

# Community Voices

The official magazine of Auckland North Community and Development  
2023

The winter  
issue

Remembering  
Joan Lardner-  
Rivlin

How we treat  
society's most  
vulnerable

Collective  
hope for positive  
social change

Food insecurity

Victims of  
Family Violence  
visa scheme



# In this issue

## Special notices

ANCAD’s 2023 Funding Guide 04



## Features

- In memory of Joan Lardner-Rivlin 05
- Digital Seniors North Shore 06
- A personal perspective: The true measure of society is in how it treats its most vulnerable 09
- Making Headway and how the LiiFT Aotearoa Governance Matters programme made such a difference 17

## ANCAD programmes

- Community Development** *by Sarah Thorne*  
The importance of collective hope for positive social change 07
- Resilient communities** *by Madison O’Dwyer*  
Report on food insecurity 14
- LiiFT** *by Simon Ritchie* 16
- NSFVPN | Safer Whānau | Bays In Action**  
*by Deb Humphries* 20  
*by Shahla Heard* Victims of family violence visa scheme 22
- Community Accounting**  
*by Geoff Andrews* Hibiscus Men’s Shed Trust 23
- Maria Camilleri, ACA Student 24
- Mehru Naqvi, Chartered Accountant 25
- ANCAD Funders 23



ANCAD – 0800 426 223 (0800 4ANCAD) – info@ancad.org.nz – Takapuna Community Services Building, 5–7 The Strand, Takapuna, Auckland

# Kia ora Hello Nǐ hǎo Bula Namaste Talofa Mālō e lelei Kamusta

## Haere mai



### **FIONA BRENNAN**

General Manager, ANCAD  
fiona@ancad.org.nz  
0800 426 223  
(0800 4ANCAD)

Welcome to the Winter edition of Community Voices, our quarterly magazine, highlighting stories of our community, sharing our work and that of other community leaders. We have also included some reflective articles contributing to leadership development, notably Sarah Thorne, our Community Development Lead's thoughtful article on the importance of hope for collective change.

This is especially pertinent when our communities face a range of challenges with a cost-of-living crisis and recession, lack of affordable housing, mental health crisis and public safety amongst other key issues.

We know that many Aucklanders face difficult times following successive extreme weather events and flooding that have affected their homes and businesses. Our thoughts continue to be with those affected by these events.

ANCAD's programmes and community-led initiatives provide support to community and community leaders through networking and engagement, training and development opportunities, research and resource provision.

We value the opportunity to work collectively with community partners to address systemic issues when the opportunity arises. Collective arrangements require high levels of trust, integrity and a generosity of spirit that breaks down barriers and provides better impact for community outcomes.

Collective approaches support an abundance mindset, are mutually supportive rather than competitive, share information rather than withholding information, celebrate each other's successes rather than working in silos. Working together we create an eco-system of mutuality and kindness, a vision consistent with building resilient, connected communities.

We look forward to the winter months, the opportunity for restorative practices during the season of Matariki. For community organisations facing change perhaps this is a perfect time for strategic reflection, creativity and innovative thinking.

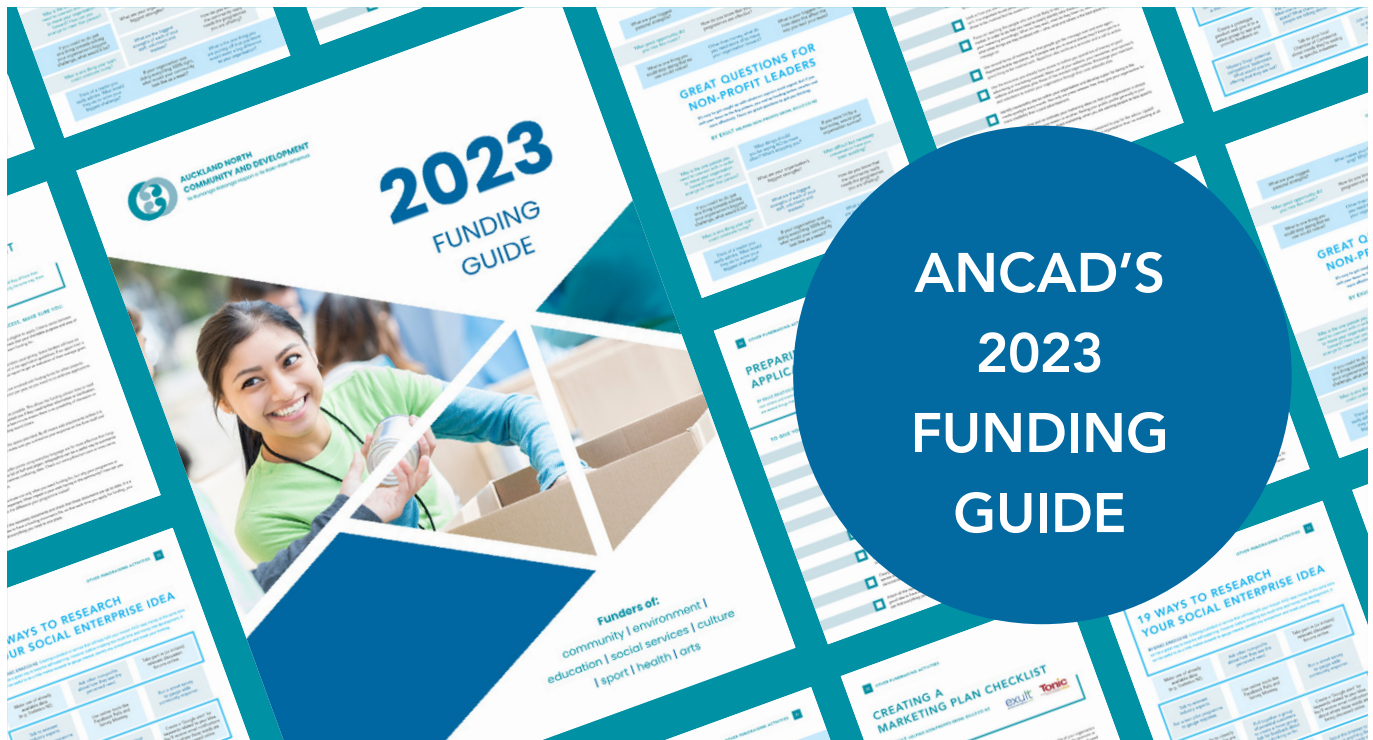
In the spirit of Matariki, we acknowledge the passing of Joan Lardner-Rivlin, who was a great stalwart in the community. We recognise Joan's immense contribution to ANCAD (before it was known as ANCAD) and her many other important and lasting contributions made over the many years of her service. Joan passed away recently at the age of 95.

I hope you enjoy our Community Voices magazine. Please send us your feedback or consider contributing an article. We love to hear from our readers about what is important to them and their communities. ●

Kia Kaha  
Fiona Brennan  
General Manager, ANCAD



# Special notices



The **2023 Funding Guide** is available for you to purchase in any of 3 ways from the ANCAD website at [www.ancad.org.nz](http://www.ancad.org.nz) under the SHOP tab.

