Honolulu Hawai‘i hosted the 18th ISPCAN International Congress on Child Abuse and Neglect from 26-29 September. The theme of One World One Family Many Cultures: Strengthening Children and Families affected by personal, intra-familial and global conflict attracted over 700 delegates from 70 countries.

Two ANZASW members Nicki Weld and Cherie Appleton were in attendance, with Nicki presenting material from her book ‘Making sure children get HELD - Ideas and resources to help workers place Hope Empathy Love and Dignity at the heart of child protection and support.’ (Russell House Publishing UK 2009).

The weather was wonderfully warm, the venue and staff were welcoming presenting us with a great Hawaiian conference bag along with leis made by school children and the Congress offered a huge range of papers and workshops to choose from. There were many wonderful exhibitors including Kahi Mohala Behavioural Health, Hawai‘i Children’s Trust Fund, The Institute on Violence, Abuse and Trauma (IVAT) and UNICEF, along with poster presentations from around the world.

There were five key themes (and a Spanish stream) that ran throughout the four days covering:
1. Cultural Perspectives in Strengthening Families and Protecting Children
2. Identifying, Treating and Preventing Family and Sexual Violence
3. Impact of Armed Conflict on Families and Children
4. Family Strengthening: A key to the Prevention of Child Abuse and Neglect
5. Youth Empowerment in the Prevention of Generational Child Abuse and Neglect

Amongst the many gems a workshop on ‘Systems Approach to Child Protection’ was intriguing as it exposed all the nested interacting systems that we are involved in - family, community, government and it explored the concept of ‘mapping’ a system. It offered the thought and a caution that may be a characteristic of the systems we design is that they gravitate towards remedial versus preventative. Whilst acknowledging that one person’s diagram is another person’s plate of spaghetti, this workshop emphasised that the fundamental question in any exploration and mapping of systems is “How are children doing?”

The key note speakers all had important messages to convey.

Dr Irene Intebi (a child psychiatrist and clinical psychologist from Argentina) gave the Presidential Key note address. She spoke about ISPCAN experience in understanding cross cultural practice, with the ISPCAN philosophy and approach facilitating the sharing of international best practices and research with local field workers, service providers and decision makers in developing countries in order to encourage their adaptation by local professionals with culturally appropriate interventions. Dr Intebi spoke about child abuse being embedded in global debt and needing to recognise it is always context specific and multicausal as well as intertwined with national politics and attitudes towards Human Rights. She noted the strengths of working in developing countries are to be committed to community development models and her tips for working cross culturally were: Empathise, beware power, beware of intervention, learn the culture and consult with colleagues.

Dr James Garbarino (a Professor, psychologist, author and prolific researcher at Loyola University Chicago USA) was the Henry Kempe Lecturer. His outstanding presentation on “Untreated Traumatized Children and the Scary Men they grow up to be: A Psychologist’s reports from Death Row” shared findings from his latest research. His key message was how we must treat the trauma children who experience abuse and neglect suffer, so not only getting children physically safe, but ensuring they are mentally, emotionally, and spiritually safe as well. He reported that 85% of the men on death row had untreated childhood trauma including one witnessing a murder at age 5. This theme of treating trauma ran throughout the Congress and challenged what we really mean by making sure children are ‘safe’.

Nainoa Thompson (the Executive Director of the Polynesian Voyaging Society) shared his amazing experiences and passion for ‘Hawaiian Voyaging and the vital role of family values’. The Hawaiian culture had through many influences been taught to ‘forget’ its history and the act of deliberately ‘forgetting’ was neglectful and abusive to the culture with a loss of history, voice and talent that has and still impacts upon its children. Mr. Thompson spoke about the opportunity though exploring Hawaiian navigation to recover history, to make instinctual connections ‘to find ourselves on the back of our Ancestors’ and to record history as scientists. His inspirational presentation recounted the journey of re-creating voyaging, of discovering an ancient wisdom filled navigation and skills as a ‘way-finder’ that Nainoa found enables creativity when we ‘voyage in our mind’. He urged all participants to ask themselves “what’s your vision, what’s the path, who do you serve?” and then to take the brave and at times difficult voyage as teachers and pioneers who want to care for children and ensure their health and safety, to give dignity back to children through hope and leadership, making the point: “this voyage is not for you, it is for children not yet born.”

Tonier Cain (Consumer advocate and Team Leader for the National Center for Trauma Informed Care) gave us a powerful first hand account of Trauma and Recovery
through her personal experience of nineteen years of neglect, multiple forms of abuse, addiction and mental unwellness. Tonier was arrested 88 times and faced 66 charges and had numerous encounters with police and professional services before in her words “finally some-one asked what happened to you? and listened. Instead of saying “What’s wrong with you? they finally asked “What went wrong?”

One of Tonier’s key messages was to remind us ’the worst thing to do to someone who has been neglected is to isolate and walk away’. Tonier noted that when her belief system changed her behaviour changed but it took someone to ‘see her and be with her’ before that could occur. Her question to us all was to ask ourselves “Do we truly believe in the people we serve?” Tonier is an amazing dynamic and accomplished advocate and speaker who is featured in the documentary “Behind Closed Doors: Trauma Survivors and the Psychiatric System” and Tonier is the subject in “Healing Neen”, a documentary based on her life as she moved through multiple systems of care.

The final Keynote speaker was Dr. Assefa Bequele (founder and Executive Director of The African Child Policy Forum, researcher, author and University lecturer Ethiopia). Dr. Assela spoke about Governments’ commitment to realizing child rights and ensuring child wellbeing as varying widely and particularly in Africa he notes the gap between promises and reality remains wide. Twenty years on from UNCROC he asks how serious are governments about children, how many have children on the agenda, and how can we measure and compare government performance? Dr Assefa has created a tool called the ‘Child Friendly Index’ using a number of indicators and based on UNCROC principles of the three P’s - Protection = the legal and policy framework; Provision = the money and budgets for children and achievement of child wellbeing outcomes education, health etc and Participation. His index asked three key questions:

1. Are laws based on the best interest of children (e.g. marriage, courts, sexual consent)?
2. Do children matter in fiscal terms - are there sufficient $’s and resources set aside by Government for children’s welfare?
3. Do we listen to children?

Although there were 40 indicators available to be measured across all 52 African states for questions 1 and 2 there were no indicators found for the category of ‘do we listen to children?’ This research gave each African government a ‘score-card’ that rated them in all areas, this was then combined into an index that rated on a scale of 1 to 5 with 1 being the most child friendly and 5 being the least child friendly. Algeria and South Africa were amongst the most child friendly and Zimbabwe and Sudan the least. The wealth of each state had little bearing on the rating achieved. A key finding of Dr. Assefa’s research was it is politics not economics that determine child friendliness. We were left wondering how Dr. Assefa’s research was it is politics not economics that determine child friendliness. We were left wondering how

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All in all it was a fantastic Congress that we look forward to integrating into our work. The next ISPCAN Congress is to be held in Istanbul, Turkey, and we encourage other ANZASW members to try and attend (not a bad location either!).

Chrie Appleton, Nicki Weld

CNZN Ltd

Chief Executive Update

The last 2 months have seen the Expanding Membership Discussion document being circulated to members. Congress generated some lively discussion with a fairly even split between those in favour and those against the proposal. I have been invited to discuss the proposal with Canterbury, Auckland and Waikato Branches. The opportunity to debate the positives and negatives with members has been fruitful and lead to a better understanding about why the project has been launched.

ANZASW membership has always been competency based rather than qualification based. This meant that providing an applicant can demonstrate the application of the ten ANZASW Practice Standards to their work they can become full members.

Of the current membership

- 877 have no qualification of any sort listed. This may be because these members hold no formal qualifications or the information has either not been provided or not recorded (21% of the membership)
- 1486 have qualifications that do not meet the threshold for registration (certificate level or other non-social work qualifications) (36% of membership)

What this tells us is that there are a number of current members that do not hold social work qualifications as listed in Schedule 1 and 2 of the Social Workers Registration Act 2003 who:
- are full members
- hold an ANZASW Certificate of Competency
- are entitled to use MAZNASW

Many of these members are working in the allied social service support roles that are described in the Expanding Membership Discussion document.

What the Expanded Membership proposal seeks to do is to recognise and affirm social workers within their own ‘college’ ‘chapter’ or ‘guild’ while at the same time providing professional coverage for allied social service workers within their own ‘college’, ‘chapter’ or ‘guild’. In this way Code of Ethics and competency requirements can be reflective of the qualifications and level of practice expected for the members. The Association would also be in the position of being able to make clearer to employers and members of the public what they could expect from either qualified social workers or allied support workers.

At this stage feedback has been received from three Branches, four workplace teams, one Interest Group and 48 individuals. Individuals and the Branch membership represent 7.8% of the membership. Numbers for the workplace teams and Interest Groups were not supplied.

A view has been expressed that “this is a done deal” and “the Board have already made their decision”. I can assure you that this is not the case. Feedback is to be collated and considered by the Board in March / April 2011. Branches, Roopu and Interest Groups will receive the collated feedback document in time for discussion to be held prior to Congress 2011. It is anticipated that decisions would be submitted to the 2011 AGM by way of remits for the membership to vote on. As
this is an important issue for the ANZASW membership a decision has been made to extend the time for member feedback until 28 February 2011. This will allow time for Branches, Roopu and Interest Groups to meet and debate the issues.

I encourage members to read the document, engage in discussions with colleagues, and provide feedback.

