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**ORDINARY MEETING**

**OF**

**GRANTS SUBCOMMITTEE**

**MINUTE ITEM ATTACHMENTS**

**Time:** 1:30pm  
**Date:** Thursday, 31 May 2018  
**Venue:** Committee Room 1  
Ground Floor, Council Offices  
101 Wakefield Street  
Wellington

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**Business**

**Page No.**

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**1.5 Minute attachments**

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**Newtown Festival**

Martin Hanley played Councillors a video of the 2017 Newtown Festival, which may be viewed online at <https://youtu.be/6UWUljPCJvA>.

He also supplied two additional documents, attached separately.

# Newtown Festival '18

LADI6 HEDLOK (CHE FU & KING KAPISI)  
ALL SEEING HAND ORCHESTRA OF SPHERES  
ONONO NEWTOWN ROCKSTEADY A GIRL NAMED MO  
LISA TOMLINS MOMENTUM CUMBIA BLAZERA RAINBOW CHAN  
EDIE THE BETHS UPPER HUTT POSSE WALLACE RICHARD DADA  
MATIU TE HUKI PHYSICAL MIGHTY UKES CUMBIA BROS MEHANA ALEXA CASINO  
TEI. WAX CHATTELS NGA URI TANIWHA ANASTASIA DOLININA & MATIAS CEBALLO  
SAM MANZANZA AFRICA DANCE EXPERIENCE JOSIE MOON AYN RANDY BAD FRIEND  
KLEZMER REBS CARB ON CARB CAREER GIRLS NO ACCIDENT SENDAM RAWKUSTRA  
CARLOS NAVAE BAND ZERO COOL CLUBE DO CHORO CONNOR MOORE DAM DANS  
UNSANITARY NAPKIN DIMESTORE SKANKS HANS PUCKET THE SCALLYWAGS THE SPINES TNST  
DJ PANDA E/N/T SUB:BASS EARTH TONGUE SIGNER GOLD MEDAL FAMOUS GROVE ROOTS  
C-26 JEF MINUS INTO ORBIT BONAPARTE MOTTE REI NAMESAKE RAS JUDAH SHEEPS SLOW  
THE TRAVESTIES TUI MAMAKI & DINYOSA CHOIR THE ALEX MOFFAT SELECTION ZAMBA FLAM  
STRANGE CHRIS BERRY STAINS TEETH THE TUDOR CONSORT TARY-BARY LUDUS

450 STALLS SUN 4 MARCH 14 STAGES



Absolutely Positively  
Wellington City Council  
Me Heke Ki Pōneke

Celebrate Newtown!  
FEBRUARY-MARCH 2018







## Newtown Festival funding support 2019-2021

We are very appreciative of the 25 years of partnership funding from the council – The extra funding granted in 2016 and 2017 saved the Newtown Festival from extinction, and we are very grateful for the recommendation that this is now consolidated into secure 3 year funding

### The benefits of the Newtown Festival to Wellington and the fit with the WCC strategy of Wellington as the cultural capital:

- Largest free music festival and street fair in the country
- Adds to Wellington's reputation as the cultural capital
- Generates significant economic benefits for the city (crowd of 80,000)
- Supports a wide range of NZ artists and training ground for production crew
- Social cohesion that comes from the celebration of community and diversity
- Leadership on waste minimisation in major events



Mihi Whakatau North Riddiford St 4 March 2018

### We are working on a pathway toward sustainability as a Wellington institution:

- 25 year anniversary next year
- In partnership with the WCC we have come a long way, every year we more than double the support funding provided
- But we are not yet sustainable and assured of being around for the next 5 years
- Proposing budget increases to address:
  - Goodwill fatigue from performers and production crew
  - A big gap in promotion and marketing. If we fix this, donors, sponsors and performers will get more for their support of the festival
  - Increases in compliance costs as health and safety expectations (rightly) increase



Tangata Whenua Stage North Riddiford St 4 March 2018

### Event Timing

Newtown Festival is scheduled each year to be the Sunday following the first Saturday in March Martinborough Fair so stallholders travel the country to attend both fairs. We align each year with University Orientation Week, and every second year we are on during the bi-annual NZ Festival – as a major free outdoor performance event enlivening Wellington. The Fringe Festival collaborates with us and planned their dates so the first weekend of the Fringe coincided with Newtown Festival and Cuba Dupa was on the last weekend of the Fringe, three weeks later..

### Event Production Management

The Newtown Festival office is open all of the year. The 2018 Festival was convened and managed by one nearly full-time organiser with 7 part time administrators and assistants who work in the office throughout the year.

After New Year the team was joined by 3 other staff who worked until the second week of March. The festival office provided part time employment for 10 people in total. Over the summer 6 students had a summer job, 14 people had skilled volunteer work 11 contractors provided graphics, IT, publicity and film making services. In 2017 two foreign interns were provided with free accommodation in Wellington.