1

## PDF

**\$25 (incl. GST)**

Download straight away from the payment confirmation page.

2

## PRINTED HARD COPY

(44 pages)

**\$40 (incl. GST) plus postage**

Maximum that can be ordered is two. For bulk orders of hard copies (more than two) contact Susan directly at [accounts@ancad.org.nz](mailto:accounts@ancad.org.nz)

3

## COMBO

One hard copy and the pdf

**\$55 (incl. GST) plus postage**

Dispatch of hard copies will be within 5 working days of receipt of order. PDFs can be downloaded directly by clicking on the download button on the confirmation of payment page.

Visit  
[ancad.org.nz](http://ancad.org.nz)  
now



# In Memory of Joan Lardner-Rivlin

by ANCAD



We acknowledge the passing of a great stalwart in the community, Joan Lardner-Rivlin QSM in June 2023, aged 95.

Excerpts here below taken from ANCAD's published book, *My Story Your Story Builds Communities*, 2016) from the life of Joan Lardner-Rivlin (available from ANCAD).

For over 50 years Joan dedicated herself to making a difference in people's lives. It's about people helping people. Joan described her role in the community to that of spinning plates. She had said, "My job was to set things up with the local input. Like Chinese spinning plates. You'd set the plate spinning, you'd leave it spinning and every so often you'd go back and check that it was still spinning." She has also

once remarked, "I was a youth worker till my hair turned white, and then I became an aged worker."

Joan took a great interest in the needs of communities on the North Shore. Joan first worked as a social worker for National Women's Hospital, working with teen mums. Later, as a community advisor with the Auckland Regional Authority, she liaised with many Borough Councils, Auckland-wide.

Joan involved herself with what was the introduction of the Citizen Advice Bureaus. On the Shore, the first CAB was in Birkenhead and set up by Joan and a group of community volunteers. Joan got all her neighbours involved as volunteer CAB workers. Other branches soon followed in Glenfield, Browns Bay

and Takapuna.

Joan had realised there was a need for a council of social services on the North Shore. Such a council could be a voice for the NGO community and organise forums for addressing a wide range of issues of concern and in 1974 the North Shore Council of Social Services was created as an incorporated society. This later became known as North Shore Community and Social Services (NSCSS) then in 2014, at its 40th Annual General Meeting NSCSS re-branded and became known as Auckland North Community and Development (ANCAD). That's us!

Joan involved herself in so much more and will be missed by many. A life well-lived. ●

# Digital Seniors North Shore



Nearly 200 North Shore seniors have been building their digital confidence with free, one-on-one technology support sessions offered through the Digital Seniors pilot programme.

The pilot which offers regular weekly drop-in sessions for older people at hubs across the North Shore, where they can ask questions and receive practical support from trained volunteers in a safe, friendly environment on anything from internet banking, online safety, making video calls or setting up their phone.

Since the soft launch of the pilot in late 2022, over 180 people have received one-on-one support sessions averaging 45 minutes long across North Shore hubs in the Devonport Community House, and the Takapuna, Birkenhead, Glenfield and East Coast Bays libraries. Another hub is currently being set up in Albany and Digital Seniors is urgently looking for more volunteers from the Albany and surrounding Upper Harbour area.

The successful Digital Seniors charity originated in the Wairarapa in 2018 and was created from research by

Cathy Hardinge, the CEO, into New Zealand's senior digital divide with businesses and seniors to determine the barriers, needs, and opportunities. The North Shore pilot is being implemented by Digital Seniors Community Manager Fiona Colbert in conjunction with Auckland Councils Connected Communities team who provided \$60,000 with an additional \$10,000 each coming from the Devonport-Takapuna and Upper Harbour Local Boards to establish the programme in libraries in North Auckland.

"Digital Seniors not only builds the confidence of our older people in the community with digital technology, but it also increases their social connection and health and wellbeing too," explains Connected Communities Digital Literacy Specialist Jo Cocker.

Digital Seniors differs from most digital literacy classes in that participants can drop in without committing to a course of several weeks and get the help they need, when they need it. The pilot is supported by an advisory group of representatives from local Aged Care service providers and com-

munity organisations. By linking with the wider aged care ecosystem Digital Seniors can provide individualised digital support whilst increasing awareness of and access to wraparound aged care services and support.

Feedback from North Shore seniors attending the sessions has been overwhelmingly positive.

"You make the Hub a safe space where we feel valued and not ashamed that we don't get it immediately. The funding better not get cut to another service like this just as it gets going; we need to know we have somewhere to go", one participant said.

North Shore Digital Seniors hubs are available now at:

Birkenhead Library: Thursdays 1–3pm

Devonport Community House:

Fridays 10–12pm

East Coast Bays Library: Tuesdays 10–12pm

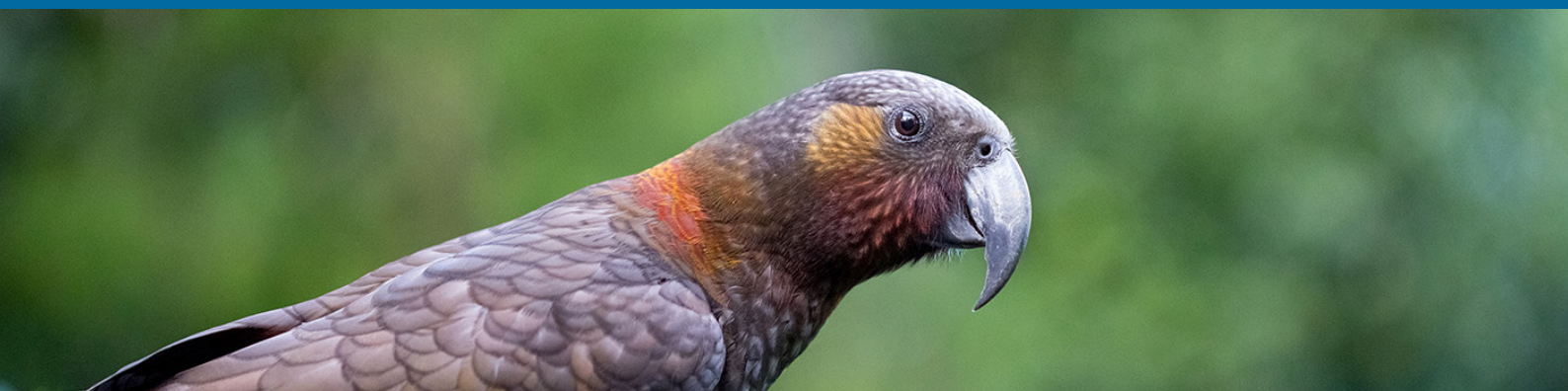
Glenfield Library: Wednesdays 1–3pm

Takapuna Library: Saturdays 10–12pm

To find out more about the programme, donate or volunteer visit their website or call 0800 373 646. ●



# Community Development



## The importance of collective hope for positive social change



**SARAH THORNE**

Community  
Development Lead  
sarah@ancad.org.nz  
0800 426 223  
(0800 4ANCAD)

Scrolling through Facebook last week, I came upon a video of a Kaka in a tree. Nothing unusual in that, except that the video was taken in a backyard in Devonport. The local community-led environmental restoration group, Restoring Takarunga Hauraki have been working collectively since 2017 with the goal of bringing back the birds to the area through pest eradication and native plantings. This video of a Kaka in Devonport is a success story for them. It has taken several years to get to this point, so what is it that kept them going? What drives people to think they can make a difference and reach their collective goals? Is it optimism that things will get better? Or is it hope?

