



SuperGossip



By the Numbers

10
SuperGrans Branches

14
Locations Nationwide

30
Paid Support Staff

190+
SuperGran Volunteers

1850+
Individuals and families assisted by SuperGrans annually

Sticking to our Knitting ?

Bridgette Silcock

Recently there has been much discussion around how we move forward while remaining an effective and relevant entity for the now and for the long-term.

Much of this has come about by the desire for NGO's and social service providers to enter into partnerships and look at collaborations to deliver programs and services at a lower cost.

The pressure and stress that comes with the continued quest to secure adequate funding to ensure we can keep our doors open can become all consuming for branch managers and every year it is getting more difficult as individual branches scramble to secure funding - We are reaching the point where branches are "competing" against each other within the same reduced funding pool.

As funders and financial supporters become more cohesive and strategic in their distribution, SuperGrans must be bold enough to change to meet external forces to ensure our future survival. This may involve exploring and implementing different ways and options for working together both internally and externally .

A review and evaluation of our organisation including the structure, the effectiveness and outcomes

of our programs and services will allow us to identify organisational obstacles to achieving effective capacity and capability.

I recently read a case study about the changes made in the operational structure of the Auckland City Mission a few years ago and one sentence of the case study report stood out:

"Diane's first endeavour was to review structures and processes to determine the best way to change from a traditional 'charity-type' mindset to being a highly organised professional service organisation".

Rolling up our sleeves and "getting on with it" while hoping we receive funding is not going to protect us from being unaffected by this tough economic climate—we have to get smart , savvy and develop an understanding of our place in the sector and then cement it in for the now and for the future.

.....OR.....

"If it ain't broke, don't fix it" - this certainly has its advantages. SuperGrans branches are highly regarded and respected in the social service sector as being successful and effective facilitators of change . We are acknowledged and supported by

both government and philanthropic agencies who are acutely aware of the difference SuperGrans makes to their clients.

Our basic and no nonsense business model has supported us well for over 16 years and the practical needs of our clients have not changed since inceptionso , If we change, are our clients going to change? Clients are becoming more challenging and many have multiple and complex issues but, if they are too complex or too challenging for our volunteers, surely, these are not the clients we are meant to be working with.

Are agencies expecting SuperGrans to provide assistance and support for situations we are not trained, equipped or funded for ?

Should we stick to our knitting and be satisfied with the difference our services make rather than trying to do more and more ?

Maybe it is a position somewhere between the two—but until we can take a step back and take a good hard and honest look at ourselves, how will we know?





Kia Ora, welcome to the winter edition of SuperGrans national news. Again in the dynamic world of SuperGrans Aotearoa there has been plenty of activity. It is hard to believe that Bridgette Silcock has now been with us for a whole year as our Coordinator based out of the Lower Hutt office. Kia Ora Bridgette, thanks all that you do for us!

At our AGM earlier in the year Kiri Self from Nelson was seconded onto the Aotearoa Executive. This helps to ensure some continuity to the board in 2012, when three long standing executive members will need to step-down in accordance with our constitution, leaving just myself with a possible one more year on the board. Thanks Kiri, for offering yourself for office.

We are proud of Sue and her staff at Christchurch SuperGrans; they continue to offer a quality service in circumstances that the rest of us find difficult to even imagine. Kia Ora Sue and your team, we stand behind you.

Kind regards to all our staff and supporters!
Kim

A big thank you to The Pelorus Trust who have recently funded the purchase of a laptop for SuperGrans Aotearoa—this allows Aotearoa to become mobile and more efficient and effective for the branches.

What's Happening at SuperGrans

Whanganui & Manawatu

We are pleased to have consolidated the start of the Whanganui service with 15 volunteers, 10 clients, and 2 workshops underway.

Meanwhile partnerships in Palmerston North are almost at the level of frantic! A notable recent partnership was teaching crochet to teenagers at the Highbury Whanau Centre at their school programme. While some students struggled with the dexterity required, others decided to take up the challenge and competed with each other for crochet mastery!

Presently we are working with Refugee Services to teach vegetable gardening, cooking, and home management skills to recent Bhutanese arrivals.

Manawatu is experiencing a high level of migrants and refugees and it is rewarding when our services can help new arrivals to make connections in their new communities.

Tairawhiti

Wow what an amazing 5 months we have had.

Our new Field Co-Coordinator, Leigh Dawson has over the past couple of months proved invaluable, bringing a lot of experience and passion to SuperGrans.