President’s Comment

Tena Koutou nga Takawaenga o Aotearoa
Nga mihi nui kia koutou katoa.
Greetings to all my fellow social work colleagues and I trust that as Christmas gets nearer that you are all taking some time to reflect on your year and on all that has been achieved throughout the 2010 year. For my first year in the role of President I have found it to be full of challenges and rewards.

In reflection, it has been a year where I have learnt so much about people and more importantly so much about myself. As I am about to write the president’s annual report for the AGM meeting next week, I don’t want to bore you with too many reflections of the year in this comment but just to really use this brief as an opportunity to make some brief acknowledgements. Firstly, I have been very pleased as President for ANZASW that the Board has been involved in training and development around governance with Terry Kilmister. This was a good way to start the 2010 year and I would recommend that all future boards for ANZASW use the beginning of the year to induct and orientate the board with some external expert board training. This is not only necessary for the board, but in my view, the responsible thing to do for the Association as a whole. Too many times people get shoved (yes I do mean shoved) on to governance boards not so much because they have a good understanding of governance but for many other reasons all of which may be valid but upon some analysis rarely are they for the individuals’ skills in good governance. This can be a huge risk to any organisation when board members do not have an in-depth working knowledge of the differences between operational management and governance and whilst most board members go onto boards with well meaning intentions they will often flounder and struggle as sometimes organisations will continue to operate more by “good luck” than good governance.

I would also like to take this opportunity to acknowledge Lucy Sandford-Reed who was appointed to the position of Chief Executive for ANZASW just over a year ago. I sincerely would like to thank Lucy for all her support to me as President but more importantly for all the hard work and all that she has achieved for ANZASW in the relatively short time that she has been chief of operations. Lucy is very passionate about ANZASW and she has a history with ANZASW that goes way back before my time so she is also very knowledgeable of the history of the organisation and more importantly of where she wants to take it. I have learnt so much from Lucy Sandford-Reed and am confident that operationally ANZASW is in very good hands as Lucy leads the organisation and works hard to take it to another level and I do hope that the membership will continue to support Lucy and the folk at national office who continue to work tirelessly for the kaupapa of ANZASW.

I would also like to take the opportunity to thank Tauha Te Kani who will take on the role of president. When I had made the decision to resign it was very important to me that another Tangata Whenua member on the board take on the role as our tau iwai partners through Rose Henderson had taken on this huge responsibility for the past 6 years and after one year a Tangata Whenua president was resigning. In my view this was not fair to our partners and didn’t really sit well with me. After some discussion with the other Tangata Whenua members on the Board I was very pleased that after some korero that we were able to get from Tauha his offer to take on the role once the entire board ratified the nomination. Thank you Tauha for being brave enough to take on this very important and at times taumaha role, and I have every confidence as the entire board has, that you will do a great job and alongside Lucy and your fellow board members that you will take ANZASW as an organisation to another level with all the potential changes and exciting new challenges ahead of the organisation.

Also to my fellow board members (recent and otherwise) thank you all for your wonderful support over the past year, for your patience and tolerance, and whilst we haven’t all always agreed on every matter, that it has been okay to challenge one another, to be humble enough to apologise when necessary and to have the wisdom to know when to be quiet and when to speak up. I have learnt so much from all of you and will always treasure the time I have had serving beside you all on the board.

This brings me to the membership of ANZASW. As we have embarked on a year where we are now no longer the sole provider of competency assessments and as an organisation we have had to throughout the past year or more work in a ‘damage control’ environment in order to be competitive in a world we have had the luxury of having a monopoly on competency assessments for many years. This has been a good wake up call for the board and no longer can we afford to sit around and allow things to be “done to us” as a professional body we must be working in a manner where we are ahead of the game and that at a minimum we are being “done with” as opposed to being “done to”. Membership will need to be thinking seriously about strategies just to remain in the game if we are going to be around over the next ten to twenty years and beyond there are going to be some important decisions made in the very near future. The expansion of membership coverage will be a crucial decision to make in terms of future viability of ANZASW. In my view it is a no brainer, if this organisation is going to continue to exist and remain useful, there really isn’t any choice in the matter but what will be important for membership is to have a voice in how this is going to happen whilst we maintain our own unique social work identity.

Finally, as I sign off this my last comment for NoticeBoard as the president, I would like to wish you and all of your families a wonderful Christmas and a very prosperous New Year. As you read this I would have already shifted over to Victoria, Australia where I have been very fortunate to have been offered a senior management position with the Department of Human Services, in the region of Gippsland.
Whilst I am very excited with the new challenges ahead of me in a new environment, I will always be grateful for the time that I have been given the opportunity to do my bit for the ANZASW kaupapa, and whilst it may have been small and insignificant I am nevertheless more blessed from the experience and I thank you all for that privilege.

No reira te whanau o ANZASW
Nga mihi aroha kia koutou katoa

Awhiora Nia Nia

Kaipurongo

Tena koutou katoa, nga mihi nui kia koutou nga Takawaenga o Aotearoa.

In this kaipurongo I would like to make some acknowledgements to Tangata Whenua who were recognised at the AGM that was held in Palmerston North on Friday 26th November 2010.

Awhiora Nia Nia, Te Tairawhiti, has served on the Governance Board for the past three years, with this last 12 months in the role as President of the association. Awhiora has carried out her role on the Governance Board with style and grace. She has been steadfast in her leadership and represented ANZASW in the international arena with passion and conviction. Awhiora has promoted the Association’s values at all levels and has never wavered. We say farewell to her while she leaves our shores to embark on new adventures in Australia. We wish her all the best in her travels and look forward to times when we can reconnect.

Tauha Te Kani, Te Tairawhiti, another Governance Board member and whanaunga to Awhiora, was co opted to the board in 2009 to fill the vacancy left by Graham Black. Tauha has stepped up to now keep the seat warm that Awhiora leaves for the presidency. Awhiora acknowledged him in her final words to all present and thanked him for his bravery in taking on the challenge of the role and the challenges ahead. This is quite significant as he is the first Tangata Whenua member to take on this role.

Kia ora Tauha!

Karen Brown from Otautahi roopu is a new member to the Governance Board who answered the call that went out to the caucus. She was strongly supported by her roopu and Te Tairawhiti roopu in her nomination onto the board. We have no doubt that she will make a significant contribution and I for one can’t wait to work with you. Welcome, welcome, welcome.

Last but not least Emma Webber-Dreadon, Tauranga Moana, was awarded her Life Membership tohu. She was understandably “lost for words” but deeply touched by the nomination that was made by Te Whanau o Rongokako and second by Te Tairawhiti. Her nomination was unanimously endorsed by the caucus at Hui Whanau o Tangata Whenua Takawaenga o Aotearoa in September 2010. Congratulations Emma, and thank you for your contributions to social work and Tangata Whenua Takawaenga o Aotearoa. I would like to say in closing I wish you all a Happy Christmas and New Year with your loved ones.

Na Bella Wikaira

Competency Service News

In this edition of NoticeBoard you will see the advertisement for the position of Manager Competency Services. This is a .5 role and we are seeking applications from members who understand and have some experience in the peer assessment model ANZASW has developed.

Since the beginning of 2010 we have been gauging the effects of offering a paper-based assessment which has built on ANZASW’s experience of undertaking paper based recertification’s. It is now clear that around 50% of new members are opting for this process. For those undertaking this process it is not uncommon to have panels seeking clarification on aspects of the portfolio, to ensure that all practice standards are well evidenced. This of course can usually be dealt with during a discussion at the face-to-face assessments which we believe still honours ANZASW’s desire to undertake the dual function of assessing competency, and also building local relationship through the peer assessment, thus providing a welcome to membership. It is also of course a strong feature of the Niho Taniwha assessment for Tangata Whenua members who follow a Kanohi kit e Kanohi process.

We would strongly encourage all provisional members to avail themselves of local assessment preparation workshops so that material for all assessment options can be prepared in a way that gives clear evidence to the panel assessing the portfolio. If there are no workshops planned for your area please contact your local assessor or National Office.

You will also see in this NoticeBoard some details on the numbers of provisional members who have been assessed, those that have applied for provisional membership and the numbers who have completed their five yearly renewal of competency. In the past the names of these people were listed and there has been some call to reinstate these as a celebration of achievement, as well as a declaration of membership. The names were taken out however for two reasons. The first was that there was some feedback from members that including this information each month was not necessary and added unnecessary pages to the NoticeBoard. A second opinion by a small number of people was that by including names this meant google search engines etc could link a persons name to membership and this was considered a personal invasion of privacy for members. For members to be professionally accountable through the profession there should be public access to our members names. This would be a parallel to the SWRB with its publically available register of Social Workers.

We would be interested in people’s opinions on this and ask that they communicate this to National Office under the heading “Public access to ANZASW members names”. Any actual decisions on this will take into account members views and would need to be approved by the ANZASW Board as it is not current practice.

John Dunlop
Acting Manager Competency Services
AGM November 2010

PRESIDENT
The Board meeting the day after the AGM elected Tauha Te Kani to the role of President of ANZASW.

WELCOMES
The results of the 2010 election of ANZASW Board Members were announced at the AGM and the successful candidates were ratified.

Merrill Simmons Hansen was the successful candidate from the Branch election.

The successful candidates for the two general membership positions were Diane Jefferson and Janine Joyce.

Karen Brown was the candidate supported by Tangata Whenua to take the place of Awhiora Nia Nia-Tai on the Governance Board.