Hope in community development involves resilience, the anticipation of a better future for individuals and the community as a whole and the belief that collective efforts can bring about social, economic and environmental change. It serves as a driving force, motivating community members to work together, overcome challenges, and pursue goals that lead to progress and well-being.

The COVID-19 pandemic had a significant impact on people's ability to hope as it created uncertainty, despair and isolation. The illness itself, loss of loved ones, and the fear of contracting the virus contributed to anxiety and hopelessness. Lockdowns, travel restrictions and social distancing measures further disrupted social connections

and the ability to engage in familiar activities, dampening peoples' spirits and affecting their ability to envisage a brighter future.

However, despite these challenges, the pandemic highlighted the importance of resilience, adaptability and collective action. Communities found ways to foster hope by supporting each other, seeking creative solutions, and envisioning a post-pandemic world that could be rebuilt stronger and more inclusive.

'Hope in the Dark' a book by Rebecca Solnit, explores the concept of hope in times of uncertainty and political change. One of the key ideas in the book is the recognition that hope is not simply wishful thinking or blind optimism, but rather a belief in the possibility of change and a commitment to taking action to bring about that change. It requires resilience, persistence, and a willingness to confront challenges and setbacks. Through historical examples and contemporary case studies, Solnit illustrates how hope has fuelled transformative movements throughout history. She highlights instances where individuals and communities have faced seemingly insurmountable obstacles, yet through their hope and collective action, they have been able to effect significant social, political, and environmental changes.

Solnit emphasises the importance of collective action in fostering hope. She argues that when



people come together, share their visions, and work towards common goals, they can create a sense of possibility and generate momentum for change. By joining forces, communities can build networks of support, resilience, and solidarity that sustain their hope and drive their efforts forward.

In his book 'Psychology of Hope: You Can Get Here from There' renowned psychologist Charles Snyder explores the concept of hope and its connection to our current situation and desired future state. According to Snyder, hope is generated when individuals establish links between where they are now and where they aspire to be. Snyder emphasizes that once we have identified our desired future state, two key factors become crucial for progress. The first is "pathways thinking," which involves recognizing and envisioning potential ways to reach our desired future. It involves identifying the routes and possibilities that can lead us towards our goals. The second factor is "agency thinking" which involves cultivating a sense of personal agency or belief in our ability to achieve the desired future state. It is about having confidence in our capacity to make a difference and take action. When these three elements - connecting the present with the desired future, pathways thinking, and agency thinking - are present, hope emerges as a powerful force. Hope fuels our motivation for change, inspiring us to pursue our goals and make progress. It also contributes to our overall sense of well-being, as the belief in our ability to shape our future instills a sense of purpose, resilience, and optimism.

While hope is a powerful catalyst for change, it is crucial to recognise that hope alone is not sufficient to bring about meaningful and sustainable transformations. Hope must be coupled with action and perseverance to drive real change in communities. Simply hoping for a better future without taking concrete steps towards that vision will not lead to tangible results. It requires individuals and community organisations to translate hope into action by implementing strategies, programs, and initiatives that address the underlying issues and work towards achieving the desired goals.

Perseverance is equally important in the journey towards positive social change. It acknowledges that change often takes time and effort, and setbacks and challenges are inevitable along the way. Despite the obstacles, a persevering mindset allows individuals and organizations to stay committed to their goals, adapt their approaches when necessary, and continue working towards long-term transformation.

As community organisations and workers, it is our role to harness hope and to support communities to develop agency through facilitation and coordination. Collaboration, connection, and knowledge-sharing are essential in supporting the hopeful goals of communities and fostering positive social change. By coming together, pooling resources, and sharing expertise, communities can leverage collective wisdom and efforts. Collaboration allows for a more comprehensive approach to addressing complex social issues, utilising diverse perspectives, and building alliances to amplify impact. By combining hope with strategic action, resilience, and critical analysis, communities can drive meaningful and sustainable transformations. ●

## REFERENCES

*Psychology of Hope: You Can Get Here from There* Charles Snyder 1994  
*Hope in the Dark* Rebecca Solnit 2004

## READ/WATCH MORE

Rebecca Solnit: *Hope in the Dark* essay Guardian 2016. <https://bit.ly/ANCADwinter1>  
 York Hope Consortium – *Hope and Social Change*: <https://bit.ly/ANCADwinter2>



# A personal perspective

By Louise Roke, a local member of the community

## • The true measure of society is in how it treats its most vulnerable



The saying *'The true measure of any society can be found in how it treats its most vulnerable members,'* is attributed to Mahatma Gandhi, but similar sentiments have been expressed by various philosophers, humanitarians and leaders throughout history, reflecting a universal concern for the welfare and dignity of all individuals within a society. The saying emphasizes the importance of compassion, empathy, and social justice in evaluating the overall well-being and ethical standards of a community.

This principle highlights the notion that a society's moral and social progress can be assessed by examining its treatment of marginalised groups, including the poor, elderly, disabled, children and any other vulnerable populations. It underscores the belief that a just and compassionate society

is one that safeguards the rights and well-being of all its members, irrespective of their social or economic status.

I knew that there were probably areas that needed addressing in Aotearoa regarding our elderly, but it was really highlighted to me firstly when my mother ended up in hospital and then subsequently care and several years later my father going to hospital, lockdown and care facilities. My journey was probably like that of many of you.

Dad was from a large family of seven and when a young man of barely twenty, he served in WWII in the Air Force, primarily in Bougainvillea. Mum had been the eldest of six, living and working on dairy farms. For many years they lived and brought up five of their seven children in the Bay of Plenty. Dad loved that place.



By the time I came along they had moved to Auckland. Me, being a little surprise that the stork delivered when they were in their 40s (virtually unheard of then) and the youngest of the seven children. Dad was a sparky by trade and mum loved to garden and do baking. We were a typical kiwi household of the era, except most of my siblings had flown the coop when I was a kid, as there was a 22-year age gap between me and the oldest sibling. Unfortunately, there is not one photo of all the siblings together, only a studio photograph with the six of them.

