMMUNITY
WAIKATO**

"Supporting strong communities"

Hei tautoko kia tuu pakari ai ngaa haapori

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