Merrill Simmons Hansen

Ko koe ki tena, ko ahau ki tenei ki wai o te kete.
Co-operation: you at that end and I at this handle of the basket.

Slainte: My name is Merrill Simmons-Hansen, and I am born under Mount Pirongia, in Tainui whenua, to an Irish Scottish family whom moved to Aotearoa New Zealand. My kin left Claddagh, now Galway fascinated by possibilities of justice that inform relationships and hold us accountable to each other and our community. I am available for consideration for the ANZASW National Council role with these intents; to enable mutually meaningful communication between National Council and members, to enable responsible growth to a Te Tiriti based society, to work with the Association not only as the professional body and competency provider but importantly so membership experience the Association as a place of their ‘belonging’ and therein a safe place to explore what is ‘best practice’.


Nga mihi nui

Merrill Simmons Hansen.

MSW Applied (Massey 2010), Adv Cert Professional Supervision (Waikato 2002), Reg. SW,
Post Graduate Dip Child Advocacy (Otago 2002), Cert Rehab (Massey 1995), MANZASW Comp Assessor, Co Chair BOP ANZASW, Social Justice Committee ANZASW, Trustee National Human Rights Network

Diane Jefferson

I have been a member of the Auckland Branch of ANZASW since 1981. Since then I have been active in various capacities: Chair, Secretary and most recently Exec member of the Branch. In April 2010 I was appointed to the Governance Board, a position which is enormously challenging and interesting at, what I believe to be, a critical time in the Associations' life. I believe during my brief time on the Board I have shown the considerable commitment necessary to contribute to the work of the Board. Having just got my head around the issues I am enthusiastic to have the opportunity to follow these through. It is particularly rewarding to be part of a Governance Board committed to real partnership with Tangata Whenua.

I passionately believe the Association has a vital role to play in the ongoing development of the social work profession in Aotearoa and I would welcome the opportunity to continue to contribute at Governance level.

I became a qualified social worker in 1976 – which must make me quite old! At that time I was working in London, mainly in care and protection social work. In 1981 I came to New Zealand and have worked continuously in social work since then, as a Hospital care and protection worker, and then in a variety of Social Service NGO roles. For the past 20 years this has been as a social service manager of various community based services for the Methodist Mission – now Lifewise; Barnardos and currently the Leslie Centre for Family Works Northern.

I am married to Simon and have one recently married Wellington-based son – no mokapuna as yet!

Diane Jefferson

Full ANZASW member; Registered Social Worker.

Janine Joyce

Tena Koutou Katoa. My name is Janine Joyce and I have been a full member of ANZASW since 1994.

I began my Social Work practise in Child Youth and Family in both Invercargill and England. During that time I developed a strong interest in the effects on children of neglect, trauma and abuse. I later moved into ACC counselling with adults and children. I have been an advocate of our Social Work skill base in a range of inter-disciplinary settings since then.

I currently supervise Social Workers in a range of organisations including: Salvation Army, Family Start, Catholic Social Services, PACT as well as Statutory organisations such as the District Health Board, Ministry of Social Development and management. As such I feel that I have a good understanding of the issues at the coal face for Social Workers and the importance of ANZASW for our identity as Social Workers.

If I was elected to the Governance Board I would strive to provide a diligent and clear approach to the issues facing our membership. I would raise issues and listen carefully to what colleague’s views were.

We are currently in a difficult environment and it will be important that we continue to have a strong voice of advocacy for Social Work and for those whom we represent.

Kia Kaha Koutou

Janine

Karen Brown

Ka mihi nui mahana kia koutou,
I have been asked to provide a reference in support of Karen Brown in her quest to become a member of the Tangata Whenua Takawaenga O Aotearoa Board.
I fully support that Karen is given due consideration as I know she will be an asset to the Board. I have known Karen for about 20 years both in a professional capacity and as a friend.

During this period Karen has held various roles in her employment generally at management level. When I first met Karen she was the Manager for Rehua Marae, ki Otautahi Social Services; she was involved with the Marae for about 12 years plus. Karen had oversight of a team of Maori Social Workers who work with whanau hapu and Nga Mata Waka Iwi within the Otautahi community. Karen’s portfolio encompassed, budgeting advice, mental health support, housing, health education and of course her primary role was Social Work. Karen ensured her team were well trained, had opportunities to up-skill by attending regional and national Hui and through ongoing training applicable to their professional development. Accordingly Karen sought training opportunities for herself in regards to professional development and is always open to strengthening her knowledge by networking and linking in with community service providers.

Karen has many strengths and I believe her talisman is her integrity, honesty, professionalism and recognising that self care is fundamental to her being able to deliver a quality service without compromising her standards, or commitment to her clients. She is fluent in te reo, is culturally sensitive, confident and is a strong ambassador for equality and fairness.

Karen has worked for Family Help Trust, a non government organisation who work very closely with the Ministry of Social Development as well as other community stakeholders. Karen has been with Family Help Trust for a number of years now which she really enjoys; working with whanau, tamariki and other professional agencies. Karen is employed as a Relationship Counsellor for the Christchurch Family Court and spends long hours working alongside whanau who need her skills. Karen is not averse to working on a Saturday or Sunday if necessary to accommodate her clients. Karen is also an external Supervisor for Rehua Marae Social Services offering clinical supervision to the Social Workers. She actively encourages Social Workers to become registered and aligned to ANZASW. Karen is a strong advocate of the Niho Taniwha competency model as this process fits with the philosophy of how Maori can best demonstrate their social work practice and skills. Over the years Karen has actively worked with Otautahi Women’s Refuge which I understand she still is involved at a management advisory level.

Karen has worked in the Chinese Interest Group.

Karen has been the Chair of the Social Justice and in this role has been active in ensuring that ANZASW has had a voice on a wide range of social justice issues.

Karen is also an external Supervisor for Rehua Marae Social Services; she was involved with the Marae for about 20 years both in a professional capacity and as a friend.

FAREWELLS

The AGM farewelled the following members who have stood down from their positions on the Board. All three departing members have made a significant contribution to the Board during their period of service. They are thanked for their gift of time and their contribution to the Board.

Hanny Naus

Hanny serviced on the ANZASW Governance Board for six years. She has been the Chair of the Social Justice and in this role has been active in ensuring that ANZASW has had a voice on a wide range of social justice issues.

Awhiora Nia Nia-Tai

Awhiora joined the Board in 2007 and became President in 2009. As Awhiora has indicated in the President’s Column she is moving to a senior management position with the Department of Human Services, in Gippsland Victoria, Australia. We wish you well in your new role.

John Wong

John joined the Governance Board in 2006. Due to a heavy workload in his role as Asian Services Director with The Problem Gambling Foundation of New Zealand John opted not to stand for a further term. John is an active member of the Chinese Interest Group.

Life Membership Citations

Presented at the AGM Friday 26 November 2010

Rose Henderson

Rose Henderson’s commitment to social work has included the following:

- Her career has spanned statutory, voluntary, health and NGO as well as fieldwork education and supervision.
- Rose's social work career started in Invercargill – excellent grounding in professional ethics and standards, collegial support and on the job training. Although geographically isolated, and limited opportunities for professional and career development in some respects, in others Southland provided a wealth of very ‘sound’ experienced colleagues for supervision and support. This ‘grounding’ of professional roots in Southland will always remain hugely important to Rose personally and professionally.
- In 1979 Rose Commenced Social work career in a generic DSW statutory role in the Invercargill office. Rose was out of the paid workforce whilst she had her family of 4 during the 1980s. During this time Rose was actively involved in the NGO sector in particular through establishing the Women’s refuge and co-coordinating it in a voluntary capacity as a feminist collective.
- In 1991, Rose returned to paid work as a social worker in mental health and womens health. Rose linked with ANZASW soon after recognizing the value and importance of professional identity and accountability and enjoyed the supportive camaraderie and professional development opportunities this provided.
In 1993 Rose completed the competency assessment with John Dunlop as her assessor to become a full member of the Association, recalling this not only as anxiety provoking but also undoubtedly as one of the highlights of her professional career. Rose recalls how affirming and supportive the face to face peer review process was for a practitioner largely working in isolation – as most social workers are in reality. One of the major disappointments for Rose has been the registration board decision of recent times which has severely compromised the true value of this dimension of our competency programme.

Rose completed her formal qualifications 1998 in both social work and Maori from Otago University. In 2004 Rose completed a post graduate diploma in social welfare withdrawing from completing her masters because of the time demands being involved in the ANZASW national body posed.

During 1998 the Henderson family relocated to Christchurch and Rose secured work at the Lyndhurst Day hospital enabling her to further develop her career in womens health, a longstanding passion she held. One of the first things she did after working out how to travel around her new environment was to link with the local branch of ANZASW so that she could connect with her professional family and engage with the local core group. As a ‘newbie’ to the area, Rose found the professional links and friendships through this forum have been and continue to be invaluable.

In 2000 Rose moved to full time work in mental health where she remains today having worked as a case manager, clinical co-ordinator and now professional leader for the combined allied health professions in mental health.

Throughout her career she has been a strong advocate of continuing professional development and has during her many years in front line work, supervised numerous social work students from several tertiary institutions. For several years she co-ordinated fieldwork placements for the Otago programme. Rose remains committed to supporting social work continuing education and workforce development.

In 2002 Rose was elected to the then National Executive of ANZASW as the National secretary. At that time the national secretary was responsible for typing the minutes of the national meetings so at those meetings was extremely busy!

