



Birthright Wellington Service Brochure

Birthright Wellington specialising in working with families led by one person.



OUR FREE SERVICES

INCLUDE:

For parents

- Home based social work support, enabling you to find practical solutions
- Working with you on a tailored plan for your family
- Offering parent education opportunities
- Offering parent networking opportunities
- Access to our library of resource materials
- Offering support and advocacy with a range of agencies e.g. W&I, HNZ
- Providing referrals to specialist services

For children and young people

- Offering fun, self-esteem building activity programmes for children and teenagers
- Offering a range of camps and outings
- The opportunity to participate in specialist programmes that build confidence and resilience e.g. Outward Bound

For families

- Offering low cost/free events for the whole family to enjoy
- Providing practical assistance with clothing, toys and books

To find out more contact us:

P: 04 499 0055

E: info@birthrightwellington.org.nz

Birthright Wellington

**89B Thorndon Quay
Wellington**

**PO Box 706
Wellington 6140**

Free phone 0800 457 146

www.birthright.org.nz

<https://www.facebook.com/birthrightwellington.org.nz/>

MISSION STATEMENT

*“PERSONALLY SATISFYING LIVES
OF FAMILIES LED BY ONE PERSON”*

Welcome to Birthright Wellington

Kia Ora, and welcome to Birthright Wellington. This brochure has been compiled to outline the services and supports that we can offer your family.

When you become a client of Birthright Wellington, a Social worker will make contact with you to arrange a time to meet with you, usually in your home. At that meeting, we will discuss your goals and an action plan will be developed for you as a client of Birthright Wellington.

We also offer an excellent referral service and can put you in touch with the appropriate agencies in your area.

There are no charges for Birthright Wellington services or programmes, please feel free to contact our office between 9am and 4pm for information and support.

Statement of Philosophy for the Organisation

Birthright Wellington Incorporated is dedicated to the wellbeing of families that are led by one person. Our services are provided in the family context; we work with the whole family. Our task is to facilitate the growth of confidence, development of living skills and a sense of wellbeing within the family unit and its individual members.

History of Birthright Wellington

Birthright Wellington was formed in 1955, in Hastings as a non-profit, voluntary organisation caring for one-parent families where one parent (mother or father) was temporarily or permanently absent. Little social assistance was available at the time and the war meant that the number of one-parent families had grown.

The founder's ethos was that the children of one-parent had the same "birth right" as with all New Zealand's children. That is, the right to a good start in life, help in times of crisis and the opportunity to reach their full potential.

Birthright Wellington recognises that relevant support, information and advocacy are essential components in empowering a parent/caregiver to cope with the pressures and costs of raising children in a one-parent/caregiver household.

Our task is to help grow confidence, develop living skills and a sense of wellbeing within the family unit and its individual members.

The Birthright Wellington Team

Bonnie Mawson - CEO

Barbara Goosey - Social Worker

Charlotte Cumming - Social Worker

Claire Teal - Social Worker

Zara Chen - Accountant

Frances Lee - Admin

Executive Board: Nigel Philpott, John Marsh, Mark Ford, Jenifer Wilson, Uma Mukherjee, Warner Peel, Gordon Tait.

Governance: Birthright Wellington is governed by an Executive Board that meets alternative months. The Board oversee the running of the organization. Staff provide only statistical information to them; no client information is passed to the Board members. The BRW CEO attends these meetings.

Service to Families

Needs assessment and goal setting: Our Social workers visit families in your own home to determine needs, provide information and to help in the setting and achievement of goals and advocacy work as appropriate.

Information and referrals: Our Social workers will refer you to appropriate services for specialised assistance, for example in the areas of family court issues, child safety, benefit entitlements, etc. Some useful contacts to have are:

Citizens Advice Bureau Free, confidential advice and information: - legal - budgeting - employment - tenancy - consumer advice - personal issues, etc. Multiple offices: Aro Valley, Central City, Eastern Suburbs, Johnsonville, Newtown, Porirua, Wellington West (Karori). Contact: 0800 367 222.

Skylight Counseling and Support Groups Skylight offers counseling and support groups for children, teens, adults and families who are facing tough times of change, loss, trauma and grief - whatever the cause. Available in Wellington, Porirua and Lower Hutt. Contact: 0800 299 100 or 04 939 6767.

Women's Refuge 24-hour support and safe emergency accommodation for women and children who are survivors of domestic violence. 0800 733 843. Porirua: 04 234 6118 Wellington: 04 234 611.