Born and bred in Gisborne, Leigh has shown the power of networking, life experience and personality. She has fitted in well with myself and Esme and together, as a team we have started to “rock’n’roll” Tairawhiti to new levels.

We have and will be spending a bit of time in the Tokomaru Bay area running our Health 4 Life Program, which is proving very popular and our KaiTime program is keeping us very busy, running 1 sometimes 2 a week, covering late afternoon and evening sessions to meet the demand and availability of our clients.

We have linked in with Sport Gisborne, and hope to expand on a firm partnership in the near future, utilizing their expertise in the area of physical activity and nutrition.

We also have the 100kg club participating and sharing our skills and ‘classroom’ tuition

on the health and nutrition concept.

Our recent AGM saw our Board number increase to 6 skilled and passionate individuals.

We are lucky to have secured 6 volunteers who are passionate, enthusiastic and very excited to what and where SuperGrans Tairawhiti is going over the next few months.

Thank you to my team, my board members and my volunteers, I am privileged to be working with such an awesome group of people. Together we are shaping up to be something very extraordinary.

Wairarapa

It was a big shock to come back to the cold after the 30degree temps in America. After being away for 6 weeks it was nice to be home. We went to our son’s wedding in Ireland, which went off very well. The Irish sure know how to party !!

Wene and the Supergrans volunteers attended a Family Expo in May. On the Sunday they prepared over 1000 cups of home made soup and gave away over 100 vegetable packs. It is good to see many of the community organisations getting in behind these activities.

The Men’s Shed continues to be very well received and a video has been made of the courses and includes the learnings of course participants. Supergrans has started a young mum’s basic cooking programme but the numbers attending have been erratic. Talking with other providers in the Wairarapa, the lack of commitment by some of the young parents is a concern. We have come up with ideas to help overcome this problem including:

- Create a Blog page
- Learn how to twitter
- Review the SuperGrans name

We currently have 12 mentors including a “young” one who is helping with our cooking classes.

Horowhenua

Alongside our core service we have been delivering the Incredible Years Parenting Programme (IY) in the Foxton community for the past 18 weeks. We have been collaborating with Special Education

– Ministry of Education in this and were part of the research being undertaken by Otago University for IY appropriateness for the New Zealand context.

We have 15 participants who successfully completed the programme. An awesome effort and commitment from those attending and happier healthier families as a result! We are currently reporting on our SAGES contract and are pleased to report we are being offered a High Trust Contract for the future.

Horowhenua SuperGrans are also putting forward an application for the Electra Business Awards this year – NGO Category. Over the past 11 years we have grown from 1 paid worker for 20 hours per week to 2 paid workers for 70 hours per week and growing.... We have increased our profile and reputation and are assisting in the development of a branch in Kapiti - launched on 20th July 2011. Judging is not until November so we’ll let you know the result later in the year.

Christchurch

The team in Christchurch continue with their work and commitment to the eastern suburbs of Christchurch. They have communicated with all of their clients to discover that some 50% had relocated to other parts of the city or out of town. A new flexible and virtual way of working with the Christchurch community has seen SuperGrans become part of a new community outreach service, they have become Friends of the Practice to Te Rawhiti Family Care and work in collaboration with local medical practices and PHO Community Partnership Health workers.

Immediate needs remain focused on helping people access services and information as well as gaining clarity over what has happened. We have found that people under severe stress need someone to spend time, listen to their concerns and help with tasks such as filling out forms and paperwork. A few milestones and people’s natural resilience bounces back and our work has been greatly appreciated.

I wish to say a very big thank you to all the wonderful people who rallied around to support us following the earthquake. To our staff and volunteers who, despite coping with adverse personal circumstances have adapted to a whole new way of working and dealing with new technology to put the wellbeing of our clients and community first. To all the SuperGrans groups throughout NZ who responded to support us and of course our wonderful and generous financial supporters who have helped get quickly get back on feet..

We are also very fortunate to have a board of Trustees who not only assembled promptly after the quake, but rallied round to support us. Flexible in their thinking, they challenged us to think outside the square when it came to making decisions about how we would continue to be of most benefit to people in a post earthquake Christchurch.

Lower Hutt

Manic would probably be the best way to describe the activity in the area.

It is with regret we say goodbye to Bronagh Moloney, the Porirua Field Coordinator who has moved on for personal reasons. We wish Bronagh well in her future and thank her for the work she has done in Porirua.

We are very fortunate to welcome Robynne Cottle to the Lower Hutt team, Robynne will work with Diane in the Hutt Valley and her wealth of experience will certainly be welcomed both in the office and by our clients.