In 2003 she was elected as National President at the same time as many notable ANZASW members were appointed to the inaugural SWRB. The following two years was extremely busy as both bodies adapted to the changed environment. Rose acknowledges the huge amount of work both the inaugural SWRB board undertook to put the flesh and bones onto the framework of the Act and also the ANZASW National Executive and staff undertook to position the Association to respond to the changing needs of the new environment. Both bodies at that time valued the respective roles of the two bodies and worked hard to provide a complimentary rather than competitive relationship. More recently this has not been somewhat more challenging.

In the following years the Association reviewed its complaints process and made numerous incremental changes to the Competency assessment processes as it positioned itself to be able to meet the increasing and changing demands of the significant increase in membership following the initial implementation of registration. A major organisational restructuring saw the National Executive change to a Governance Board and continuing evolutionary changes in the governance management split. The Tangata Whenua Takawaenga o Aotearoa has always been a unique and very special part of ANZASW and it has been pleasing to see the positive developments as a result of the strengthening of the bicultural partnership at the Governance level. It was a huge privilege to be invited to attend and address the Caucus at their 2009 Hui.

During her 6 years as president (the longest serving time of a president in the history of ANZASW) she has represented the ANZASW at various national forums and at the IFSW international meetings and events. Highlights have included being a speaker at the Australian and Japanese conferences and hosting the Asia Pacific Regional conference in 2009.

Rose is quick to state that none of the achievements or developments over the past eight years have been a ‘one man band’ and pays tributes to the teams of people working both as Governance bodies as well as the small committed staff teams. Whilst there has been much blood sweat and tears there has also been much fun, fellowship and friendship over the years. Rose remains a strong advocate of the value of a strong professional body, the identity and independent voice of the profession of social work and looks forward to the developments of the next decade.

The service Rose has done to the social work profession is outstanding, The Canterbury Core group believes she is an outstanding recipient for a life membership nomination.

Emma Webber-Dreadon

Emma has been a member of ANZASW since 15th October 1996 becoming a full member on 8th September 2000. Emma is an active member of the Association and was one of the members who supported and assisted with the ‘revitalisation’ of the Tangata Whenua Takawaenga Maori Caucus of ANZASW, she has been an active member since that time.

Social Work for Emma began professionally when she joined the Blenheim Branch of the Maori Women’s Welfare League as a very young woman. That’s a few years ago she tells me. Since then her career has lead her down many pathways; the Royal New Zealand Air Force, being a mother, driving town and tour buses, Manawatu Polytechnic as a tutor in food and beverage to silver service, tutoring in heavy traffic theory and practical, Women’s Affairs – stress management, assertiveness and self esteem and from there on into the Department of Social Welfare, as it was known then.

Emma was with the Department of Social Welfare for near on 17 years. During that time she was ‘ barged’ - nicely of course, by a Senior Social Worker, the late Liz McKay, who encouraged and supported her to study, ‘a gift never to be forgotten’. By this time the old Social Welfare Department became the Department of Child, Youth and Family Services. It was during this time that Emma was fortunate enough to obtain a Bursary and completed a Diploma in
Social Work at Victoria University. It was while she was studying, she joined the New Zealand Association of Social Workers (NZASW) encouraged by people such as PaTuroa Haronga and the late John Bradley.

With supervision being one of her many passions, Emma went on to complete a three year Post Graduate Diploma (with Distinction) in ‘Social Services Supervision’ at Massey University, and has a small private practice. Emma is now presently in her last year of completing a Masters in Philosophy, with a major in Social Work.

Emma has been published in relation to Social Work Practice for Maori, and an Indigenous Approach to Social Work Supervision. With her love of metaphors, Emma with Mere Wharekawa using the ‘paua and the kina’ as the metaphors published ‘What has Marine Science got to do with Social Work?’, but more recently along with a colleague and friend Merrill Simmons-Hansen, presented a paper at the Asian Pacific Social Work Conference, called ‘Ebony and Ivory - Sharing the Colour’ - a paper that introduced a bicultural approach of Celtic and Maori working together as National Assessors for the ANZASW Social Work Competency Assessments a paper which they are hoping to publish soon.

Emma is presently a Social Work Educator (Kaiako) with Te Wananga o Aotearoa (TWOA) where she has been for seven years and is presently tutoring on the Bicultural Bachelors Degree in Social Work at Tauranga. She was also part of the team that structured the Diploma in Supervision, which is presently rolled out at the Porirua and Manukau Campuses. She says that both roles allows her to share her ‘gifts of learning’, with the akonga (students), and she contributes this to the late Liz McKay, Sue Nelson, Pa Turoa Harongo, Dr Leland Ruwhiu and Wheturangi Tapiata-Walsh, who have contributed to her learning and academic exploration.

However all that aside, it is her partner of 30 years Sally, their two adult children Adele and Shane and their partners Shaun and Simone respectively and their four mokopuna that remind and give her the greatest joy of life.

It is with Emma’s journey and contributions to Te Ao Maori and that of ANZASW that we, te roopu Te Whanau o Rongokako make this nomination for ANZASW Life Membership.

Our nomination has been seconded by Te Tairawhiti roopu.

We, Te Whanau o Rongokako acknowledge nga Tikanga processes of this tohu and would support that Life Members that are Maori stand alongside the Association’s Kaumatua and become part of the Pai Arahī.

E hara taku too, i te toa takitahi
Engari taku too i te toa takitini.

Congratulations to both members on their outstanding achievements and Life Membership. If you would like information on how to nominate a member for Life Membership please email admin@anzasw.org.nz

Going Forward

A compilation of chaos to celebrate justice and complexity. With apologies to James Gleick, Mary Pipher and grateful thanks to Henri Poincare.

The difference between youth and age is a night. This somewhat astounding revelation came to me at about 6.45 am one Thursday morning when I was walking to get my morning fix of coffee. There were several groups of young people weaving, perhaps homewards. The spill out of Night Clubs was noisier, more revealing, and decidedly drunker. Students, I assume, after a night out. The quieter, gray, long striding pedestrians were all older. Middle aged. Dressed for work. Starting out and finishing up .Two sides of a coin, different side of the street.

Later that day I heard the Prime Minister talk about going forward. A currently fashionable somewhat meaningless term aimed at creating the idea of action, of busy ness, of heading somewhere and leaving ‘it’ whatever ‘it’ may be, behind. Presumably if we’re not going forward we’re static. Like old - fashioned valve radios. Not dynamic. Or worse. We may be going backwards. Some of these young people were defying the convention of going forward. They were crabbing, sideward. Radicals and dissidents no doubt. Unaware of the ministerial decree or the perils of being out of step, let alone out of their minds.

I can hear those of you of a scientific bent asking me how I can prove it. Where is the evidence that the difference between youth and age is a night? In this respect I bow to the wisdom of a nineteenth century writer and thinker called Henri Poincare. Poincare had a healthy disdain for rigour. He would frequently say to his friend Mortis ‘I know I am right, so why prove it?’ Poincare was a man after my own heart. He and I both know that lightning doesn’t travel in a straight line and that inspiration knocks softly.

I will always remember a fifth form science class where the teacher was earnestly demonstrating that a pendulum is capable of perpetual motion in a regular and predictable way. My friend, who was obviously a distant relative of Aristotle, observed the pendulum for some time, then calmly stretched
forward, and cut the string. The ball of the pendulum fell with a satisfying clunk onto the desk, and then rolled slowly across the somewhat uneven floor.’ There’ said my friend, loudly and proudly, ‘that stopped the dam thing’. Most of us laughed. The teacher didn’t, but we always had doubts about his sense of humor, or human for that matter.

What has that to do with Aristotle you ask? Simply that Aristotle knew nothing of speed or friction. He understood that a pendulum was an object trying to plummet to earth but being restrained by a rope and consequently swinging violently back and forwards.

Poincare understood that the notion of dynamism is not necessarily about going forward but is to do with complexity and movement. A bit like life really.

Poincare saw dynamism and topology as two sides of the same coin just as I see youth and age in that way. Great minds and all that. Topology is the mathematical study of the structure of shapes. Poincare understood the idea of chaos, of patterned irregularity within dynamic evolving systems that defies the prime ministerial and other’s notion of going forward as part of prescribed order and progress. I have recently learnt on my early morning stroll to work that linking topology and dynamism occurs when you use a shape to visualize the whole range of behaviors of a system. Because I am short sighted if I see a group of young people down the street at 6.45 am, and I am not wearing my glasses, their shape is that of a mobile blob with blurry edges, Chaos in motion, usually all over the place, often behaving in what my grannie would see as a forward manner, but not necessarily going forward.

Unfortunately, but somewhat predictably a group of older people look similar, but they are generally quieter, not so colorful and more restrained, usually by younger rellies or in my father’s case by his mobility scooter. The older people are equally as likely as the youth to end up flat on their backs, going nowhere. Two sides of the same coin. What a difference a day makes is a saying derived from the northern hemisphere. Here in the south, we know it is really what a difference a night makes. Youth and old age, we are all in this together as people.

I have puzzled recently about the need for evidence, and proof, and how the pendulum has swung in that direction in social work and society generally, with evidence based and ‘best ’ practice and systems to predict and minimize risk. I reflect on my experience where some things seem self-evident and where in the midst of uncertainty we know what we know, often intuitively. Where people respond not to proven formulaic knowledge but to acts of careful attention and connection. Usually these occur when we are static and still. Dangerous stuff this interdependence.