Supported by the Newtown Festival Trust the management team worked alongside the Newtown Festival Committee and the skilled volunteer set-up crew. Our core team activated and coordinated:

- **280 volunteers** who crewed Festival 2018 [ includes 86 Marshals and 138 recycling volunteers ]
- **167 employed crew** who are paid "to go to work" on Fairday [ paid by the Festival, or their employer ]
- **447 stalls** run by at least 900 stallholders
- **141 performances** involving around 550 performers and artists

The 450 street stalls contribute a huge part to the day, and to our finances. In 2018 there were 170 food stalls showcasing food from all around the world, 69 community group stalls (all at a discount rate, several free) came and raised awareness, provided information and fundraised amongst our crowds. Every year our team trains a cluster of refuge and migrant stallholders in safe food handling so that they can run a foodstall and showcase their ethnic cuisine.

We are extremely grateful to everyone who so generously helped out, performed, or ran a stall – we couldn't do it without you.

*Newtown Festival's talent development of event organising, performance and production skills is a really valuable community resource, an event engine that is a big contributor the Wellington's dynamic creative performance industry.*



## The 25th Newtown Festival is Sunday 3 March 2019

### An Extravaganza of Music and Culture.

Free to all, showcased in the streets of central Newtown our performance is accessible to a crowd of 80,000+

### The biggest annual street fair and free music festival in New Zealand

During our 15 hours of accessible free performance we had 161 acts in 2017, and 140 in 2018.

Described by one performer as "A significant underground music event in New Zealand's home of underground music"

**Place for the public to see established well known original artists** at each end of Riddiford Street – on the Tangata Whenua Stage, and on the feature [ Radio Active Coffee Supreme ] South Stage

**Place for the public to discover new and emerging original artists** in the side streets, Newtown Ave, Curbside Cabaret, Wilson St, Donald McLean St. Newtown Festival takes risks, we have cutting edge original artists on our stages. We put niche music on during the daytime, on stages out in the streets, where it is easy to discover, experience, and love / like / loathe. Discovering and experiencing is vital to every genre. Usually each niche genre plays indoors, in venues where it's much more private, performing behind closed doors to an audience that is its own clique. Street performance exposure helps the artists be discovered, get talked about and to be booked for more gigs.

**Place for the public to see cultural identity and expression** through music and dance performance in the middle of the Festival and in the (other) side streets, Community Stage, Latino Stage, Songs from the Old Country Stage, Reggae Sound System, Artists for a Living Wage Stage, Jungle Sound System, cultural parades, Circus Stage, Puppet Pavilion.



Ladi6 on the Radio Active FM-Coffee Supreme Stage in South Riddiford St 4 March 2018

At this year's 2018 Pacific Music Awards Ladi6 won Best Pacific Music Album, Best Pacific Female Artist, and the Best Producer award was won by Parks, Brendan Haru and Julien Dyne for Ladi6's Royal Blue 3000 EP

2 of the 8 finalists of this year's 2018 Taita Music Prize played on a Newtown Festival stage in the last 3 years. The winner, Aldous Harding, played a free public show for our crowds in 2016.

Four Kiwi acts that have played past Newtown Festivals have appeared on BBC2's Later with Jools Holland

### **Chamber Music New Zealand**

Peter Walls supplied Councillors with a copy of Chamber Music New Zealand's 2017 annual report, which may be viewed online at  
[https://issuu.com/chambermusicnz/docs/cmnz\\_annual\\_report\\_2017\\_\\_017\\_web](https://issuu.com/chambermusicnz/docs/cmnz_annual_report_2017__017_web).



# Wellington City Mission & Wellington City Council

Three-year funding proposal (May 2018)



Absolutely Positively  
**Wellington City Council**  
Me Heke Ki Pōneke



# The Wellington City Mission

***Our Vision:*** People and communities empowered, transformed, experiencing fullness of life

***Our Mission:*** Centred on Christ's compassion, we seek to achieve fullness of life for those who are at risk or struggling in the Greater Wellington region



Absolutely Positively  
**Wellington City Council**  
Me Heke Ki Pōneke

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# The Need in Wellington today

- **Large number of people needing daily support:** every day the WCM contributes to the wellbeing of 400 vulnerable people in Greater Wellington Region
- **People of all ages requesting help:** from families with babies, to youth, and the elderly
- **Key issues affecting people:** Housing issues, Debt and financial insecurity, Food insecurity, Working poor, Social isolation, Physical and Mental Health conditions including addiction, Youth disengaged with mainstream education
- **Increased demand for WCM services in past year putting pressure on resources:** increase in people asking for help and complexity of issues



