

2008 in Focus

See Page 2. for Details.



The Client as Hero

In late November 2008, over 40 frontline counsellors, community and social workers from Wesley Community Action attended an intensive 2 day workshop lead by leading American Psychologist and advocate of Client Directed Outcome Informed Practice, Dr Barry Duncan.

A number of policy makers and practitioners were also able to attend additional workshops on Practice Based Evidence in which Dr Duncan presented significant pieces of research showing the strong correlation between regular client feedback about the relationship between client and worker and agreement on goals, and outcomes.

Both workshops were aimed at improving the effectiveness of our work with clients by involving the client more intentionally through regular feedback on both the ongoing relationship and the goals of that relationship.

Dr Duncan's work is based on analysis of research which shows;

- The actual model or technique of support that we utilize to work with our clients accounts for only 15% of the effective outcomes for the client.
- 40% of effective results are due to the client and/or external factors
- 30% is due to the relationship/alliance between the



worker and the client, and 15% is based on the client's expectancy of how things are going.

Based on such evidence Dr Duncan postulates that it makes much more sense to focus on the alliance between the client and the worker and what the client brings to this relationship rather than specific models of how we do it.

Throughout the Wesley Community Action workshop Barry gave practical tips and methods to gather evidence and foster a culture of feedback. On two occasions participants were able to observe Barry interacting

with volunteer clients introducing the tools he espoused to gather practice based evidence and to create a climate where practitioners become more client directed, and outcome informed.

Dr Barry Duncan was brought to New Zealand in conjunction with Presbyterian Support and has a long list of career successes including authoring or co-authoring; "Changing the Rules – a client directed approach to Therapy;" (in conjunction with 2 other authors;) plus, "What's Right with you;" and "The Heroic Client."

“Change primarily occurs when pre existing abilities are empowered and hope is restored.”
(May 2006 AMA report.)

2008 in Focus (from page 1.)

1. Wesley's One-to-One team.
- 2.) Dr Barry Duncan (see above).
- 3.) The Te Whare Team (and helpers) entertain at Wesleyhaven.
- 4.) 'Hard to Reach' Hui examines Gang involvement.
- 5.) Visiting American Choir entertains at Wesleyhaven.
- 6.) Wesley Whanau weekend.
- 7.) A 'Tiki Tour' for new Wesley staff, starts where Wesley started in Wellington.
- 8.) The Rangatahi Dive initiative for Wahine.
- 9.) Matariki Magic Bus Tour.
- 10.) Wesley Whanau Weekend.
- 11.) EEO Trust Award.
- 12.) Rangatahi Dive initiative.
- 13.) Waitangirua Community Christmas Lunch.
- 14.) Volunteers Christmas Lunch.
- 15.) Wesley participants at the Launch of Youth Week.
- 16.) Happiness is a full tummy - at the Wesley Whanau weekend.
- 17.) See page 3.
- 18.) WH resident (and volunteer) John & David Hanna chat at the Volunteers Lunch.
- 19.) The Wesleyhaven Team scoop the 'best dressed' award at the annual mid-winter swim.



WATCH - an Idea whose Time has Come

At a small function held in December 2008 to celebrate a favourable independent review of Wesley Community Action's WATCH initiative, Judge Walker made the following comments.

"80% of those people who appear before the court charged with an offence have an alcohol or other drug dependency or abuse issue which is contributing to the offending."

"The success of the WATCH programme lies in the recognition that while alcohol and other drug dependency or abuse may be the most obvious presenting factor, that there will be contributing underlying causes beyond – and these underlying causes are often multi-faceted. Dealing with these causes requires a multi faceted, multi-disciplinary, cross-agency approach."

"A young offender has little or no ability to access these sources of assistance let alone have the ability to recognise the need for assistance.

"In the best of worlds the sources of assistance and the intervention services required, would be co-located in or near the Court enabling a defendant to directed to a one-stop-shop.

"In the absence of that, the provision of a link worker who can work alongside an offender, identify the underlying problems, arrange the necessary interventions, take them to appointments, obtain for the Court what the Court needs to fashion that part of the Courts response intended to reduce the risk of further offending etc, is a very important contribution to the effort to reduce re-offending and so reduce the creation of further victims of crime.



"The innovator of the WATCH programme was Dr Julia Carr. She has deep insight into the need to deal with the underlying causes of offending and the need for a cross-agency approach. I particularly want to recognise her inspiration for this programme and the focused work she carried out to bring it to a reality.

"I also want to recognise the representatives of Police, Corrections, Te Puni Kokiri, Courts, Work & Income, Capital & Coast DHB and others who all took part in the working party to bring this concept to reality – and to Robert Sarich of Wesley Community Action, the first link worker who took a new concept into the foreign environment of the Court and made it work.

"Wesley Community Action is to be congratulated for providing the organisation and the support for the link

worker, and for continuing to do so with the new link worker, Wayne England."