Complexity flourishes, but you can work your way through it to simplicity. Detours abound. So while the Prime Minister and others are going forward, I might take a side trip and watch the sunset, or in bad weather, dance lightly in the rain. They tell me social justice is a lost cause. We will see. If I can remember where I left my glasses of course.

Vaughan Milner

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Liam Butler

Proposed strategy to reduce the anxiety clients experience waiting in the foyer of a clinic.

1. When a client arrives and reports to reception the receptionist asks the client if they would prefer to wait in their car or out side and be called on their mobile phone when the staff member is ready to see them.

2. If a staff member is going to be more than five minutes late to a client’s appointment:

    The staff member or the receptionist phones the client to apologise for the delay and let them know that the staff member will call them on their mobile phone when they are ready to see them so they can wait out side or in their car.

Please note that this my proposition and not the opinion or practice of the NMDHB.

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Vacancy Competency Service Manager

This is a part-time role managing the ANZASW Competency Service.

The preferred candidate will:
• Be a member of ANZASW
• have a sound knowledge of the ANZASW Competency Service
• be able to work flexible hours
• be able to travel

The preference is for the applicant to be Canterbury based however applications for candidates from other areas will be considered.

Applications Wednesday 22nd December 2010 with interviews being held in the second half of January 2011.

To request a position description e-mail admin@anzasw.org.nz
NoticeBoard Deadlines

The deadline for notices, contributions and advertising bookings set for the next two issues of NoticeBoard are:

Monday 17 January for February 2011 issue
Monday 14 March for April 2011 issue

Please diary these dates so that deadlines can be met and so that NoticeBoard can be delivered to members as near to the first week of each month as possible. Any corrections to these listings, as well as any updates about special events or advertising inquiries, should all be sent to admin@anzasw.org.nz

ANZASW Meetings & Hui

Note: If members do not give their email address on the members detail report when they join they cannot be added to our regional email database and hence will miss out on emails and local news. Also, a reminder that if you are not receiving local notices or panui please contact the local ANZASW Contact, as listed.

GOVERNANCE BOARD

The ANZASW Governance Board are scheduled to meet on the following dates:

26 Nov  AGM
27 Nov  Meeting

ROOPU

All roopu extend a warm invitation to current and prospective social workers to attend roopu hui. We continue to enjoy our hui and the korero, whi and whakawhanaungatanga regarding the mahi that our members are involved with in our community. Venues are often moved around the agencies to assist members to attend hui.

Tamaki Makaurau

(Meets last Thursday of the month)
Held their Christmas luncheon on 25th November at 1pm, thank you to all those who attended.
The next meeting will be held in February 2011.
Contact: Chairperson, Sandy Tito-Evans, sandyt@xtra.co.nz (please note new email address)

Te Roopu O Te Tairawhiti

Meets bi monthly for Roopu hui, also meets bi-monthly for Professional Development on the months where there is not a formal hui
Next Meets: 22 February 2011
Venue: TBC
March 29 2011 will be a professional development opportunity, information to come.
Waea: Kay Symes, kay.symes@tdh.org.nz, 027 240 7861

Te Whanau O Rongokakko

(Meets every third Thursday every second month)
Next Meets: 16th December
Venue: Maori Health Unit, Hastings Hospital, Omahu Road
Topic: Aromatawai Tikanga a Maori/Maori Cultural Assessment Workshop (refer to flyer insert), facilitated by John White
Contact: Rawinia Hape, (06) 870 4779 xt855 or (027) 234 3866, or email to rawinia.hape@toh.iwi.nz or rawiniahape@xtra.co.nz

Kahu Ora Ki Wairarapa Roopu

Topic: Meet quarterly, every third Tuesday of the month
Venue: 12pm CYF office
First meeting in February then quarterly
Contact: Lesley Wynnard, lesley.wynnard003@cyf.govt.nz

Manawhenua

(Meets first Thursday of the month)
Chair: Thomas Ngaruhe, thomas.ngaruhe004@cyf.govt.nz
Contact: manawhenuaroopu@gmail.com

Te Whanganui-a-Tara Roopu hui

(Meets first Thursday of the month at 12-1:30pm)
Venue: Tiromoana Whanau Villa, 1 Hassell Road, Kenepuru
Contact: James Makowharemahihi, jamesm@careco.org.nz, (04) 238 2020 or (04) 238 4555
Agenda: Mihimih/Whakatuwheratanga; Kauhau/Feedback from National Hui; Membership Registration; Komiti; Future Hui/ Take Whanui
No meeting in January 2011

Tangata Whenua Takawaenga o Aotearoa ki Otautahi
Contact: Tiriana Te Paketeke, (03) 365 9912 or tiriana@familyhelptrust.org.nz

BRANCHES

All branches warmly welcome new, provisional, intending and existing ANZASW members and interested social workers to their meetings.

Auckland

Next Meeting: Tuesday 14th December 12-2pm
Venue: Three different locations
North Shore: CYFS Takapuna, 64 Anzac St
Takapuna North Shore City
Contact: Shyam Grover 021 241 3587
Manukau City: Monte Cecilia Housing Trust, 30 Windrush Close, Mangere
Contact: Natasha Hofmans, 021 234 3054
West Auckland: Lifewise Family Services 298 West Coast Road, Glen Eden
Contact: Diane Jefferson, 021 501 280
Topic: At our branch meeting in October Lucy spoke to the discussion document about extending the membership of ANZASW she released earlier in the year and there was a request from members for another meeting to discuss the proposal. We, the Auckland Branch Committee, are interested in your thoughts. We want to support robust discussion about the proposal and so now we are going to come to you! We will facilitate three meetings on Tuesday 14th December between 12 and 2pm, one on the North Shore, one in West Auckland and one in Manukau City. Please come for as much of the two hours as you can to discuss the proposal with other local ANZASW members and have your say in the future of ANZASW!
Other Info: Please BYO lunch, and in lieu of an Auckland Branch Christmas event this year we will provide fresh fruit, yummy chocolates and other Christmasy treats.

Bay of Plenty

Stars within Social Work? Lessons in working with the force! Nau Mai Haere Mai, the BOP Branch welcomes you to the Christmas Gathering
Next Meets: Thursday December 9th 12-2pm
Venue: Bethlehem Community Church, Tauranga
What to bring: Yourself, work colleagues, associated students,
some laughter, reflections, a plate of food to share, a $5.00 gift, stars, glitter, stories, and the gift of time to share.

Contact: Merrill Simmons Hansen, 021 292 2721. Sarah Deighton, 579 8000 ext 5190 or supervision@xtra.co.nz

Canterbury
(Meets bi-monthly on the Second Tuesday)
Please check your emails and keep an eye out for updates on trainings and forums as we will be sending you emails as they happen.
Contact: Paula Grooby, paulagrooby@hotmail.com or on (03) 942 4496 (home)

Hawke’s Bay
(Meets second Monday, every second month)
Next Meets: Monday 13th December 4pm
Venue: The Gin Trap, Napier
Topic: Christmas get together
Other Info: Feb 2011 meeting will look at benefits of being a member of ANZASW and a guest speaker. Details to come
Contact: Mark Rolls, Mark.Rolls@hawkesbaydhb.govt.nz

Manawatu/ Wanganui
Manawatu
Contact: Joanne Briggs, joanne.briggs@midcentraldhb.govt.nz
anzasw.manawatuwanganui@gmail.com

Wanganui
Contact: Trish Melling, (06) 348 1234 Ext 5763, patricia.melling@wdhb.org.nz

Nelson/ Marlborough
Nelson
(Meets third Wednesday of the month ) (note change of time)
alistairm@psusi.org.nz or (03) 547 9350 xt717

Marlborough/ Wairau
(Meets fourth Thursday of the month)
Contact: Colleen Cox, phone (03) 578 4115

Northland
Next Meets: Wednesday 8th December 12 noon
Venue: Te Puna Whaiora: Children’s Health Camp Maunu, Whangarei
Other Info: Bring a shared lunch. Tea and Coffee provided. No meeting in January 2011
Contact: Suzie.Munro@healthcamps.org.nz

Otago
Contact: Helen Burnip, helen.burnip@xtra.co.nz

South Canterbury
Next Meets: Wednesday 8th December 11:45am
Venue: Arthur Street Cage
Topic: Christmas get together
Contact: Karen Manson, karenfemmell@hotmail.com

Southland
(Meets second Wednesday of the month)
Monday 6th December 6-8pm - Professional Development
“Tips for Great Supervision for Supervisors and Supervisees
Next Meets: Thursday 9th December from 5:30pm
Topic: Christmas Function $5.00 per head

January Meeting: Wednesday 26 January 5:15pm
Topic: Special meeting to discuss meeting format and ongoing Professional Development
Contact: Stacey Muir, stacey.muir@southerndhb.govt.nz

Taranaki
2010 Meetings: Wednesday 15th December 12-1pm
Venue: Boardroom, Manaaki Oranga, 36 Maratāhu Street (Go up the drive and look for the Tui Ora entrance, the boardroom is just before on the left hand side)
Topic: Drew Hignett, Psychologist - Acceptance and Commitment Therapy.
Contact: Sarah DeSouza, sarah.desouza@tdhb.org.nz

Waikato
Contact: Nicola Livingston@waikatodhb.health.nz

Wairarapa
Next Meets: Wednesday December 8th 4pm
Where: Open Homes, Lincoln Road, Masterton
Topic: Christmas get together and AGM
Contact: Frances Dearnley, mcccp@xtra.co.nz

Wellington
Next Meets: Wednesday December 8th 4pm
Venue: The Dell in the Botanical Gardens
Topic: Christmas Celebration
Other Info: Please bring a pre-loved gift for exchange. Speights Ale House Thorndon if wet.