**Absolutely Positively  
Wellington City Council**  
Me Heke Ki Pōneke

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# Wellington City Mission: Our Services

## *Mission for Independence*

- Guiding, equipping and enabling financially disadvantaged and unemployed people towards self-management

## *Mission for Families*

- Early intervention and support for families with children of any age, through household assistance and parenting, guidance and skills programmes

## *Mission for Youth*

- Alternative Education programme in the CBD for youth excluded or disengaged from mainstream schools

## *Mission for Seniors*

- Enhancing the quality of life, dignity and respect for older people with health, disability or social isolation issues



**Absolutely Positively**  
**Wellington City Council**  
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# Wellington City Mission: Our Services

## *Mission for Independence*

- Wellington's largest Foodbank
- Daily meal Drop-in-Centre in Newtown
- Community Services advocate
- Financial mentoring service
- Mayoral Relief Fund, supporting vulnerable people in urgent crisis



**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

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# Partnership proposal

**3-year proposal: \$120,369\* per annum**

***\$97,779\* towards Mission for Independence staff salaries***

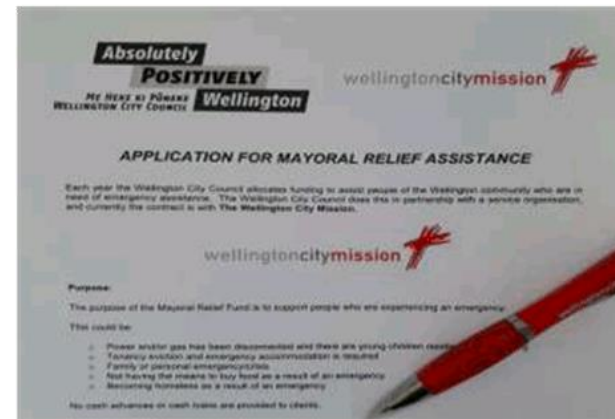
Contributing towards the salaries of the three staff members who's roles are essential to our work, providing the gateway for vulnerable and marginalised people to access ALL of our services – and get on track to a positive future.

***\$22,590\* towards Mayoral Relief Fund***

Delivery of Mayoral Relief programme, enabling us to provide urgent assistance and emergency supplies to people in crisis and severe stress.

*\*These figures are for Year 1 & exclude 3% inflation and 1.7% CPI increases in each subsequent year*

**Absolutely Positively  
Wellington City Council**  
Me Heke Ki Pōneke





## Strategic fit: Mission for Independence salaries

Mission for Independence staff member	Outcome of WCC funding	Alignment with WCC strategic priorities
<b>Community Services Advocate</b> role (full salary funding requested)	Through advocacy and social support the WCM is able to reduce the number of Wellingtonians experiencing homelessness.	<b>Te Mahana:</b> This role provides strengths based case coordination and tenancy support to stop homelessness happening and re-home those who become homeless.
<b>Drop-in Centre Coordinator</b> role (0.5 FTE salary funding requested)	Preventing social isolation among Wellington's most vulnerable and at-risk citizens, as well as providing social support.	<b>Towards 2040: Smart Capital &amp; Positive Ageing Strategy:</b> Drop-in Centre guest activities allow people, including those who are ageing and isolated, to connect with each other in a welcoming community.
<b>Volunteer &amp; Foodbank Coordinator</b> role (0.5 FTE salary funding requested)	Providing purposeful activity and social connectiveness through our volunteer programme and activities in our Drop-in-Centre.	<b>Towards 2040: Smart Capital:</b> WCM activities promote a strong sense of resilience, identity and place for those who are at-risk. <b>WCC three-year plan (Goal 3: People focused):</b> Providing volunteer work for marginalised people.



## Strategic fit: Mayoral Relief Fund

Wellington City Mission programme activities	Outcome of WCC funding	Alignment with WCC strategic priorities
Our four Mission programmes distribute items and emergency funds to those in urgent need.	Providing emergency assistance to individuals & families in crisis or severe stress.	<b>Te Mahana:</b> WCM quick response to those in crisis allows us to help people stay in their homes when emergency bills or extreme situations put their tenancies in jeopardy.
Our foodbank is kept in stock of goods in order to provide nourishing food parcels to those in urgent need.	Providing emergency supplies of food and where necessary, on-going assistance to people in crisis.	<b>Towards 2040: Smart Capital: People Centred City:</b> The food security that the foodbank provides is vital to people in severe stress, promoting a strong sense of resilience for those at-risk.
Promotion of the Mayoral Relief fund among social sector agencies.	All individuals & families in crisis or severe stress have access to this service.	<b>Towards 2040: Connected City:</b> WCM wants to continue the positive partnership they have with the WCC and numerous community organisations within Wellington City.