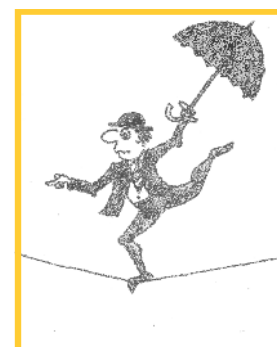
Pictured above celebrating the success of WATCH (from Left to Right)

Dr Julia Carr of Te Puni Kokiri, Judge John Walker, Robert Sarich (former Wesley Link worker); Geraldine Woods, Manager, Porirua District Court; Tom White, Team Leader, Wesley Newtown Community Centre; Wayne England Wesley's WATCH link worker; Kevin Conroy, Criminal Case Flow Manager, Wellington District Court.

"A young offender has little or no ability to access sources of assistance, let alone have the ability to recognise the need for such assistance."

(Judge Walker.)

Look Out For Wesley's 'Risky Business' message in the Dominion Post - Saturday 14 Feb 2009





Even Survivors need Help.

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WELLINGTON

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E-mail: info@wesleyca.org.nz
Web: www.wesleyca.org.nz

"I grow weary of the hand ringers. It's the bell ringers the world needs now. Enthusiasm is contagious. Let's start an epidemic!"

Ian Macfarlane is a survivor. His life should have ended at least 16 times by his count. Amongst his tales of survival are a cancelled ticket on the ill-fated Air NZ Mt Erebus flight, a broken yacht fitting that snapped back just missing his head, two near drownings and the clever heart defibrillator implant which has saved his life on at least six occasions by providing an electric shock that literally 'kick starts' his heart when it stops.

However, even a survivor sometimes needs help.

Ian doesn't recall exactly how Wesley came into his life in late 2007. Indeed at that stage of his life, he was at such a low ebb he can't recall much other than pressing debt, a serious illness and a general feeling of being unable to cope. In his words, "life was gruesome; I was having a very rough time.... I missed an entire summer, I missed a Christmas.... but from late 2008 there has been a total turn around – I feel just great!"

When Wesley staff first found him, Ian was behind on his rent, struggling financially and emotionally. Tom White, Team Leader of the Wesley Newtown team assisted Ian to institute changes to his benefit payments that in turn eased the financial strain and Tom's colleague, Community Worker Pauline Broadbent stepped in to help

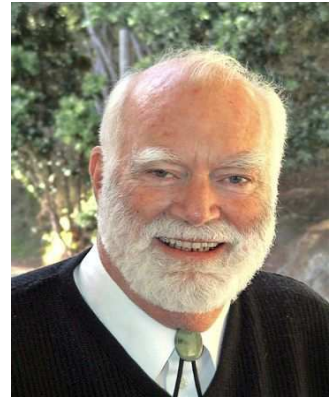
heal Ian's soul.

Pauline's assistance ranged from help with medical appointments, to long discussions over a convivial coffee (or two.) Ian sums up Pauline's contribution, "It was reassuring just to know she was there, that there was help available....Pauline was always positive, caring, concerned and incredibly supportive."

At 74, Ian now looks back on a full life, a life that would be the envy of many. He has run a successful publishing company, sold his company, became rich, in his words, "very rich". He has travelled the world on his own 19 metre yacht Ta Aroa, sailed round Cape Horn, won line honours in the Auckland to Suva yacht race and has two daughters and two lovely grandchildren.

But as a sailor is only too aware, the tide that comes in - also goes out, and Ian has also experienced the lowest of emotional lows. A combination of health problems and financial problems devastated his resources both physically and emotionally. He has survived several broken marriages and back in 1998 was declared bankrupt. His house and yacht had to be sold and he now lives in rental accommodation and is reliant on NZ superannuation.

He readily acknowledges he should be dead, but with a heart that has been fixed by the doctors,



and a soul helped by the dedicated care of the WesleyCare team, Ian now has a more optimistic view of the world. "I grow weary of the hand ringers," he smiles, "It's the bell ringers the world needs now. Enthusiasm is contagious. Let's start an epidemic!" A view no doubt enhanced by his choice of rental accommodation, perched on a hill with expansive views of Wellington Harbour. It is accommodation ideally suited to a man with a strong affinity to the sea.

A recent note penned by Ian to the Wesley Newtown Team says, "Thank you for the wonderful support, care and courtesy accorded me during the time of my 'unwellness', you all certainly exemplify your WesleyCare code; Community, Compassion, Change."

Above Picture - Ian displaying his 'contagious enthusiasm.'

YES! I would like to make a Donation

I would like to make a donation of \$.....

Donations over \$5.00 are tax deductible . Please post this form to Wesley Community Action.
PO Box 9932, Wellington. 6141.

- I would like to make a regular monthly donation of \$..... Please send me a receipt
 I would like to make a "one-off" donation of \$.....

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Thank you!