When I was about 11 or 12-years old mum and dad bought a rest home in Epsom. It was a big old weatherboard house that sprawled over the huge 1200sqm plus site and dad built an extra wing with about six more single rooms. We lived in the house and had our own amenities. I took it upon myself to provide in-house 'entertainment'. My friend Tania and I would do gymnastics, dance, play games and perform musical theatre in the large lounge for our elderly audience. It was a joyful residence run as a real home and I became very attached to the group of 16 that we lived with.

I also learnt a lot about people. Some had strong support with regular family and friends visiting. They went out on excursions, were given gifts and treats but then others never saw a soul. For that reason, Christmas was the worst of times and the best of times. I designated myself to give out Christmas presents and goodies each year. It would take ages to wrap up so many presents and we would love that day, but it was also a time of great sadness, as you knew who wouldn't hear or see from anyone, even on that one day of the year.

I guess between having older parents, regularly visiting their older relatives and my living arrangements in a rest home from such a young age, I was naturally always around the elderly one way or another. I was enveloped in an older world that was the same, yet had some sort of different feel to it. If someone has a delightful smile and personality when they are 27, they most likely still will when they are 77. The same would apply for someone who wasn't that way inclined also. So, regardless of what age you are, you don't really change inside (unless of course you have certain types of mental

changes where personality can drastically alter). The younger generation often forgets that older people still have hopes and dreams, fears, needs and wishes.

We continue to be emotional, physical, spiritual beings who need positive connection. Everyone wants to be respected, to live with dignity, to have people hear what matters to them, to be included in decision making, no matter how little those decisions are, regardless of ability or disability (cognitive or physical). It is not a one size fits all approach that works.

People with advanced dementia or a disability can make some choices of what they want even as little as what colour one prefers to wear today; the blue cardigan or the red one? Yes, how minor that sounds to some, but it matters. It's about being included and made to feel important, just like we encourage this in the work we do with children. Having some control over your own life and as my five-year-old grandson tells me, to be the 'Boss of Me!' To focus on what one can do, not what one can't do. We need positivity throughout our lives. Think about it, if that is completely taken away (e.g. when you are no longer able to legally make decisions) surely that doesn't mean that you are a hollow empty unit with no opinion, preferences and so on. If we don't have that - what do we have left?

The hospital experience for the elderly is often horrendous as it usually starts from an unexpected event happening. Then finding oneself journeying from living at home independently, or with some home-help, to being in a strange, sterile environment with noises, bright lights and different people. It isn't a place you want to spend a lot of time - believe me. It can be truly frightening. Imagine if you have no one and go through this alone, especially when you are down and out and of course ill.

One night, I woke up suddenly about 3.30am. I was wide awake and my gut was churning. I wanted to phone mum and dad for some strange reason - but that was ridiculous - I couldn't just phone them in the middle of the night. It wasn't until early the next morning that I received a call from Dad. Mum had ended up from bed to floor during the night. Dad had scooped her up in his





arms, soothed her and put her back into bed. He didn't realise, of course, that she had suffered a stroke. She was 85 and now her journey on a runaway train had started. Our world was now topsy-turvy and life was never going to be the same. I know a lot of you reading this will understand and relate to what I am saying. No one prepares you for what is going to come, for the entanglement of systems, the darkness, the unknown and lack of knowledge upon entering this world. It feels as if you are blindfolded and fumbling around trying constantly to find the light switch.

My dad, who was in his 100th year, passed away last October. He was quite remarkable. I miss him terribly and saw him just about every day. He had short term memory loss but luckily that didn't affect his personality or his intelligence and wicked sense of humour. He was forever curious, caring and eager to go on an adventure. We loved our chats and time together, walks and exercise and our drives to gaze and admire nature. I think about everything he went through in the last three years when his life suddenly changed from being at home mowing his lawns, driving to Cornwall Park two or three times a week for a sprightly walk, making cups of tea and sitting out on his porch like a lizard, soaking up the rays. Then suddenly, one day, he was in a dehydrated state and had pain in his leg.

At first, I knew he was misdiagnosed, so I had to keep pushing and barking to get nurses and doctors to do something. This was life threatening, so I was insisting that his diagnosis wasn't right, that he wasn't improving, but in fact going downhill and something was seriously wrong. I know that all those who are carers out there will understand my frustration. No one knows your loved one better than you do and you need to be listened to. You probably know what their pain threshold is and sense whether they seem right, or quite frankly, off.

Finally, they found it was a blood clot and gland infection and this was only discovered because I knew time was of the essence and that something was seriously wrong and eventually, I called an ambulance from the respite place where he was staying, when he first became unwell.

During his whole life dad hardly swallowed a

pill. Why was everyone so astounded that a man in his 90s was in such remarkable health, fit and loving life? It seemed that the attitude and thought pattern that medication and highly over-sugared food, that looks great in glossy marketing brochures, is the miracle answer and that's how you should be spending your lot in life, with bingo in between!

With dad at hospital, I did my own physio. I knew if I didn't get dad back moving - movement was the very essence of dad's life (he played golf until he was 94, often scoring under his age group) - then life for him wouldn't hold the same essential quality he had treasured. Twice a day we did exercises, moving all our body, ankles, knees, arms, legs and eventually walking around the ward over and over until some of the carers and nurses would be high-fiving us. They couldn't believe their eyes how this old man and daughter were defying odds and smiling all the while, even when in the trenches of moans and groans. I wasn't going to let the system ruin our lives and believe what was on offer was good enough. Again, I trusted my instincts. After several weeks dad was released, but I had to fight that too.

The first lock down dad was 97 and living with my husband and I. Like everyone, we watched the Covid-19 announcements on TV. There were many mentions about all the wonderful services and supports in place and it was identified that some minority groups were not coping well during Covid-19, so funds and resources were beefed up immediately to address this, yet nothing seemed to be mentioned about the elderly. I pondered, "Aren't they thinking about Mrs Smythe?" a widow living on her own down the road, unable to drive and who relies solely on the TV for information and outside contact. She and so many like her had difficulty to even get food or go to pay her electricity bill. Mrs S doesn't have internet and suffers from arthritis and her eyesight isn't great. She's not getting attention or mention. What about Mr Albertson who visits the rest home every day to see his wife of 55 years. She is in the dementia wing and responds to him more than anyone else. He feeds her lunch, the main meal of the day. He knows too that there are staff shortages, so, if he isn't there, she may not really get fed. Then he was cut off,



the door shut and he couldn't see her. He was left alone worrying himself to death about her wellbeing. Those with silent voices, who don't make a ruckus, who stand at the edges for their turn, like the lost child alone in the playground were getting looked over.

I started to see the letters to the editor roll in from the aged and their concerned families. What I also noticed wasn't just about being locked down and locked up, it had been an accumulation of stuff that had pushed them to breaking point. Clearly, it had come to a head.

The older generation are not complainers and have high tolerance and resilient thresholds in general. I managed to track down a couple of the people who wrote in. Their stories were real and raw about their situations and what they had and were going through. The thing that stood out the most was the disempowerment that they and their family had experienced.

We as a community and society need to address these things. Here are just some of the common concerns that I have heard and seen, but there are many more.