## Conclusion

*“Together in partnership The Wellington City Council and The Wellington City Mission can continue to reduce homelessness, prevent social isolation, provide meaningful activities and support those in severe crisis in our local community”.*

**Absolutely Positively**  
**Wellington City Council**  
Me Heke Ki Pōneke

wellingtoncitymission 

Thank you!



Absolutely Positively  
**Wellington** City Council  
Me Heke Ki Pōneke

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Grants Subcommittee  
Wellington City Council

31 May 2018



**Contract Funding: Sustainability Trust  
FY2018-2021**

**Request for retention of current contract funding level of \$50,000/year**

- Staff have recommended contract funding for Sustainability Trust for FY2018-2021 be set at \$25,000. A level 50% below the contract funding for the previous 3-year period of \$51,106.
- FY2015-2018 contract funding included:
  - Social/Recreation Fund: \$20503
  - Environment Fund: \$30603
  - Total: \$51106
- The decision appears to have been made based on a number of factors including:
  - The Environment Fund has shifted focus to biodiversity which is not within Sustainability Trust's area of work.
  - There is no funding pool for Contract grants that directly aligns to the Trust's sustainability behaviour change, advocacy, educational, and climate change work.
  - Pressure on the Social & Recreation Fund means that increasing the funding from this pool is challenging.
- The drop in funding is significant from the Trust's perspective and it appears that work and value we have provided to the city in the past is not now a fit with a contract funding pool.
- With an increasing emphasis on urban sustainability, carbon mitigation (including Council's Low Carbon Capital Plan) and community resilience a drop in funding appears counterintuitive and decreases our ability to deliver Council-priority services to the Wellington community.
- The key areas Sustainability Trust provides value and has been supported previously by Council include:
  - Wellington's EcoCentre – a venue for displays, workshops, events, information, and advice on urban sustainability.
  - Educational and community events including workshops for schools and community groups, markets, political and environmental fora, talks and tours for visiting national and international groups.
  - Advocacy, outreach and information provision through our wide social media, enews, print media presence, and information provision through our other programme channels



**Solutions for sustainable living**

04 385 0500 | 2 Forrester Lane, Te Aro, Wellington 6011  
office@sustaintrust.org.nz | [sustaintrust.org.nz](http://sustaintrust.org.nz)

- The Trust currently invests over \$150,000 annually from internal sources to support the above programmes and any reduction in Council funding means either a reduction in services or financial stress on our organisation.
- In light of the above, Sustainability Trust is requesting a review of the funding recommendation and reinstatement of funding at a similar level of \$50,000/annum for FY2018-2021.

*For more information:*

*Phil Squire*  
*Chief Executive*  
[phil@sustaintrust.org.nz](mailto:phil@sustaintrust.org.nz)  
021 21 555 65





**CAB Wellington**

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**From:** CAB Wellington  
**Sent:** Thursday, 12 April 2018 1:55 p.m.  
**To:** Mark Farrar (Mark.Farrar@wcc.govt.nz)  
**Subject:** Wellington Citizens Advice Bureau contract funding application

Dear Mark

On Tuesday this week I pushed submit on WelCAB's application for contract funding. I have never done this process before, so I just have a couple of questions for you about the process from here – I'm sorry if you're inundated with these at the moment.

First – do we now meet with you to discuss the application? And do we get to see the staff report/recommendation on our application before the meeting?

Secondly – I noted in the automatic reply that came back when I submitted the application that we can go along to the meeting to speak in support of the application. Is this something that people normally do? I'm happy to come along – but I don't want to be the only annoying one who does.

Thanks heaps for your help with this

Lucy



**Lucy Trevelyan**  
**Area Manager**  
**Citizens Advice Bureau Wellington**  
Te Pou Whakawhirinaki o Aotearoa

Central Library, 65 Victoria Street, Wellington 6142  
Phone 04 499 9266  
Mobile 027 277 8619  
Email [welcab@cab.org.nz](mailto:welcab@cab.org.nz) [www.cab.org.nz](http://www.cab.org.nz)

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**CAB Wellington**

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**From:** Simon Tendeter <Simon.Tendeter@wcc.govt.nz>  
**Sent:** Wednesday, 24 January 2018 4:48 p.m.  
**To:** CAB Wellington  
**Subject:** RE: WelCAB Accountability report for first 6 months of 2017/18

Thanks Lucy. I will look at what you've sent and get back to you if I have any questions.

My post has been advertised but won't be filled before I leave next Friday.

In the meantime Jenny Rains will be your contact point here at Council.