February 2011 Meeting: February 9th 3:30pm
Venue: Boatshed 2, Camborne Way, Pascoe Ave, Mana
Other Info: bring swimming or kayaking gear for after meeting
Contact: Caz Thomson, caz.thomson@ccdhb.org.nz

Branches and Roopu are invited to put forward expression of interest for hosting the 2011 AGM.

The AGM is usually held the last weekend in November. A Governance Board meeting is usually held in conjunction with the AGM.
Expressions of Interest should be sent to Lucy Sandford-Reed lucysandford-reed@anzasw.org.nz

Social Work Kete and Electronic NoticeBoard

If you would like to subscribe to Social Work Kete or receive your NoticeBoard electronically please email brogant@anzasw.org.nz. Also if you have any articles or submissions for either of these publications we would love you to send them to the same email.
FOOD BANK TO FOOD STORE
Delta Community Support Trust - a working Model (A Reciprocal Relationships Model)
By Lesley Donner
Lesley Donner is a Social Worker at Delta Community Support Trust (Delta), a Christian-Based organisation, in the heart of Richmond, Christchurch. As a Community Worker within Delta, Lesley’s role enables her to work with a wide section of the community. One of her responsibilities is the Delta Food Store.

Who and what is Delta Community Support Trust?
Within the Delta Community Support Trust there are three service divisions, the Evergreen Club, which focuses on the elderly by providing a day program to help support those who are still living in their own homes or supported by family. The club provides outings, activities, friendships and lunches. The Delta Friendship Link works with the intellectually disabled and runs twenty four groups over the month. Some examples are clubbing, disco, restaurant, cooking, and craft. These groups are client focused with the intention of creating connections, friendships and supporting independence. The Community Development services which works with generally disadvantaged people running various courses and services such as empowerment groups, advocacy, budget advice, and Cultural services. In addition, it runs what was previously called a Food Bank.

This service provides the first point of contact for many people within the Richmond/Shirley area who come to us. Because of this our ability to engage and connect with people within a short space of time while assessing their needs is vital. It was the importance of connection and relationship that drove the shift in thinking from a Food Bank that pre-packs food to a Food Store that allows clients to shop and choose.

The purpose of this article is to take a brief look at the Model of work undertaken within the Delta Community and an introduction to Reciprocal Relationships Model which is widely used within the context of Delta Community Support Trust. I will also highlight the Social Work aspects that take place within this model, while expanding on the benefits for the clients who access the Food Store.

What is the change to Food Store?
The old saying of "don’t fix what isn’t broken" at the very least needs to be considered carefully before any change is made. Questions such as, why change? Who does this change benefit? Will it benefit not only those we work with, but the organisation as a whole?

When looking at the reasons for changing the Food Bank, the areas of concern that supported this were as follows.
- Prepackaged resulted in some food wastage: (unlabeled cans, unusual items that not everyone would like and items that people did not need or like).
- Extra space needed to pack Food parcels.
- Time and effort spent packing Food parcels when the Food Bank was extremely busy putting pressure on staff and volunteers.
- No choices. Our homogenized approach seldom met the individual needs of the clients.
- The stigma surrounding having to pick up a parcel of food that may or may not contain items that people would use.

No real positive engagement with clients.
- No positive way to gauge statistical information on the usefulness of Food assistance.
- The storage of food and parcels.
- Constantly running out of bags to package the parcels’ into.
- Disempowering those who accessed the Food Parcels.
- Food parcels were handed out in the reception area, which was an invasion of privacy, and cluttered up this area.
- Most importantly, the disempowerment of those who accessed the food parcels.

The above list, although reason enough to change, was offset somewhat by the following areas of concern that supported the status quo:
- The possible risks involved when working in a small space with members of the public you didn’t know.
- Encouraging clients to now bring their own shopping bags. The risk of people being less than honest by taking goods when a back was turned.
- The environment was now going to be open and there were choices. Would people respect the fact they could not have one of everything?
- And what about people waiting to receive a food parcel. They would have to wait longer. This could make them more impatient.
- And would waiting create more stigma, rather than less?

Although these were all valid reasons not to change to a Food Store, a sound process of open involvement with both staff and volunteers allowed us to problem solve these issues and address them practically.

The people waiting issue was solved by the Food Store always being open on days our Café was running. We offer free tea or coffee while people wait. This allows for a more relaxed atmosphere. It also allows for the public to come into Delta and see what is on offer in the way of other groups, activities or to catch up with people they know within the wider Community itself. They now have the opportunity to observe instead of feeling like they are being observed.

As it turned out people told us that they preferred to wait as they knew they would not be ‘rushed’, sort of like a good Doctor, who listens rather than rushes their patients through. However a lot harder to demonstrate.

RESPECT: It’s easy to use the word and even easy to implement programs that honor the people within the process. Respect of one’s privacy is a real issue when dealing in the Food Bank or Food Store process, when lots of people could be accessing the Food Store all at the same time. This is where the Food Store comes into its own. Each client can access the Food Store in complete privacy with only the staff member or volunteer on hand. The client is able to fully engage in the process. Conversations take place rather than formal interview. The staff member or volunteer is in more of a serving role, thus leveling the power ratio.

INDIVIDUAL CHOICE: Because everyone is different, each parcel is potentially different. Nobody gets exactly the same because people do make individual choices. This is where we make sure that individuals are treated as such, recognising that each person, family or whanau are not all going to eat or like the same food. Yet that’s exactly how we treated them within a Food Bank as there were no options.
for individual tastes or needs. Some would argue that, “they”, being the people accessing the Food Bank, should be grateful for whatever they get. While this may seem reasonable, when your life situation severely limits your power to choose then what choices you do have become very important. The clients therefore become part of the process rather than having the process done to them. And this really becomes the basis for all human interaction - The right to choose and to be able to have dignity while doing so.

ACCOUNTABILITY: When considering the change from the Food bank to Food Store one of my main focuses was accountability as food was being wasted and I wanted to be utilizing the donations and funds in the best way possible. It was also important to change a process which appeared to stigmatise those using the Food Bank. Allowing clients to see what food we have available, may take the secrecy away from the food parcels. Previously some people who came felt we were holding out on them with food. This way they can see how little or how much we have and this process would make us much more accountable to providing best service, such as giving the best we have, be it food or customer service. Furthermore through having conversations with the clients we hoped to gain a better understanding of what foods were needed so spending could be targeted more accurately.

RESULTS: Within the first couple of weeks of the change over an interesting phenomenon took place. People actually chose not to take items that we had packed previously as staples. This surprised us. Others bought back food that they had no use for or didn’t like. Some clients with gardens started to bring in fresh vegetables to give out within the Food Store. Others who had accessed the Food Store when times were difficult were now buying items to supply the Food Store as they had a better understanding of the need. For me, this was extremely heartwarming and really acknowledged the reciprocity of Delta as a whole. The Food Store wasn’t just ours; it had now become the Community’s.

Delta’s overall focus is about the “People”. It offers a place where people can come freely to be supported, get connected with us and other agencies, receive advocacy, and most importantly, a place where people can belong. Being able to sit while having a coffee or tea with people who access the Store has opened up opportunities to encompass a wider cultural perspective of sitting and eating together and having a conversation, as well as being able to bring support (be that personal or the entire Whanau).

Best practice at times appears to be overlooked or worse lost in the grand scheme of “doing”. Sometimes our organisational processes are so focused on protecting themselves that at times our clients can and do end up marginalized by the very agency that is trying to help them. At Delta our focus has always been about what the community needs and how we can best facilitate that, within the limitations of funding, budgets, resources and overall energy, but more importantly realising that our existence and purpose relies heavily on budgets, resources and overall energy, but more importantly realising that our existence and purpose relies heavily on having an understanding of the needs and requirements within the community we work and live in. It is no good arranging programs, activities, events that represent a square peg being shoved into a round hole. Therefore what we do and how we do it becomes extremely important. Statistics!! They are a necessary part of any organisation and this is not overlooked within Delta. Each client on their first visit is required to fill out a form with the pertinent information which is then loaded onto a data base. With the changes in place for the Food Store we now have an evaluation form which allows us to gain important feedback and information from those accessing the store. This form can then help us make sure that what we are doing is on track with those coming to the store, while allowing us to critique areas of concern.

However none of these changes would have been made possible had it not been for the overall management within Delta itself and the support from the Board of Trustees. The culture within Delta is one that promotes creativity and encourages reciprocity, and so Community starts within the walls of Delta first which becomes easy to translate into a healthy and creative working environment within the Richmond area. We value the input, skills and ideas of those accessing not only the store but throughout Delta and we acknowledge that process with them as being important not only to the Delta Community but the wider community of Richmond Shirley.

Realising that the Food Store has opened up the process for Reciprocal Relationships acknowledging that our skill base is nothing without the input from those we work alongside of. Within Community Development ego’s have to be left at the door moving forward is an act of humility. In the words of Captain Spock, “The needs of the many outweigh the needs of the one”. Therefore it’s important to recognize the staff although with a wide range of backgrounds, skills and interests are enthusiastic and passionate about Community Building. However, just as important for the success of the organisation, are its wonderfully dedicated volunteers.

Changing to a Food Store has increased our effectiveness in Community Development as the reciprocal relationships produced, honoring the value and input of our clients, which have in turn enriched our own community and understanding.