- Discussing and acknowledging dementia (and all elderly) isn't a one size fits all (as it seems most of society thinks it is) and training needs to ensure that those working in this field do not talk about someone as if they aren't there.
- Education and resources: We need better funding and the integration of old and young needs to be bridged in positive programmes.
- How long should a retirement village have to sell your apartment and give you your money? Why isn't there a NZ standard?
- The potential changes in law regarding capability ie. to focus on what a person can do rather than what they can't do, as is the case in NZ as I mentioned before.
- Living Wills - what they are and how they should be adhered to.
- What is the state of housing for the elderly in NZ and why are they building three storey apartments that are not fit for purpose for older people?
- Those who don't have EPOAS - what rights the main carer has, if any.

- What resources are out there: There are lots, so we want to acknowledge them and spread the word about them. Identify the gaps.
- The drama and red tape e.g. if you want or need to change retirement homes - whether it be in the same area or another place in NZ - currently this is fraught with unnecessary paperwork.
- Should investigations in a retirement village/ rest home/hospital be done by those from the retirement village about complaints or an outside body? Education is needed on this and talk about procedures.
- How well are we supporting those who want to stay in their home? What improvements can be made and what are the benefits/pitfalls.
- Are we catering for men in retirement villages well, especially those from manual or farming backgrounds?
- Is suicide and depression rampant in retirement homes in NZ?
- Are people really getting sunshine, fresh air and exercise or just too much sugar and spice? If people don't get sunshine, it affects their mental health - let's get real.
- What training are staff getting to communicate with older persons - many cannot hear or understand what is being said to them and this is a huge problem.
- Laundry - this sounds minor, but half the new clothes have simply disappeared and no one is responsible.
- Should all places offer internet and telephone calls on a regular basis so friends or family who are working, or who can't get there as much as they would like, can have, for example, a smart TV, to have a virtual visit on a regular basis.
- Why are we paying and showing such a lack of support and respect for the professional, dedicated work that nurses, carers, volunteers, family do in the aged care sector? Please pay these people what they deserve. Humanitarian work is hard, it is rewarding, it is essential and it needs to be seen as an important and vital part of a healthy ecosystem.
- Are we treating people as individuals when





they get old? Currently, it seems the grouping together is done just by being old.

- What education and support can be increased and why is there so little funding for everything that is old? What can we do to increase this so we have resources for people to live a better life at the end of their life?
- Who checks on people who have no one and do we need dedicated case advocates for these people once identified?
- Can we do better and engage volunteers in a more coordinated way for more needs and provide training and a base for volunteers to assist for all sorts of things from mending a household item, negotiating or being onsite when a tradesperson comes to do something?
- Crime prevention for elderly - access, funding and education.

I could be here all day telling you about a few of my experiences, but I'm here to ask you for assistance. I want to hear from you as I know together in the right platform we can be heard and it will make changes happen. There are broken systems, real issues.

I am planning to do a podcast series. For those of you who don't know what a podcast is, think of it

like a radio show. but it is one that is pre-recorded and then can hear it when you want to over and over; you can send links to other people too. It is free and accessible to hear and I can teach those who don't know what they are, about them. I will also transcribe it so each show will be in written form. Anyway, the main thing you all need to know is that please contact me and I'll do the rest! I will simply meet with you in person or whatever you are comfortable with and we can talk. Easy! You can stay absolutely anonymous if you wish to do so. I want to relay your experiences, stories, find out what is going on, or not going on. I also want to hear of course about all the positive things that are happening too, so we can spread the word, so it's not just doom and gloom.

Whether you are an elderly person living at home or in a care facility, a carer, a family member, a service provider, and of course, I would love to hear from nurses and medics in this sphere.

It can be a very lonely road and it is always so reassuring to hear that others are going through what you are. Thanks for your time. I look forward to hearing from you [louroke@gmail.com](mailto:louroke@gmail.com) or phone me on 0210 246 0897 (I can phone you back if you are on a land line). ●



# Resilient communities

Update Winter 2023



**MADISON  
O'DWYER**

Community Researcher  
and Facilitator  
[madison@ancad.org.nz](mailto:madison@ancad.org.nz)  
0800 426 223  
(0800 4ANCAD)

The Resilient Communities Auckland North programme, led by Auckland North Community and Development (ANCAD) is dedicated to empowering communities to take an active role in shaping their future. The recent severe weather events in Auckland served as a reminder of the critical role that communities play in disaster response.

The program achieves this by developing emergency preparedness community plans, connecting community organisations and emergency response agencies, organising training and resources, facilitating community networks and researching community emergency management practices.

ANCAD collaborated with communities in the Devonport-Takapuna Local Board area to create four emergency preparedness guides and establish six community-led emergency hubs, with four more in progress. These hubs can be used as meeting places to provide information and support, connect with agencies, and collect and distribute resources during and after an emergency.

Additionally, ANCAD continued facilitating events connecting emergency response agencies and communities. On May 25, we hosted a community hui where emergency responders, including Police, Fire and Emergency NZ, North Harbour Community Patrol, and Amateur Radio Emergency Communications, engaged with communities to discuss their roles and operations during emergencies. On June 17, thirty-five community leaders participated in an Emergency Coordination Centre exercise, allowing them to experience the functions of Auckland Emergency Management during disasters.

During emergencies, the Community Resilience Coordinator operates as a local information coordinator. Due to ANCAD's updates during the Auckland Floods and Cyclone Gabrielle, just under 100 community leaders in the Devonport-Takapuna, Kaipātiki, and Hibiscus & Bays Local Board areas received collated and up-to-date information daily. Our updates included resources

to support ethnic and disabled communities as well as local needs and offers. Feedback from organisations indicated that the information could have reached over 500 people daily.

ANCAD recognises that crises are opportunities for strategic growth. In March, a community debriefing was conducted for the Auckland Flood and Cyclone Gabrielle. Based on the feedback received, we submitted a report of our findings to Auckland Emergency Management. Many of these learnings were put into action during the May flooding, resulting in a much more coordinated community response.

We know that communities are resilient when they're well-connected and collaborative.

Resilient Communities Auckland North is guided by a steering group of specialist organisations, including Auckland Emergency Management, Auckland Council, North Harbour Community Patrol, Police, Amateur Radio Emergency Communications, and North Shore Neighbourhood Support. In addition to the steering group organisations, the programme works with a range of agencies, including Hato Hone St John, Fire and Emergency NZ, Citizens Advice Bureau, Volunteering Auckland, Devonport Peninsula Trust, Takapuna North Community Trust, Asian Family Services, Takapuna Methodist Church, Onewa Christian Community, 6 Squadron Air Cadets, 1st Devonport Scout Group, Harbour Sport, Wellington Region Emergency Management Office and four Local Boards. In times of readiness and response, these networks allow communities to tap into diverse capabilities, expertise, and resources.