Best  
Simon

**Simon Tendeter**  
City Partnerships Team Leader/Alternate Emergency Welfare Manager  
Community Services//Ratonga Whanaungatanga Hapori/Wellington City Council  
04 806 4724 | 021 247 9724/ [simon.tendeter@wcc.govt.nz](mailto:simon.tendeter@wcc.govt.nz)

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**From:** CAB Wellington [<mailto:welcab@cab.org.nz>]  
**Sent:** Tuesday, 23 January 2018 12:31 p.m.  
**To:** Simon Tendeter  
**Subject:** WelCAB Accountability report for first 6 months of 2017/18

Dear Simon

Attached to this email is our accountability report for the first 6 months of 2017/18 which follows the template we agreed last year (I hope – if I have left anything out please let me know!). Also attached are:

- A document containing statistics relating to the reporting period;
- A copy of our Budget for 2017/18
- A copy of our audited financial reports for 2016/17 and the audit report that relates to those reports.

I hope that the report contains the type of information that the WCC is looking for from WelCAB. If there is anything else I can provide please let me know. I am happy to meet to discuss the report – and it would be great to get together before you finish if you have time.

Kind regards  
Lucy



**Lucy Trevelyan**  
Area Manager  
Citizens Advice Bureau Wellington  
Te Pou Whakawhirinaki o Aotearoa

Central Library, 65 Victoria Street, Wellington 6142  
Phone 04 499 9266

Mobile 027 277 8619  
Email [welcab@cab.org.nz](mailto:welcab@cab.org.nz) [www.cab.org.nz](http://www.cab.org.nz)

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**CAB Wellington**

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**From:** Simon Tendeter <Simon.Tendeter@wcc.govt.nz>  
**Sent:** Thursday, 10 August 2017 3:45 p.m.  
**To:** CAB Wellington  
**Subject:** RE: WCC WelCAB draft reporting template for 2017-2018  
**Attachments:** WCC WelCAB draft reporting template for 2017-2018.docx

Kia ora Lucy

That's great.

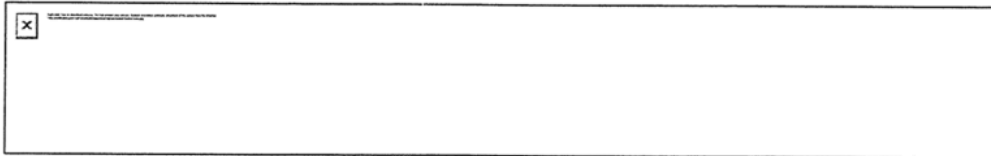
Just one change. I think we'd agreed to switch round the text in Priority 2. So I've amended the template to reflect that – see attached.

Are you happy with that?

If so, I think we're good to go!

Simon

**Simon Tendeter**  
Communities and City Partnerships Team Leader/Alternate Emergency Welfare Manager  
Community Services//Ratonga Whanaungatanga Hapori/Wellington City Council  
04 806 4724 | 021 247 9724/ [simon.tendeter@wcc.govt.nz](mailto:simon.tendeter@wcc.govt.nz)



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**From:** CAB Wellington [<mailto:welcab@cab.org.nz>]  
**Sent:** Thursday, 10 August 2017 12:54 p.m.  
**To:** Simon Tendeter  
**Subject:** WCC WelCAB draft reporting template for 2017-2018

Kia ora Simon

It was good to meet with you the other day. I have (I hope) made the changes we discussed to the WelCAB reporting template, and it is attached.

Let me know what you think.

Cheers

Lucy

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No virus found in this message.  
Checked by AVG - [www.avg.com](http://www.avg.com)  
Version: 2016.0.7752 / Virus Database: 4782/14829 - Release Date: 08/14/17

**CAB Wellington**

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**From:** Simon Tendeter <Simon.Tendeter@wcc.govt.nz>  
**Sent:** Tuesday, 18 July 2017 2:36 p.m.  
**To:** CAB Wellington  
**Subject:** RE: WelCAB end of year report

Hi Lucy

I've now had time to look at your end of year report. Thank you for setting out the report so clearly and for the detailed statistics attached to it.

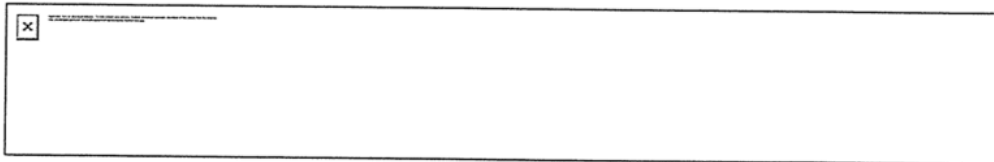
Thanks also for sending Jenny your revised invoice for 2017/18. It is now with our funding team who will process it for payment.

Like you, I'm now looking forward to meeting to agree the reporting arrangements for 17/18 and to discuss future planning.

