

# Community Worker Report October 2016

REF	SERVICE	NOTES	Client Numbers	Client Engagements	Client Engagements
			Monthly Total	Monthly Total	Year to date totals
<b>A</b>	Advisory Services Referrals Accessing Support	<p>Referrals</p> <ul style="list-style-type: none"> <li>Support lines (e.g. gay, youth, law centre, grand-parenting)</li> <li>Counselling Services Advocacy</li> <li>Telephone, email, letter (with person / specifically authorised by them) as voice, as information recorder, as question asker</li> </ul>	7	7	409
<b>B</b>	Logistical support Access professional service providers (on Island)	<ul style="list-style-type: none"> <li>Health: health promotion, support physical access, empower</li> <li>Police: liaison including Victim Support, support as requested</li> <li>Education: Correspondence school supervisors liaison / support, educational initiatives, advocacy for improvements to services and / or costs</li> </ul>	2	2	83
<b>C</b>	Navigation/Advocacy with Government Support Services (off Island)	MOH, MSD, Corrections, ACC, IRD, Justice	103	73	276
<b>D</b>	Emergency Funding Support	<p>Crisis support</p> <ul style="list-style-type: none"> <li>Listening / reassuring / financial assistance</li> <li>Families in Crisis / Home Help liaison (AFSG)</li> <li>Food Box (St John's)</li> <li>Ref Counselling (see A)</li> <li>Ref AA / NA support</li> <li>Ref Marae Support</li> </ul>	11	11	55

<b>Totals</b>		<b>Previous Month</b>	<b>Current Month Total</b>	<b>Year Totals</b>
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<b>Total Number of Clients</b>		130	123	516
<b>Total number of engagements</b>		107	93	443
<b>Number of Food Boxes distributed</b>		13	3	29
<b>Geographic Demand for services</b>	<i>Overall stats trend to three areas (Central, South, North) being equally represented per population base</i>	C 53	S 36	N 17

### Insight Brief

New arrival to the area required extra support. Had been homeless / had been offered temporary accommodation. Concern re lack of support on Island for people from the mainland without connection on the Island.

A person who had lost the support of a partner, and had left the 'family home' required financial assistance. This often takes several weeks to arrange and this person was vulnerable emotionally and financially; had no income or savings. In such cases the St John's Community Church is reliable with excellent food boxes.

School holidays add pressure to households: one or 2 families must pay for children to visit 'other parents' under court orders; the cost where more than one child is involved can run to \$500 + dollars for travel.

<b>REF</b>	<b>Service</b>	<b>Notes</b>	<b>Events / Participation</b>
<b>E</b>	Capacity Building	Case Study Briefs	AFSG meeting, HT AGM.
<b>F</b>	Manawhenua interaction	North Social Service Clinic Bi-monthly	2x clinic in North Barrier 14.10.16 and Treaty of Waitangi Workshop

## Case Study Briefs:

1. Attended Treaty Workshop 01.11.16. Facilitator focused on the partnership between Maori and wider community; how to make this a real partnership, an equal partnership. Discussion took place after some learning of the last 200 years of New Zealand History (s) the seminar broke into 2 small groups:
  - a. Focused on **communication** as the effective tool to increase understanding of Te Ao Maori: Te Reo promotion; locally, in schools, playcentre in meetings, nationally by lobbying and on an individual level commitment to Te Reo in practice were the agreed outcomes.
  - b. Asking questions, being attentive / respectful to the histories and place names and tapu of the Mana Whenua was one of the outcomes of the other small group.