Christmas Hours

Please note that ANZASW National Office will be closed from midday Friday 24th December 2010 and will re-open, resuming normal business hours on Wednesday 5th January 2011.

The staff here at ANZASW would like to wish you a very happy and safe holiday season and look forward to corresponding with you further in 2011.
DHB Social Work Leaders Report
Focus on Health:
(Prepared by Marianne Pike, DHB SW leaders Council Chair, TDHB and Linda Haultain, Social Work Professional Leader, ADHB)

DRAFT: MOU BETWEEN CHILD, YOUTH AND FAMILY SERVICES NEW ZEALAND POLICE DISTRICT HEALTH BOARDS IN RELATION TO CARE AND PROTECTION

In December 1997 a national Memorandum of Commitment to collaborative practice in child protection between Child, Youth and Family (CYF) and the Ministry of Health was produced. That document provided a formal statement of commitment to collaborative practice in child protection between the two agencies and built on detailed interagency guidelines developed in 1996.

In 2002, the Ministry of Health published the Family Violence Intervention Guidelines, Child and Partner Abuse. These include detailed recommendations for clinical assessment and multi-agency collaboration.

In late 2006, a national “Memorandum of Understanding on the safety of children in hospital with suspected or confirmed non-accidental injury” was signed between the Chief Executive of CYF, the Commissioner of the New Zealand Police, and the Chief Executives of the District Health Boards. The national MOU (still in draft) reinforced the commitment to collaborative practice, but was focused on “the safety of children hospitalised with suspected or confirmed Non-Accidental Injury (NAI)”. Each DHB has had a requirement to develop and implement child abuse policies and procedures consistent with the Health and Disability Standards. Each DHB has had to develop a Violence Intervention Programme policy aligned with the Family Violence Intervention Guidelines, Child and Partner Abuse, 2002.

In the New Zealand Health Strategy, addressing family violence is a priority health issue. The Ministry of Health’s Family Violence Intervention Guidelines: Child and Partner Abuse provide a framework for the health sector to respond to family violence. A key component of this strategy is for healthcare providers to screen all adult women for family violence by direct questioning. For children, however, there is no validated screening tool. In the absence of such a tool, healthcare providers must identify and respond to child abuse and neglect based on signs and symptoms of abuse. Both approaches require significant changes in the attitude and behaviour of clinical staff. To achieve these changes towards sound child protection intervention within clinical practice, a ‘systems approach’ is necessary.

During October 2010 the DHB Health Social Work Leaders Special Interest Group (SIG) – Child Protection/Family Violence – was established. The first telephone conference was attended by 12 DHB Health Social Work Leaders, and Linda Haultain is the Chair person of SIG.

Purpose of this SIG:
1. A national Social Work Leaders venue that can develop and provide collective feedback on child protection/FV in the health environment
2. Offer Health Social Work strategic direction in this area of work
3. Provide a strategic Social Work leadership forum to liaise with other key stakeholders in this area of work
4. To promote some practice consistencies across DHB Social Work enabling transferable skills because of standardised processes
5. To establish professional/clinical governance for Health Social Work as being key to leading this area of work
6. To promote Health Social Work in sharing of initiatives in this area of work.

ANZASW INTEREST GROUP CONTACTS
Private Practitioners Interest Group Cathy McPherson, cathy.mcpherson@goalscentre.co.nz
Chinese Social Workers Interest Group Kelly Feng, Kelly.feng@waitematadhb.govt.nz Pasifika Social Workers Interest Group Sally Dalhousie, pasifikasw_intgrp@anzasw.org.nz
Supervisors Interest Group Michael O’Dempsey, michael.odempsey@ihug.co.nz
African Social Workers Interest Group Emmanuel Rubaduka, emmanuel.rubaduka002@cyf.govt.nz
SWOT - Social Workers Out There Mathew Keen, swot@anzasw.org.nz
Social Workers in Schools Interest Group swis@anzasw.org.nz
Health & Disability Social Workers Interest Group hadig@anzasw.org.nz
Filipino Interest Group Teresita Gatchalian, teresita.gatchalian@waitematadhb.govt.nz

South Auckland Psychology

A dedicated private psychological practice has been established in South Auckland. South Auckland Psychology is now serving the local community with psychological assessments including medico-legal reports, and complex clinical treatments. Referrals can be taken directly from Social Workers, and third party funding sources are accessed.

Supervision and room hire for counselling is also available. Men’s support groups are planned.

For further information Contact Barry Kirker, Clinical Psychologist on 09 276 1973 or 027 226 1581 or see www.southaucklandpsychology.co.nz.
Competency Assessor Contacts

Northland
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Paper-Based and Face-to-Face Assessor

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Paper-Based and Face-to-Face Assessor

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Paper-Based and Face-to-Face Assessor

Taupo/Coromandel/Waikato/Bay of Plenty
Merrill Simmons-Hansen
Slainte, Tena koe.
My name is Merrill Simmons Hansen.
I am available for all types of assessments and for supporting folk who want to discuss ‘where to begin?’
I can help you in the different types of applications; either face-to-face, paper-based and recertification in a way that is meaningful for you, your practice, your peoples, and your profession. I work across Bay of Plenty, Coromandel and Rotorua.
Nga mihi nui
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Paper-Based and Face-to-Face Assessor

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Anaru Gray
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Paper-Based and Face-to-Face Assessor

Te Tau Ihu/ Nelson/ Marlborough
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Face-to-Face Assessor

Canterbury/South Canterbury/West Coast
Colin Elliott
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Email: colin.elliott@clear.net.nz
Paper-Based and Face-to-Face Assessor

Taranaki, Manawhenua, Wellington, Tangata Whenua South Island (excluding Nelson) and Otago/Southland
To be advised, meanwhile please contact National Office

National Assessors - Recertification

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Email: mbaskerv@xtra.co.nz Email: sarahbalden@gmail.com
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Jane Stark Autumn Bell-Cooke
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RECERTIFICATION OF COMPETENCY

Members of ANZASW are constitutionally required to recertify their competence to practice social work as a member of ANZASW every five years.

Some members, who are also Registered Social Workers, are opting to complete their Recertification of Competence through the Social Workers Registration Board.

ANZASW requires the following information from members who have completed the SWRB process. This small portfolio is required for Recertification of Competence for membership of ANZASW:
1. A completed questionnaire (focuses on Standards 2 and 10)
2. A Professional Supervisor Reference
3. A client reference
4. A copy of your Certificate of Competency

RECERTIFICATION OF COMPETENCE FEES

Where a member has maintained membership of ANZASW for five (5) years there is no cost to complete recertification of competence for membership of ANZASW. The ANZASW Recertification of Competence has been approved by SWRB for registration purposes.

The SWRB has a recertification fee of $150.00.

Members whose employers pay their ANZASW annual membership fee have a responsibility to advise their employer that there is no additional fee for the five yearly Recertification of Competence when it is completed through ANZASW. Members intending to complete the SWRB recertification have a responsibility to advise their employers that there is fee of $150.00 payable over and above their ANZASW membership fee.
## Additional Supervisors

**Hawkes Bay**

**Nicki Lishman**  
Ph: 06 876 5120  Mobile: 027 662 2487  Fax: 06 876 5123  
Email: nlishman.tpt@centralhealth.co.nz  
Website: www.centralhealth.co.nz  

**Qualifications and Training:** I have a Certificate in Supervision for Health and Social Service Professionals which I did through the New Zealand Coaching and Mentoring Centre and am available to supervise if anyone is interested. My background is BSW with First Class Honours (2001), and have worked for the past 10 years in the alcohol and other drugs field.

**Experience:** The past seven years I have worked with youth and their whanau, and have also had a year where I worked as a Social Worker in Schools. I have also had experience working in Springhill (an adult AOD rehabilitation centre) and working in Women’s Refuge in the late 1990’s. My work details are above, and am available to supervise if anyone is interested. My background is BSW with First Class Honours (2001), and have worked for the past 10 years in the alcohol and other drugs field.

I am a current member of the ANZASW and SW registered

**Supervisor Interest Group Convener Needed.**

The role involves liaising with members of the Interest Group, providing updates for the NoticeBoard newsletter, and all that is included in the Terms of Reference below. This is a great opportunity if you are interested in further involvement in the Association.

**Terms of Reference**

- Develop practice and professional standards for supervisors and social work supervision for ANZASW accreditation (leading in time to a register).
- Advise ANZASW and the registration board on matters related to the supervision of social workers, particularly the supervision requirements for registration, the competency of supervisors and the Code of Conduct as it pertains to supervision and supervisors.
- Contribute to the review of the supervision section in the ANZASW Code of Ethics and the review of the ANZASW Supervision Policy.
- Develop a guide on supervision for organisations and members of ANZASW.
- Provide a strong voice for supervision as a process and activity that provides accountability and safety in social work practice, and acting as a catalyst for supervision issues.
- Provide a network for resource sharing, information, ideas, debate, and support.

If this sounds like you please register your interest by contacting admin@anzasw.org.nz.

## Reminder

For those whose membership year ends **30 November 2010** - the membership subscription for the next 12 months is now due. A subscription notice and tax invoice is in the mail. Please note the changes and the disciplinary levy invoice, if you have any questions about this please ask. It is possible to pay by credit card, cheque, internet banking or automatic payment. Don’t forget to update the Association’s membership database information at the same time, including your current email.