My diary's pretty full for this week and next. But 1, 2, 4 August are pretty clear for me. If one of those dates is okay for you, perhaps you could suggest a time? I'm happy to meet at WELCAB.

Best  
Simon

**Simon Tendeter**  
Communities and City Partnerships Team Leader/Alternate Emergency Welfare Manager  
Community Services//Ratonga Whanaungatanga Hapori/Wellington City Council  
04 806 4724 | 021 247 9724/ [simon.tendeter@wcc.govt.nz](mailto:simon.tendeter@wcc.govt.nz)



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**From:** Simon Tendeter  
**Sent:** Thursday, 13 July 2017 5:13 p.m.  
**To:** 'CAB Wellington'  
**Cc:** Jenny Rains  
**Subject:** RE: WelCAB end of year report

Hi Lucy

Thanks for your email and the hard copy.  
I'm out of the office now until next Monday.  
I'll take a look at the report next week and be back in touch.

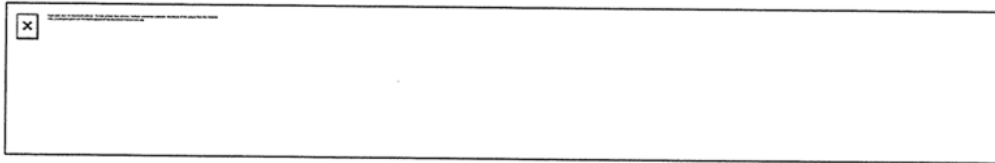
Best regards



Simon

**Simon Tendeter**

Communities and City Partnerships Team Leader/Alternate Emergency Welfare Manager  
Community Services//Ratonga Whanaungatanga Hapori/Wellington City Council  
04 806 4724 | 021 247 9724/ [simon.tendeter@wcc.govt.nz](mailto:simon.tendeter@wcc.govt.nz)



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**From:** CAB Wellington [<mailto:welcab@cab.org.nz>]  
**Sent:** Thursday, 13 July 2017 1:39 p.m.  
**To:** Simon Tendeter  
**Cc:** Jenny Rains  
**Subject:** WelCAB end of year report

Dear Simon

Yesterday I dropped a hard copy of our end of year report into your offices. I'm now attaching an electronic copy for you.

Please let me know if you have any questions or if I can provide anything else for you.

I'm looking forward to getting together to start talking about our reporting for this year, and from that, our next application for funding. Will you let me know when you'd like to meet about that?

Kind regards

Lucy



**Citizens Advice Bureau Wellington**  
Te Pou Whakawhirinaki o Aotearoa

Central Library, 65 Victoria Street, Wellington 6142  
Phone 04 499 9266  
Email [welcab@cab.org.nz](mailto:welcab@cab.org.nz) [www.cab.org.nz](http://www.cab.org.nz)

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		Newtown					Total Responses	12	Overall Satisfaction Rate							
How satisfied were you with the quality of service provided	1 - Very dissatisfied	2	3	4	5 - Very Satisfied	3	9	100.0%								
The information I received was easy to understand	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	1	3	8	91.7%							
The information I received was useful						3	9	100.0%								
Bureau Staff were polite and friendly						2	10	100.0%								
Bureau Staff were able to understand my needs						3	9	100.0%								
Bureau Staff were knowledgeable to help me with my enquiry						4	8	100.0%								
How likely would you be to recommend the service	1 - Not at all likely	2	3	4	5	6	7	8	9	10 - Very likely	1	4	1	6	% Likely to recommend	100.0%
What could be improved (Responses as summarised by Colmar Brunton)	Better/more equipment/resources Nothing / fine as it is Training for staff															

Overall Satisfaction Rate is calculated using the total number of respondents who selected 4 or 5 on the satisfaction/ agreement scale.  
 % Likely to recommend is calculated based on the total responses of 8 above on the likelihood scale.

		<b>Central City Wellington</b>					<b>Total Responses</b>					<b>Overall Satisfaction Rate</b>							
<b>How satisfied were you with the quality of service provided</b>	1 - Very dissatisfied	2	3	4	5 - Very Satisfied	47	89.2%	1	2	3	4	5	6	7	8	9	10 - Very likely	49	<b>% Likely to recommend</b> 98.5%
		1	6	11															
<b>The information I received was easy to understand</b>	1 - Strongly Disagree	2	3	4	5 - Strongly Agree														
			5	12		43													91.7%
<b>The information I received was useful</b>				5	8	49													91.9%
<b>Bureau Staff were polite and friendly</b>					9	55													100.0%
<b>Bureau Staff were able to understand my needs</b>					3	7	53												95.2%
<b>Bureau Staff were knowledgeable to help me with my enquiry</b>					6	13	44												90.5%
<b>How likely would you be to recommend the service</b>	1 - Not at all likely	2	3	4	5	6	7	8	9	10 - Very likely	49								
		1																	
<b>What could be improved</b> (Responses as summarised by Colmar Brunton)	Better/more equipment/resources More funding/Pay/support for them More J.P's available / more time with lawyer/JP More knowledgeable / more information More knowledgeable / more information, Other More staff Nothing / fine as it is Other Provide online services Provide water/coffee/tea and biscuits etc																		

Overall Satisfaction Rate is calculated using the total number of respondents who selected 4 or 5 on the satisfaction/ agreement scale.  
 % Likely to recommend is calculated based on the total responses of 8 above on the likelihood scale.