The New Zealand Disaster Resilience Strategy recognises that, in a disaster, communities are each other's frontlines. A culture of resilience can help us to stand together to minimise risk, reduce harm and recover quicker in the face of unprecedented events.

Thanks to the Devonport-Takapuna Local Board, Community Networks Aotearoa, COGS North Shore, and the Lottery Grants Board for supporting this work. ●

**RESILIENT  
AUCKLAND  
NORTH  
.ORG.NZ**





# Resilient communities

By Madison O'Dwyer ANCAD

## • Report on food insecurity



ANCAD has recently completed an in-depth report on food insecurity in the Kaipātiki local board area. Food insecurity, as defined by Kore Hiakai Zero Hunger Collective, refers to *the lack of reliable access to sufficient quantities of affordable, nutritious, sustainably sourced, and culturally appropriate food, including the right to determine how individuals access their food*. The report sheds light on the extent of food insecurity in the community and maps the existing services addressing this critical issue.

Research conducted by the University of Otago & Ministry of Health in 2008/09 revealed that 40% of households in New Zealand experience some degree of food insecurity. More recent studies indicate that 15% of children live in moderately food-insecure households, while 2% face severe insecurity.

Sophie Gray, Operations Manager of the Good Works Trust, has observed a steady rise in the frequency of requests for support in Kaipātiki since 2012. However, due to a lack of accessible data specific to the North Shore, understanding the full extent of food insecurity in Kaipātiki has proven challenging.

Our report explores the financial, social, and environmental factors contributing to food insecurity in the community. One example is consumer isolation; in Beach Haven, households lack easy access to a supermarket, forcing residents to travel to Birkenhead or Glenfield for groceries. This isolation exacerbates food insecurity for those without reliable and affordable transportation.

The Kaipātiki community is actively addressing local needs through various initiatives such as food banks, pātaka kai/food pantries, school breakfast or lunch programs, food rescue programs, and community gardens. Many of these services rely on word-of-mouth communication, making it difficult to assess the full range of available resources. One key recommendation of the report is the creation of a local directory that consolidates information about existing services, supporting accessibility and opportunities for coordination.

ANCAD's report, **"Food Insecurity in Kaipātiki: Mapping and Analysis,"** will be launched in the next quarter – keep an eye on our website and communications. ●

**RESILIENT  
AUCKLAND  
NORTH  
.ORG.NZ**





I N F O R M A O T E A R O A I N S P I R E

ANCAD's training programmes for community groups and the not-for-profit sector



**SIMON RITCHIE**

*Training and Capability Lead*

*simon@ancad.org.nz*

*0800 426 223*

*(0800 4ANCAD)*

The Auckland North Community and Development (ANCAD) Professional Development Programme (previously known as Five Good Ideas) is now known as **LiiFT AOTEAROA**.

LiiFT AOTEAROA seeks to both inform and inspire – that's why there are two 'i's in LiiFT.

ANCAD's vision is to see community and For Purpose (NFP) groups LiiFTED and strengthened through offering relevant and affordable capability-building courses, presented by top, professional consultants and facilitators, just as we have been doing for many years now, with the fantastic support of The Tindall Foundation.

The two 'i's in LiiFT also represent, in imagery, two stick figures and stand for people partnership and collaboration as key ways of fostering growth, harmony and resilience.

The remaining letters 'LFT' stand for 'Learning for Today' as we seek to respond to community need with relevant and timely courses as well as looking to the future in supplying the latest, helpful resource and training.

Our hope is that many will benefit and build on the good works they are already doing for the sake of community in Aotearoa.

For detailed information about course content go to the ANCAD Training website found here [www.liift.nz](http://www.liift.nz) ●





# Making Headway

and how the LiiFT Aotearoa Governance Matters programme made such a difference



By Ruth Hamilton

*President Headway, The Brain Injury Association (Auckland) Inc*

Prior to the '80s there was very little help for those affected by a severe brain injury, and people who continued to have symptoms were thought to be neurotic or malingering.

The 1980s saw significant advances with the introduction of ACC, rehabilitation centres and ongoing research into the brain and its functions.

The 1980s also saw the birth of The Brain Injury Association (Auckland), now known as Headway, whose mission was, and still is, to help work for and promote the rehabilitation of the brain injured.

In the early years, staff often had to battle to ensure clients received financial and other support they needed. One of our liaison officers, Alison McLellan, had first-hand experience of brain injury. She said, "I think I've been able to help them (clients and their

families) more because I'd been down that road. I know the loneliness, the desperation of knowing that the son you've got isn't the son you have anymore and the learning to love that son again. I decided that I wasn't going to let anybody slip through my fingers if I could help them." Alison was instrumental in setting up our first Families and Carers support group.

Today, at Headway, we run daily activities, such as Tai Chi and Art, provide regular education/support groups, and on an individual basis, we help clients access the support they need.

## A TIME OF CHANGE

Changes to the Brain Injury Landscape

By the time Alison retired about two years ago, the landscape for brain injury had changed and is continuing to

change. Currently:

- Each year about 35,000 people in New Zealand suffer a traumatic brain injury. ACC reports that only 22,000 of these seek assistance.
- People who seek help for a severe brain injury receive a considerable amount of support, through rehabilitation, housing modifications, and ACC funded equipment and programmes.
- People affected by a less severe or mild brain injury, or those who do not seek medical help, often slip through the cracks.

In recent years there has been a huge amount of research on the brain and brain injury, so we are likely to see further improvements in prevention, services and treatment.

This is a challenge for Headway.

Considering the number of traumatic brain injuries per year, and the large number of acquired brain injuries (for example from stroke or tumours) our client base has been tiny. So, Headway needs to change.

## CHANGES TO FUNDING

In the past few years, Headways board was repeatedly reminded that charitable donations and funding were dwindling. We noted that funders were preferring services that empowered clients, encouraged independence and have definable outcomes.

Even with facilitators running planning sessions, the Board and CEO had found it hard to clearly define Headway's reason for being, or to visualise Headway's future. We eventually developed a strategic plan. While business continued as usual, with activities, groups sessions and individual assistance, Headway was not keeping up with progress.

By 2022, our financial situation was weakening and to secure Headway's future, Headway House was sold.

## CHANGE OF MANAGEMENT

At the end of 2022 our long-serving CEO, Steve Jenkins, announced his retirement effective at the beginning of January 2023.

So, 2022 was the perfect storm!

As is often the case, when there's an urgency, people rally together. Headway's Board rallied. We made sure we had a robust recruitment process and felt very lucky and very relieved to appoint Stacey Mowbray as our new CEO.

## A NEW YEAR, A NEW CEO AND REVITALISING HEADWAY

The Board had advised Stacey that Headway needed to change in order to

serve a much larger client base and to ensure an improved level of service. We also needed to expand our networks and become more helpful and more attractive to clients and funders.