If you have any questions about the Professional Indemnity Insurance, made available automatically through ANZASW membership, please contact the Association’s Insurance Brokers, ACM Ahlers Insurance Services - contact Iain McKenzie, email iain.mckenzie@acmahlers.co.nz or phone (04) 472 8710. ACM can also supply details about the Social Workers Legal Advisory Panel, a service that provides a panel of approved legal firms for advice on legal issues.


## Membership update

**ANZASW Membership numbers as at 16 Nov 2010:**

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* This includes members in training, those with legitimate extensions or who have changed status from Non-Practising to Provisional, as well as those who are ‘out of time’.

**ANZASW Full, Recertified and New Members**

From 01 April 2010 to 21 November 2010 there have been:

- 166 Successful Competency Assessments
- 232 Successful Recertification Assessments
- 152 New Members to ANZASW

This list will be updated bi-monthly in each NoticeBoard and the names of these members are displayed on our ANZASW website. Go to ‘Member Services’ then ‘Membership Info - Member Lists’ to view these.
Intake Social Workers, Grey Lynn, Auckland – CYF5025

At Child, Youth and Family we work with some of the most vulnerable children and young people in the country - and we’re passionate about it. We’re looking for people who share this passion to join our Award Winning Contact Centre based in Grey Lynn in a position which would allow you to explore a different role within statutory social work and enhance your professional development.

The Contact Centre is an essential service which currently operates 24 hours from Monday 8am to Saturday 6.30am, and we are looking to extend our service to cover weekends.

The positions are office based and require strong analytical and communication skills. Your role is to receive reports of concern and enquiries via telephone and facsimile about child abuse, neglect and situations of concern and manage emergency after hours casework for the entire country.

Qualifications and competencies should include:

- Successful child protection experience with an interest in crisis casework management
- Experience in caregiver support
- Youth justice social work would be an advantage
- A social work qualification that is recognised by the Social Work Registration Board

You will be working in a dynamic environment which requires flexibility; opportunities are available for a variety of shifts including weekend and night shifts. Part time positions are also available with the opportunity to negotiate shift hours.

Child, Youth and Family, a service of the Ministry of Social Development (MSD), recognises and has a commitment to the principles of the Treaty of Waitangi.

To obtain a position description, download an application pack, or to apply, please visit our website www.cyf.govt.nz. General enquiries can be directed to Olivia Burese on 09 985 3352 or email Olivia.Burese001@cyf.govt.nz. Enquiries about the roles can be directed to Sheryl Gault, Practice Manager, National Contact Centre on (free phone) 0508 326 459. Completed applications can be submitted by email to Olivia at the above address or by post to: Olivia Burese, National Contact Centre, Child, Youth & Family, Private Bag 78-901, Grey Lynn, Auckland.

JOHNELLA BIRD - NEW RELEASE

CHANGING NARRATIVES CHANGING LIVES

Three DVDs and Workbook

- Do you want workshop experiences to generalise into your clinical practice?
- Are you searching for a way to structure study groups?
- Do you want to introduce work colleagues to these ideas and practices?
- Is your preferred learning style watching and then doing?
- Do you want to 'taste' the work before using scarce professional development resources?
- Do you want to maximise the benefit of training for you and for the organisation?

We have received consistent feedback that it is difficult to retain and practice new skills once workshop participants return to workplaces. We have responded to this dilemma by developing two sets of 'learning' DVDs (with workbooks). The first DVD Series 1, ‘Constructing Narrative To Make A Difference’ was released in 2008.

Changing Narratives - Changing Lives is Johnella Bird's second DVD Series. Series 2 consists of 3 DVDs divided into 5 sections which include interview demonstrations, prismatic dialogues, practical exercises and suggested reading.

Find out more or order online by credit card at Johnella's website: www.heartsnarrative.cc

or phone Jill Kelly on (09)624-1845 or email: edgepress@xtra.co.nz
Social Worker

- Do you want to make a difference in your community?
- Are you passionate about people and relationships?
- Do you like working with youth and families?

We provide a range of social and community services in the northern Porirua area, and in response to growing demand are expanding our services.

We are looking for a part-time Social Worker to begin working alongside our Counselling Service.

To be considered for this role, you’ll need plenty of initiative, be professionally qualified and be comfortable working independently and as part of a team. Initially, you’ll be contracted to work 12 hours a week, although we expect this will increase over time.

For more information or to apply, contact Lis Pyle, Manager, North Porirua Care Centre by phone 027 231 8412 or email lis.pyle@xtra.co.nz.

An Introduction to Child Centered Play Therapy
- A 3-day workshop
17,18,19 February 2011
The Nest, 20 Kahikatea Drive, Hamilton

Child Centered Play Therapy (CCPT) is supported by the widest research base for Play Therapy in the world and is recognised as one of the most effective ways of working with children who have been exposed to trauma.

- No other training workshops for CCPT in NZ
- A unique opportunity to experience first-hand this unique way of working with children
- This is a standalone workshop but it becomes Module 1 of a 5-Module basic training in CCPT

For further Information, course costs and registration form please visit our website www.childplayworks.co.nz

www.childplayworks.co.nz
judi@childplayworks.co.nz
0274291756

Harville Hendrix
New Zealand Tour March 2011
Imago Relationship Therapy

Two Day Professional Training Workshops for Counsellors, Psychologists and Social Workers

Fri/Sat  04/05 March Wellington
Mon/Tues 14/15 March Christchurch
Mon/Tues 21/22 March Auckland

Day One presented by Harville Hendrix, PhD
Day Two presented by Brenda Rawlings & Peter McMillan, Certified Clinical Instructors & Faculty Members of the Imago International Institute

Getting The Love You Want - Couples Workshop
Fri Evening/Sat/Sun Morning 11-13 March Wellington

Getting MORE of the Love You Want - Couples Workshop
Fri Evening/Sat 18/19 March Auckland

Public Lectures (Evenings)

Tues 01 March Auckland Couplehood as a Spiritual Path
Wed 02 March Auckland The Four Essentials for a Loving Relationship
Thurs 03 March Wellington The Four Essentials for a Loving Relationship
Sun 13 March Christchurch The Four Essentials for a Loving Relationship

www.relationships.co.nz  admin@imago.org.nz  0800 462464
Research on Critical Incident Stress Debriefing

Nationally there are numerous models of Critical Incident Stress (hereafter referred to as CIS) debriefing operating for social workers. Many of the CIS debriefing services are modelled on the 'Mitchell Critical Incident Stress Debriefing Model' whose main goals are to reduce the impact of the critical incident for those involved in the event and to promote the recovery from traumatic incidents that are encountered in the course of one’s job. In practice CIS debriefing usually involves meeting in person with the facilitator to go through a formal process of debriefing. In some services, the availability of critical incident debriefing is determined by the availability of local employee assistance programmes which can vary in the models and approaches used regionally.

This research is undertaken as part of my role as an academic lecturer/health researcher at the Graduate School of Nursing, Midwifery and Health, Victoria University. The research proposal has been approved by the Ethics Committee, Faculty of Humanities and Social Sciences, Victoria University.

The aims of this research project are:

1. To identify the range of models and protocols available/used for critical incident stress debriefing amongst social workers nationally
2. To examine how managers/professional advisors and social work practitioners see these policies operating in practice in the workplace
3. To explore the experiences of social workers who have received critical incident stress debriefing.

The research aims to identify important themes in critical incident stress debriefing that will be of value to social workers and those who manage and develop the programmes. The project aims to determine how the policies are working from the perspectives of key stakeholders i.e., the professional advisors/managers for social work, and the social workers themselves. The findings will inform the future policy making about the provision of CIS debriefing for social workers.

If you have had an experience of critical incident stress debriefing within the past five years and wish to participate in the research please contact Margaret by email at margaret.pack@vuw.ac.nz or by telephone: (04) 463-5993.

The information you provide will be held in the strictest confidence, and no individual will be named or identified throughout the research process.

The interview will take approximately one hour to complete. Once I hear from you I will contact you to discuss the study in more detail and to organise the time and venue for the interview.

Kind Regards
Dr Margaret Pack, MANZASW, Registered Social Worker, PhD, M.A. (Applied) Social Work, Victoria University, IPP Cert (Gestalt Institute of NZ), Cert. Clinical Supervision (CIT), Cert. University Teaching and Learning
Senior Lecturer, Social Work Centre of Learning, Faculty of Health, Whitireia N.Z.
Tel: 237-3100 extn:3155
E-Mail: margaret.pack@whitireia.ac.nz
Master of Social Work
Postgraduate options in social work

Professional development is important so why not gain a qualification at the same time? It’s a chance for you to learn new skills and enhance your career and salary prospects.

There’s still time to apply for 2011.

Programmes:

Master of Social Work
A two-year programme designed to enhance your practice and knowledge in social work. You can enter into MSW directly with a BSW or into the second year of this programme with a BSW(Hons) or PGDipSW or an approved equivalent (conditions apply).

Delivery: Face-to-face block courses supported by online and study guides.

Postgraduate Diploma in Health Sciences in Social Work
This programme is aimed at qualified social workers wishing to pursue postgraduate study in a health related field.

Postgraduate Certificate and Diploma in Professional Supervision
Ideal for practitioners who are seeking advanced skills in supervision or who are aspiring to take on leadership roles within health and human services.

Delivery: Face-to-face block courses supported by online and study guides.

Course and timetable information for 2011 is available at:
www.studentservices.auckland.ac.nz
- click on ‘Course advice and information’
- click on ‘Browse the course catalogue without signing in’

Apply now for Semester One 2011

0800 61 62 63
education.auckland.ac.nz
www.education.auckland.ac.nz