		<b>Johnsonville</b>					<b>Total Responses</b>					<b>12</b>	<b>Overall Satisfaction Rate</b>			
<b>How satisfied were you with the quality of service provided</b>	1 - Very dissatisfied	2	3	4	5 - Very Satisfied											
		2	3	3	7											<b>83.3%</b>
<b>The information I received was easy to understand</b>	1 - Strongly Disagree	2	3	4	5 - Strongly Agree											
			1	2	8											<b>90.9%</b>
<b>The information I received was useful</b>				3	8											<b>100.0%</b>
<b>Bureau Staff were polite and friendly</b>			1		11											<b>91.7%</b>
<b>Bureau Staff were able to understand my needs</b>				2	10											<b>100.0%</b>
<b>Bureau Staff were knowledgeable to help me with my enquiry</b>			1	3	7											<b>90.9%</b>
<b>How likely would you be to recommend the service</b>	1 - Not at all likely	2	3	4	5	6	7	8	9	10 - Very likely						
											1	1				<b>% Likely to recommend</b>
																<b>100.0%</b>
<b>What could be improved</b> (Responses as summarised by Colmar Brunton)	Nothing / fine as it is															

Overall Satisfaction Rate is calculated using the total number of respondents who selected 4 or 5 on the satisfaction/ agreement scale. % Likely to recommend is calculated based on the total responses of 8 above on the likelihood scale.

		<b>Wellington West</b>					<b>Total Responses</b>	<b>16</b>	<b>Overall Satisfaction Rate</b>							
<b>How satisfied were you with the quality of service provided</b>		<b>1 - Very dissatisfied</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Very Satisfied</b>	<b>12</b>	<b>100.0%</b>								
		<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>										
<b>The information I received was easy to understand</b>					<b>3</b>		<b>13</b>	<b>100.0%</b>								
<b>The information I received was useful</b>					<b>4</b>		<b>12</b>	<b>100.0%</b>								
<b>Bureau Staff were polite and friendly</b>							<b>16</b>	<b>100.0%</b>								
<b>Bureau Staff were able to understand my needs</b>					<b>1</b>		<b>15</b>	<b>100.0%</b>								
<b>Bureau Staff were knowledgeable to help me with my enquiry</b>			<b>1</b>	<b>2</b>			<b>13</b>	<b>93.8%</b>								
<b>How likely would you be to recommend the service</b>		<b>1 - Not at all likely</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10 - Very likely</b>	<b>1</b>	<b>5</b>	<b>10</b>	<b>% Likely to recommend</b>	<b>100.0%</b>
<b>What could be improved</b> (Responses as summarised by Colmar Brunton)		<b>Longer open hours / more days, More staff</b>														
		<b>Other</b>														

Overall Satisfaction Rate is calculated using the total number of respondents who selected 4 or 5 on the satisfaction/ agreement scale.  
 % Likely to recommend is calculated based on the total responses of 8 above on the likelihood scale.



		Eastern Suburbs Wgtn					Total Responses	23	Overall Satisfaction Rate		
How satisfied were you with the quality of service provided	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied						
		2	2	4	17			91.3%			
The information I received was easy to understand	1 - Strongly Disagree	2	3	4	5 - Strongly Agree						
			1	4	17			95.5%			
The information I received was useful			3	1	19			87.0%			
Bureau Staff were polite and friendly			1	1	21			95.7%			
Bureau Staff were able to understand my needs			1	3	19			95.7%			
Bureau Staff were knowledgeable to help me with my enquiry			1	5	17			95.7%			
How likely would you be to recommend the service	1 - Not at all likely	2	3	4	5	6	7	8	9	10 - Very likely	
						1	1	3	3	15	
What could be improved (Responses as summarised by Colmar Brunton)	Advertising Bigger/better office Longer open hours / more days More staff Nothing / fine as it is Other										
											% Likely to recommend 95.7%

Overall Satisfaction Rate is calculated using the total number of respondents who selected 4 or 5 on the satisfaction/ agreement scale.  
 % Likely to recommend is calculated based on the total responses of 8 above on the likelihood scale.