**As the board President, I knew our board had a lot of work to do, including making changes to our Constitution to meet the requirements of the new Charities Act. And we needed to improve how the Board functioned.**

**Enter ANCAD and LiiFT Aotearoa Training. Lucky for me, just after Stacey arrived, our Board secretary sent me a link to some free training offered through ANCAD. I enrolled on LiiFT's Governance Matters series.**

**This series, presented by Carol Scholes, is a must for anyone sitting on a charitable board or considering sitting on one.**

**There are 10 sessions. I have already completed the first four, and what a difference they have made to my attitude and thinking.**

**The Governance versus Management session made me realise over the past few years, we had been trying to resolve management matters rather than taking a strong governance role. This was so liberating.**

**Slightly alarming was that there had been no recent surveys of our stakeholders. However, Stacey was on to this and in her first report to the board she noted she was reaching out to members, clients, potential clients and organisations to see what they needed and how we could work together. Now we had information and advice to help us properly adjust our strategic plan.**

**Thinking about strategic planning, I had to laugh when Carol listed the reasons for a refresh, Headway could**

**tick almost every box. There was a change in the operating environment, we were entering a new stage of development, we had appointed a new CEO and the current strategy hadn't worked.**

**Carol also presented us with a simple matrix, for setting and checking targets. Our Board had found this difficult to do in the past, but this format makes life so much easier for management and the Board. Stacey and I have already agreed to come up with an initial draft to refine at our next board meeting.**

**Information on legal responsibilities and financial oversight will be very useful too. We want to make sure potential Board members have a good understanding of what is required from our Board members.**

## MAKING HEADWAY

**Even though I am only part way through the Governance Matters series, this training has made a lot of difference to me.**

The last two years were a struggle and being President felt like a burden. Now, I can see why. The board had no real structure, we had too many management issues to deal with and we did not 'wear a governance hat' so it was hard to function as a Board should, even though I knew our Board members were dedicated and skilled. The sale of Headway House and the resignation of the previous manager were the catalyst for change. And the Governance Matters series is giving me the tools to ensure our Board functions as a Board should. Headway's Board and our CEO have a clear vision of where we are headed and are looking forward to making a difference to many more clients. Watch this space! ●





# GOVERNANCE MATTERS

**FREE**

## Principles of Governance

Short sessions on specific topics. A series of Zoom sessions focused on governance principles for Boards or committees of NFP organisations in New Zealand.

**Presenter: Carol Scholes, Overview Effect**

**Cost: FREE | Zoom | 6:30 pm to 7:45 pm**

**For more info and to register, please visit: [LiiFT.nz](https://www.LiiFT.nz)**

### **FEBRUARY 7**

The difference between governance and management

### **MARCH 7**

The legal responsibilities of Boards

### **APRIL 4**

The strategic leadership role of the Board and the importance of a strategic plan

### **MAY 9**

The Board's role in financial oversight

### **JUNE 6**

Health and safety

### **AUGUST 8**

The importance of a good Chair and what a good Chair does

### **SEPTEMBER 12**

The relationship between the Board and the manager

### **OCTOBER 10**

The manager's appraisal

### **NOVEMBER 7**

Leading the culture of the organisation

### **DECEMBER 5**

Risk and opportunity leadership

**LiiFT**

INFORM AOTEAROA INSPIRE

[www.LiiFT.nz](https://www.LiiFT.nz)

# NSFVPN | Safer Whānau | Bays In Action

Update June 2023



**DEB HUMPHRIES**

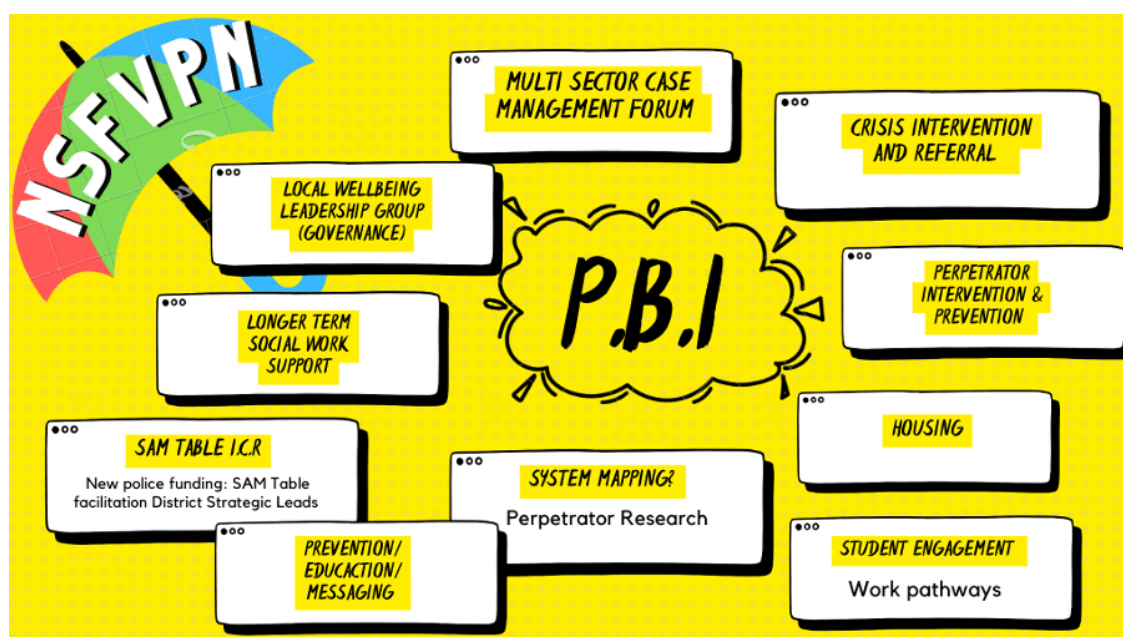
North Shore Family  
Violence Prevention  
Strategic Manager  
deb@ancad.org.nz  
0800 426 223  
(0800 4ANCAD)

## OUR PLACE-BASED INITIATIVES (PBI) STRATEGIC PLAN: A COLLECTIVE FOR WELLBEING

The North Shore collective is led by the North Shore Family Violence Prevention Network with the North Shore Women's Centre and Respect as key lead agencies. Each are established in their local community and work closely with MSD. Their objective is to address unmet family violence pre-

vention and intervention needs in the North Shore area by better integrating services to:

- Support crisis intervention and referral need as well as longer-term advocacy and referral support.
- Increase provision of longer-term services to children and whanau.
- Enhance intervention and prevention services available to perpetrators of violence.





- Increase the scope of prevention strategies and community education, particularly with messaging for youth, educators, and parents.
- Offer enhanced coordination via a weekly case management forum for complex referrals.
- Coordinate an advisory steering group, the 'North Shore Wellbeing Leadership Group'.
- Address the lack of sufficient emergency, transitional and long-term housing options for women and children at risk of family violence.

### OUR COLLECTIVE STRATEGY

Our broader strategy for our place-based initiative involves a synergy between integrated community response and community mobilisation.

Our strategy diagram reflects our multi-sector approach and the inter-connectedness between family violence specialists, housing providers, mental health and addiction professionals, youth providers and education and employment pathways.