Parent Help Line Available from 9am – 11pm 0800 568 856.

Practical assistance: Birthright Wellington can offer assistance with clothing, blankets, linen, toys and household items as available. As a client of Birthright Wellington, you are able to access this support at a time that is convenient to you. Please call the office to arrange a time or talk with your Social worker.

Budgeting: Our Social workers can assist with setting up and maintaining an effective budget with you.

Advocacy support: Birthright Wellington Social workers are able to support your family with agencies that may be in your life, such as, Work & Income, Housing NZ, Oranga Tamariki and Wellington City Council.

Education programmes: Birthright Wellington offers a variety of programmes. These are offered either on a one-to-one basis with your allocated Social worker, or are run as small supportive groups. You are eligible to attend Birthright Wellington education programmes as a client of Birthright Wellington. You don't need to be actively engaged with one of our Social workers to do this.

Telephone support: We are available from 9.00 am to 4.00 pm Monday to Friday.

Birthright Wellington Parenting Support

Birthright Wellington's Parenting programmes are designed for parents/caregivers raising children alone. It offers small, supportive groups, along with a comfortable environment where parents/caregivers can learn new parenting skills and share ideas.

Our friendly and professional Social workers will provide up-to-date information and resources for use at home. Birthright Wellington offers the following support, parenting 0-5 year olds, parenting school aged children (5-12), parenting tweens/teens (11+). As these programmes are not always available, we can work 1-1 with you or refer you to an alternative/appropriate programme.

Topics are specific to each age group and tailored to the needs of the group. All of our services and programmes are free to access. Some common topics include:

- You and your family
- Behaviour management
- Setting boundaries
- Conflict resolution
- Self-esteem & resilience

Come along - gain support - have some fun - share ideas!

- Build YOUR confidence
- Learn to understand YOUR choices
- Set YOUR own goals
- Discover YOUR inner strength
- Create a better future for YOU and YOUR children
- Increase YOUR self esteem
- We want YOU to have FUN and make the most of life

Services to Children & Young People

Our programmes provide children and young people with activities both inside and out of the home that enable them to develop positive living/social skills and with a strong focus on increased self-esteem. Here are just a few of the activities that we may offer at different times throughout the year:

Children's Self Esteem Programmes

- Craft-making days
- Cooking
- Self-esteem workshops
- Outdoor activities e.g. rock-climbing, zoo trips, swimming, mini-golf
- Movies, dancing, Zealandia
- Museums, ten pin bowling, sports

Camps

- Spaces are limited and certain criteria and age ranges apply. Please discuss options with your Social worker.
- Birthright Wellington has established a community partnership with Outward Bound, this means we can access scholarships on your behalf. Outward Bound is a non-profit organisation and their values and mission are very much aligned with ours. Talk to your Social worker to register your interest for yourself or your teenager for a truly life changing experience/adventure. Full course details can be seen on Outward Bounds web page www.outwardbound.co.nz

“Our method is to help the family and its members to plan for their own development, to use effectively their own and community resources and to achieve integration in the community which is personally satisfying and relevant to their own potential.

Specific services and practical assistance are offered to the family in the context of their personal aspirations and goals, at a time and form relevant to them”.

Family Activities

- Magic shows
- Ten-pin bowling
- Pool party
- Theatre/musical shows
- Christmas party

Cultural Statement

Birthright Wellington recognises that all persons have culture significance and seeks to support and strengthen each person’s identification with his/her own culture.

Birthright Wellington acknowledges that the Treaty of Waitangi forms the definition of the relationship between two people, Tangata Whenua and Tauwiwi and has established the principle of partnership in the life of New Zealand.

We maintain that we reflect this partnership and ensure its structure and administrative procedures, actions and services have relevance to all peoples.

We respect cultural values and differences and ways of doing things and accepts the need for such respect to underlie all actions and behaviour.

We value cultural diversity and supports where appropriate, affirmative policies and actions which will benefit any disadvantaged individual or groups in the community.

Code of Ethics

Assistance

Birthright Wellington workers will maintain a non-judgmental, accepting attitude to all regardless of sex, age, race, religion or lifestyle, and will not impose any values of their own. Support and information will be available on a non-political, non-racial, non-sectarian basis.

Client’s Independence

Birthright Wellington employees will show empathy and understanding in assisting families to control their own lives for their own needs and lifestyles, respecting their right to choose at all times.