The Wellington Field Office now has a new home in Tennyson Street and we are looking forward to raising the profile of the work the Wellington team of Volunteers achieves. New clients are coming thick and fast with multiple challenges and it is a credit to our wonderful volunteers they we are able to support these clients to improve their wellbeing and situation.

Dunedin

Goodness me – we have been so busy down here having the sunniest/driest June that we didn't think about newsletter info! But we are still here—in fact, we have just received a 3 year Sages Contract for signing so it's always good to know our work here in Dunedin is acknowledged as making a difference to our community.

Client referrals are still slower than this time last year but over the last 7 months we have worked with 43 families and signed off 24 so all good.

On a sad note as we recently got the news that Rosalie Shriiffer, one of our really great SuperGran volunteers had passed away. In spite of battling illness, all she wanted to do was help people and do stuff while she could and was active as a volunteer right up until the time she needed dialysis.

Life does moves on and on a happy note, we have secured 4 new Volunteers which is always very exciting and we welcome them to the Southern Belles team.



Volunteer Gwen Hingston (above) at Manawatu SuperGrans monthly volunteer training at the Highbury Library. Gwen specialises in knitting and crochet, and shares her knowledge by teaching to those who wish to learn knitting and crochet skills.

Official Launch of Kapiti Branch



SuperGrans Kapiti Board Members Alison Chadwick, Jo Connor and Linley Williams

Its taken nearly two years and a lot of blood, sweat and tears but SuperGrans Kapiti is up and running and already making a splash!

We welcome Dee Jones as our new Coordinator—Dee arrived with vast experience in both the health and social service sector and she is already proving to be a real asset to SuperGrans branch



Erin McMenamin, Dee Jones, Annette King, Peter Foster (obs.) Jenny Rowan

network and to the Kapiti coast Community.

The launch of SuperGrans Kapiti earlier this month was well attended and included addresses by the Mayor of Kapiti Coast, - Jenny Rowan, Labour Deputy Leader

and Spokesperson for Social Policy—Annette King, Labour Candidate for Otaki—Peter Foster and SuperGrans Founder—Erin McMenamin. It was wonderful to see so many Service Agencies in attendance and Dee is looking forward to meeting with them all. A special mention must go to the wonderful Kapiti SuperGrans Board of Trustees—Alison Chadwick, Frances Tyson, Jo Connor and Chairperson Lynley Williams—you guys are fabulous and thank you for your unwavering commitment and support in getting SuperGrans established on the Kapiti Coast. A very special thanks must go to Rose Cotter—Manager of Horowhenua SuperGrans for all her assistance, support and good advice. You can find Dee at :

**6 Ngahina Street Paraparaumu ph: 04 9050667
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She would love to hear from you.

If you are interested in volunteering for Kapiti SuperGrans or just want to know more about the services SuperGrans can provide to the Kapiti community, give Dee a call or drop her a line.



Volunteer Kapiti Manager Christine Bongivanni with SuperGran Coordinator Dee Jones



Horowhenua SuperGrans Manager Rose Cotter, Kapiti Chair Linley Williams, Kapiti Coordinator Dee Jones

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WWW.SUPERGRAN.ORG.NZ

There are so many wonderful organisations who provide financial and resource support to SuperGrans at both local branch level and nationally. Without them, we would cease to function and many 100's of families throughout the country would not enjoy the teachings and support of their volunteer mentors who work to improve the outcomes for themselves and their families..

A heartfelt thank you to our wonderful funders and supporters.

SuperGrans Aotearoa Inc. would like to particularly thank NZ Lotteries, The Tindall Foundation, Tech Soup and the Pelorus Trust for their support for 2011.

Wellington Field Office

SuperGrans Charitable Trust has recently opened a field office in Wellington City to better manage the volumes of clients and requests for services coming out of Wellington City and surrounding suburbs.

Sharing premises and resources with **Kaibosh**, (the amazing group who rescue and redistribute food to charities working with people in need), the office will enable Wellington Field Coordinator Cheryl and her team of mentors to provide physical access to services and be located closer to the centre of the city enabling easier and efficient access to clients and support agencies.

If you are in the vicinity, call in and say hi to the team on the Ground floor at 25-29 Tennyson Street or give them a call on 384 6426.



CHECK OUT SUPERGRANS ON FACEBOOK

MANAWATU AND WAIRARAPA BOTH HAVE PAGES ...LET THEM KNOW YOU CARE BY VISITING AND LIKING THEIR PAGES.

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