Our PBI mahi brings together our Safer Whānau and Bays in Action programmes to enhance wellbeing across the North Shore. Specialised response and primary prevention endeavours work collaboratively to enhance community cohesion and connection.

### A SNAPSHOT OF SAFER WHĀNAU

The Safer Whānau project is an interagency partnered response to family violence on Auckland's North Shore. This innovative service involves working collaboratively with Te Puna Hauora and key social service providers to provide a wrap-around holistic whānau-centred service. Whānau, now more than ever, present with multiple issues as economic pressures compound whānau stresses and difficulties. Families referred to family violence services often require the involvement of Work and Income, Police, Health, Oranga Tamariki, Ministry of Justice and multiple community agencies to effectively address all their needs.

Our Safer Whānau multi-sector case management forum initially convened in March 2023, bringing together our PBI partners to co-design what is to be a community-led forum. Consultation with our North Shore Wellbeing Leadership Group supported our first multi-sector forum to come together with government and community represen-

tatives in April 2023.

We place tamariki and rangatahi at the centre and wrap whānau-focused support and collaboration around them with MSD funded whānau plans.

### A SNAPSHOT OF BAYS IN ACTION

Bays in Action is a community-owned collective that is run and supported by a large and diverse group of community members, young people, schools, practitioners, local organisations and local businesses.

The purpose of Bays in Action is to:

- Increase youth voice in decisions that impact on young people.
- Increase youth wellbeing.
- Address issues impacting on youth safety and wellbeing.
- Support shared decision making in the Bays for positive youth outcomes.
- Increase opportunities for youth development including youth leadership development.

### BAYS YOUTH HUB

We continue to explore a multi-purpose community venue with the Barracudas Rugby League club and new interested parties.

Youth Wellbeing and Education outcomes: Cultural opportunities; education outside the classroom – internships and work experience with local businesses, alternative education opportunities, wellbeing and parenting programmes in the community.

### BAYS YOUTH VOICE DEVELOPMENT: AN OVERARCHING YOUTH DEVELOPMENT FOCUS

The Bays in Action Think Tank is our signature project for primary prevention initiatives and activities. An intentional focus on enhancing wellbeing and promoting protective factors is woven throughout this mahi.

The NSFVPN Coordinator continues to represent the Collective at the monthly SWG (System Working Group) forums, these are national Hui coordinated by Te Puna Aonui. Through this forum we will work with MSD and Te Puna Aonui to build collaborative governance of the Collective and align with Te Aorerekura opportunities. ●

**SHAHLA HEARD**

NSFVPN Administrator

[shahla@ancad.org.nz](mailto:shahla@ancad.org.nz)

0800 426 223

(0800 4ANCAD)

## Victims of family violence visa scheme

New Zealand has a specific victims of family violence visa scheme which applies to certain victim-survivors. There are two types of visas, the Victims of Family Violence Work Visa and the Victims of Family Violence Residence Visa available to migrants living in New Zealand who have experienced family violence. The criteria for both of these visas is tight, meaning not all migrant survivors of family violence have a pathway to residency in New Zealand.

A review of the family violence visa policy is due to take place this year, however this is some-

thing which has been promised for many years and has not yet occurred. Any review needs to be comprehensive and address all the issues which have been raised by those practising in this sector, rather than just making minor tweaks to the policy. If the review does proceed this year, the North Shore Family Violence Prevention Network will support a collaborative submission from the network, which includes direct service providers who have been endeavouring to navigate the policy to access safety for their clients for many years. ●



# Community Accounting

## Hibiscus Men's Shed Trust



AUCKLAND  
COMMUNITY  
ACCOUNTING



COMMUNITY  
ACCOUNTING  
AOTEAROA



### GEOFF ANDREWS

Auckland Community  
Accounting and Community  
Accounting Aotearoa  
Programme Lead  
[geoff@ancad.org.nz](mailto:geoff@ancad.org.nz)  
021 054 6240  
0800 426 223  
(0800 4ANCAD)



ANCAD's Auckland Community Accounting programme (ACA) is assisting the Hibiscus Men's Shed with their accounting needs.

The Trust was keen to ensure that they were following best accounting practices. The student team, all studying accountancy at Massey University's Albany Campus visited the Hibiscus Men's Shed for a site visit to see first-hand the services they offer.

The students were accompanied by their CA mentor Simon Manawaiti from CA ANZ who will supervise and support the students. The student team will be working with the trust over the next few months to assist the trust and make recommendations related to best practice. ●

Above: ACA Programme Lead Geoff Andrews, CA Mentor Simon Manawaiti, Hibiscus Mens Shed Trustee Murray Kelman, Student Team Leader Connor, Student team members Lea, Ashley and Yuqi.

Below: Hibiscus Men's Shed Trustee Murray Kelman shares some of the work the Men's Shed produces.



# Community Accounting

**Maria Camilleri** ACA Student | Bachelor of Accountancy



Our team consisted of four volunteer students, supervised by the team's professional mentor; Mark Spooner CA and guided by the programme lead; Geoff Andrews.

As a team, we assisted a registered charity with their Xero setup, primarily to better track grant usage. We also presented how other Xero applications such as Xero Expenses could be used to facilitate tracking and managing expense claims on a day-to-day basis.

Prospective employers and recruiters were very interested to learn more about my volunteering ex-

perience and the goals we achieved as a team. The team's CA mentor was also very happy to provide a reference in relation to my performance during this project.

Therefore, volunteering for the ACA programme was a very enriching experience in different ways, from the satisfaction gained that as a team we made a positive impact on the community, to applying theoretical knowledge in a real-life scenario and ultimately helping secure my first full-time accounting role since finishing the Bachelor of Accountancy studies at Massey University. ●



# Community Accounting



The Auckland Community Programme provides a practical platform for students to experience real life accounting issues and support to charities to enhance and improve their reporting and accounting systems. //

**MEHRU NAQVI**  
 CHARTERED ACCOUNTANT  
 ONLINE BUSINESS SYSTEMS  
 AND SOLUTIONS LIMITED



I started my own Chartered Accounting practice, Online Business Systems and Solutions Limited to provide personalised quality service to the clients. With a combined NZ and overseas experience in business advisory, audit, tax and commercial I strive to provide the best service to my clients.

A team of three, we are a small firm. My skills and experience are mainly with Small to Medium Size Enterprises and Not for Profit Organisations.

I am a firm believer in systems, technology, and training. Investment in tools and training is essential for time and cost efficiencies.

In the course of time, I have worked with numerous startups which are now thriving and growing businesses.

I have been involved with the Auckland Community Programme and Massey University since its inception. ●

# ANCAD funders

ANCAD thanks our valued funders for their support!



Our vision:

**RESILIENT**

**SAFE**

**CONNECTED**

communities



**AUCKLAND NORTH  
COMMUNITY AND DEVELOPMENT**  
Te Runanga Ratonga Hapori o Te Raki-Pae-Whenua