Cooperation

Birthright Wellington employees will maintain a professional, and cooperative spirit, with regards to Birthright Wellington’s links with the local community.

Accountability

Birthright Wellington employees acknowledge accountability, primarily to our clients, our funders, our community and Birthright Wellington National.

Training

Birthright Wellington employees acknowledge the need for ongoing training, support and supervision, in order to ensure best practice standards.

Statutory Obligations

Birthright Wellington employees will abide by any statutory obligations concerning the performance of their roles and maintain that children and young people are our paramount consideration.

Confidentiality

Birthright Wellington employees maintain confidentiality in accordance with Birthright Wellington and Birthright New Zealand policy.

All matters discussed by the family with Birthright Wellington staff members or volunteers are to be kept confidential, with the exception of: - if a Birthright Wellington employee at any time believes that a child is abused and or neglected or that there is a suspicion of abuse or neglect, then the policy regarding child abuse will be enacted and any abuse reported to the appropriate agency. All work done with families is professionally supervised.

Client Quote: My Social worker was very easy to talk to, she respected my culture and made me feel confident and at ease.

Client Quote: Birthright Wellington has been awesome for me and my family. My Social worker supported me through a very difficult time in my life, I felt listened to and respected.

Client Quote: Absolutely AWESOME, very helpful a much needed support base at a horrible time in my life. I have recommended Birthright Wellington to people I know that are struggling to parent on their own.

Complaints Procedure

Birthright Wellington is committed to providing a service which meets your needs so please feel free to contact us with any feedback. We have an official complaints procedure as follows:

Contact the Manager in writing or by telephone. If your complaint is verbal, details will be written down, read back to you for confirmation and a copy will be forwarded to you, together with details of the action to be taken.

Written complaints will be acknowledged by telephone and in writing within three days of receipt. The written acknowledgment will include details of the action to be taken to address your concerns.

If, for whatever reason, you feel that the Manager has not addressed your concerns, you may write to the President of Birthright Wellington Inc. Complaints may be made to the President by writing to:

**The President
Birthright Wellington
P O Box 706
WELLINGTON 6140**

Please mark the envelope “Confidential”

Your complaint will be acknowledged in writing within three days of receipt. Please note that this may mean waiting for your complaint to be considered at the next monthly meeting of the Executive Board.

However, in the case of a serious complaint a special meeting will be convened and every attempt will be made to arrange this within five working days.

Should you feel that your complaint has not been resolved satisfactorily, you can write to our National office:

**Chief Executive
Birthright New Zealand Trust
P O Box 12677
Thorndon
WELLINGTON 6144**

Please mark the envelope “Confidential”

Please note, that when your complaint is being considered, either by Management, Executive Board or the Chief Executive you will not be identified by name (in any way), without your express, written permission.

If a special meeting of the Executive Board of Birthright Wellington is convened to consider your complaint, you will be invited to present your case in person, but this is not obligatory, you will be invited to bring a support person with you.

If a Birthright Wellington employee (or volunteer) is the subject of a complaint, that employee shall have the right to a fair hearing. This will include receiving written advice of details of the complaint, as soon as possible after it is made, and the right of reply.

Where necessary, an independent mediator will be employed to mediate between the complainant and the Birthright employee and/or Executive Board.

From the Kids

Spend time with me. Enjoy me.
Tell me what you like about me.
Help me find the words to tell you how I feel.
Help me feel big and proud. Honour my feelings.
Tell me clearly what you want from me.
Be firm. Say No. I depend on you to set limits for me.
Let me know you still love me when you don't like what I do.
Keep me safe when you get mad at me.
Let me learn by trying things.
Comfort me when trying makes me cross.
Say sorry when you're wrong.
Show me it is Ok to make mistakes.
Coach me; I learn how to act by copying you.
It's my job to be the kid
I need you to be the grown up.

From the Teenagers

Spend more time listening to what we say. Then we will spend more time listening to you.
Tell us when we have done something right. We might take the hint and carry on doing it.
OK, so we made a mistake, don't go on about it for hours.
Please don't laugh at us. It makes us feel small and it really hurts.
Give us a chance to make decisions for ourselves. That's the way we learn.
We know you're not perfect. If you stuff something up, admit it.
We're part of the family too! Include us in what's going on even if we decide to pass on it
most of the time.
Let us know that we matter to you and you are interested in what we do.

The welfare and interests of the child and/or young person shall be the first and paramount consideration.