Item 1.5 Attachment 7



### Return on Council Investment

This table outlines the significant return on investment which Wellington City Council receives from the CAB service, including both the value of the volunteer time and the contribution of central government through the CAB National Office.

	2016-17
<b>Voluntary Contribution Wellington Community</b>	
<b>Total Voluntary Hours</b>	16,350 hours
<b>Funding</b>	
Council Funding	\$207,672
WCC Emergency event funding	\$25,000
Other Funding	\$51,123
<b>Total Funding</b>	<b>\$283,795</b>
<b>Value of Voluntary Contribution<sup>1</sup></b>	<b>\$457,800</b>
<b>CAB National Office Contribution (Via Central Government)<sup>2</sup></b>	<b>\$125,000</b>
<b>% Added Value per Dollar Wellington Council Funding</b>	<b>211%</b>

<sup>1</sup> This is calculated at a market rate for call centre staff of \$28 per hour.

<sup>2</sup> This is the value of the infrastructure support provided by the CAB National office including the digital infrastructure, a learning and development system, access to multilingual support, quality assurance systems, Service delivery standards, Branding, publicity, marketing, and profiling and more.

# Community Law Wellington & Hutt Valley

## Our Vision:

*Those with the least have the same or better **access to justice** as those with the most.*

## Our Values:

*Manaakitanga*

*Rangatiratanga*

*Kōtahitanga*



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# Community Group & Outreach Project

*“Thank you for your help- it was great to know that we were dealing with a real risk... The Wellington Community Law Centre provides a great service.”*

*“The initial response to our request was handled efficiently and in a timely manner. The legal advice was helpful and the in-person advice was excellent.”*

*“Very helpful. Thank you so much for your help, means a lot.”*



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## Project Personnel

**Project coordinator – 30 hours per week**

**Restorative communities coordinator – 7.5 hours per week**

**Communications coordinator role – 3.5 hours per week**



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## Our outreach Clinics in Wellington

- Kilbirnie (Kilbirnie CAB)
- Newtown (Salvation Army Hope Centre and Newtown Community Centre)
- Strathmore (Strathmore Community Centre and Raukawa Community Centre)
- Berhampore (Centennial Community Centre)
- Newlands (Newlands Community Centre)



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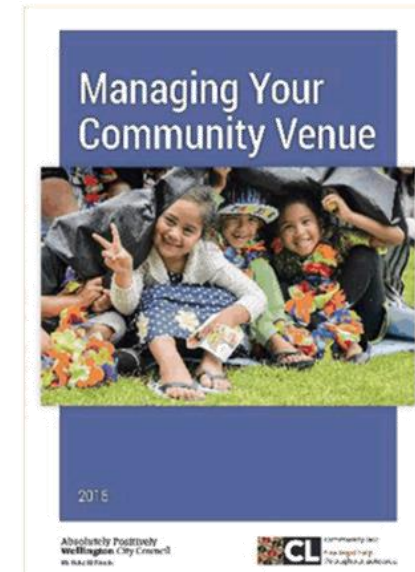
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# Resource: Guideline for Community Venues

**2018 – 2019**

community consultation and update



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## Our community partnerships

**Outreach Clinics** - we have established strong relationships with each of the organisations that host our outreach clinics.

**Community Networks Wellington** - we've been part of this network for many years, Zoe has been on the executive for three years and Manda is taking over this role. and will continue to be involved with them.

**Wellington City Council** – we hope to continue to build our relationship with the WCC over next three years.

**Collaboration** - we have worked with Volunteer Wellington, Citizen Advice Bureau, Just Speak, Naming New Zealand, Red Cross, Presbyterian Support Central, the Community Justice Project and Wesley Community Action amongst others.

**Partnerships with law firms** - DLA Piper, Minter Ellison, Simpson Grierson, Bell Gully, Assure Legal, Russell McVeagh, and Thomas Dewar Sziranyi Letts.

**Volunteers lawyers and law students** - we have a large volunteer pool of over 200 lawyers and law students who contribute to our client services.



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## Strategic alignment

We believe the Community and Outreach project aligns well with the Council's goals.

*"A city is only as strong as its people"*

*"Suburbs with unique identities"*

*"An open and welcoming city"*



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# Our commitment to Te Tiriti o Waitangi

**Amended trust structure** - two hull / waka hourua model

**Pou Whirinaki Team** - Services to Māori team.

**Treaty relationship** - with Te Atiawa as Mana Whenua

**Treaty of Waitangi workshops** - for other community organisations

**Treaty audit** - of our policies and processes

**Te Reo Māori** - Committed to staff learning and development



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# Our next three years

## Community Outreach

Connecting staff, volunteers and community organisations.

## Quality Service Delivery

Ongoing evaluation to continually improve our services.

## Relationship building

Strong, meaningful community relationships.



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