

## **Appendix 1**

**A description of the host organisations, interns, home organisations and internship projects**

**(Including reports from host organisations and interns where available)**

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### **The host organisation: Golden Bay Work Centre Trust**

The Golden Bay Work Centre Trust was formed in 1981 and has evolved over the years to meet the social, cultural and educational needs of the community. The Trust currently works with a range of stakeholders delivering a wide variety of programmes – TOPS and Youth Training courses for Skill New Zealand, Intensive Support programmes for the Department of Work and Income, Alternative Education for Golden Bay High School, Disability support with Workbridge and Community Development for the Community Employment Group. They also manage one-off projects including a Zero Waste pilot project at the local transfer station, Trees on Farms, a re-vegetation project with Federated Farmers, and a winter lecture series.

The kaupapa of the Work Centre is encapsulated in their Vision Statement which reads:

*The Work Centre Trust seeks to enable individuals and groups to achieve self determination, create healthy and tolerant lifestyles and exercise positive choices. It does this by providing facilities, resources, training and learning opportunities, community services and support.*

### **The intern: Rebekah Foulkes**

Rebekah graduated with a BA in Political Science in 2000. Also, prior to her internship, Rebekah worked for three to four months at a time for three summers as a full-time administrator for The Gathering. She was in charge of the office in the last year, oversaw other people and did a lot of work that involved multi-tasking. She was involved in resource management and human resource management, event management, wrote publicity material and was involved in liaison work. Rebekah also worked with the Green Party helping to facilitate members' involvement in the policy-making process. Her other relevant experience was working as a mentor to sixteen year old girls in a boarding school. Rebekah plans to study for Honours in the year following her internship.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- To assist the Golden Bay Work Centre Trust in the development of a Community Strategic Plan. This will involve presentations, facilitated meetings, surveys, focus groups and community outreach programmes to ensure there has been effective consultation and opportunity for feedback.
- To assist with the development of other projects at the Work Centre as appropriate.

## **Report from the Work Centre**

The Golden Bay Work Centre Trust applied to DIA for a placement under the Community Intern Programme which was approved in October 2001. We were fortunate to secure the services of Rebekah Foulkes as our Intern. The position started on 5/11/01 with a projected end date of 26/5/02. The Work Centre contacted DIA in May 2002 to renegotiate the end date of the placement as the nature of the work that Rebekah was engaged in required more flexibility. This request was approved and a new completion date of 7/7/02 was accepted.

The primary focus of this placement was to assist in the development of a Community Consultation Process to try and define the future direction of Golden Bay. The Work Centre had completed some of the groundwork for this project but acknowledged that to research, design and implement the consultation process would be a challenge that would extend existing staff members to a point that could compromise their ability to maintain the core functions of the WorkCentre. Consequently the Intern Scheme fitted our needs perfectly.

The Kaupapa of the Work Centre is encapsulated in our Vision Statement which reads “ **The Work Centre trust seeks to enable individuals and groups to achieve self determination, create healthy and tolerant lifestyles and exercise positive choices. It does this by providing facilities, resources, training and learning opportunities, community services and support**”. The Community Planning process is a practical expression of this vision.

Rebekah was an ideal candidate to undertake this project as to ensure Community buy in to the process we needed somebody who was not perceived to be aligned with any particular community of interest in the bay and who could relate to a diverse range of people.

Her key tasks were to research available documentation on Community Planning models in NZ and overseas, use this information to design a robust and inclusive consultation process (In our case this has meant over 140 face to face interviews, the preparation of a series of background flyers and the design of a questionnaire) and the collation of the results. It became apparent that the time frame of the placement and that of the process did not mesh, which was why we applied for the extension of time. We have also been fortunate to secure further funding through CEG to continue to employ Rebekah to complete the process to a point where a collective community vision is defined and some action points agreed to.

The planning process has attracted a lot of attention both locally and nationally. Rebekah was involved in convening the Golden Bay focus group for the Regional Economic Development Strategy, has made presentations to the Tasman District Council and Golden Bay Community Board, and also met with the Labour Market Policy group of DOL. Whilst this has been the main focus of Rebekah's work with us she has been part of the Work Centre 'team' and has used her skills to assist with a range of other tasks to ensure we continue to offer quality services to our community. This has included working with another Trust to assist them to define governance and management roles and attending Community Builders forums – this is a regional grouping of organizations involved in community development work.

The Work Centre appreciates the opportunity offered to us to participate in the Community Intern Scheme. This has allowed us to develop a project that would have otherwise been a real challenge to take on and it is doubtful that we could have developed it to the same professional level within this timeframe without the Intern Placement.

From an employers perspective the scheme has been adequately resourced in that we were able to offer an attractive salary and have sufficient resources to support the project. Our only critique was that the time frame did not recognize that some projects do not fit conveniently into a six month period and the ability to negotiate less hours over a longer period would have suited us better.

Ali Gardener / Mik Symmons

**The host organisation: Te Whare Akonga – Open Learning Centre Manawatu Incorporated.**

The Open Learning Centre (OLC) provides adult literacy, language and learning support through a community development model. The OLC's mission statement is 'Freedom, choice and change through life-long learning'. The centre has a philosophy of operating in a bi-cultural way and provides their services primarily for adults, but extend their programmes to all age groups through a concept of life-long learning. Because it is an open learning centre, it is open to everybody who wants to access the services and is free of charge.

**The intern: Jocelyn Golder**

Jocelyn has worked in financial administration services for over 20 years and has worked with various businesses in a variety of positions throughout the country. Jocelyn also looked after the books at the OLC for the last seven years.

At the time of the interview, the Manager of the OLC was looking at other avenues for continuing Jocelyn's employment at the OLC, with the possibility of the Community Employment Group providing funding for a further 12 months, although with a slightly altered role.

**The home organisation: N/A**

**The project**

The purposes of the internship were:

- To develop a six-month financial mentoring service for community groups in response to identified individual needs.
- To use the six-month internship as a way of testing the viability of a larger project providing a financial mentoring service.
- To further develop the financial systems of Te Whare Akonga and increase staff skills.

### **The host organisation: Samoa Aotearoa Unity Trust.**

Samoa Aotearoa Unity Trust (SAU Trust) provides social services under the Children, Young Persons and their Family Act to the Samoan community. The Trust works with other agencies such as the courts, and the departments of Corrections, Education and Social Services. SAU Trust also run study centres in Naenae tutoring secondary students and intending tertiary students and has started a smaller programme in Kilbirnie.

The Vision Statement behind the work of SAU Trust reads: 'We generate sustained encouragement, motivation and esteem as conditions for assuring the present and future of our customers' welfare'. The Manager of the Trust says that the key idea is to try and work in a holistic way when dealing with people. And to recognise the issues confronting families, etc.

The Trust works with predominately Samoan people, but aims to cater for all Pacific Island or Maori families that require their services. By the nature of the community, and the fact that there are a lot more inter-marriages, the Trust caters to lots of people with mixed backgrounds.

### **The intern: Stephen Bishop**

Immediately before starting his internship with SAU Trust, Stephen had spent two years working with a chartered accountant. Stephen has done a variety of things - a lot of small business audits, tax returns and GST. He had also done some internal audit work for Audit NZ, worked for the Police for seven years and has over thirty years of accounting experience, ten as an auditor. Stephen said that a lot of what he has done is management accounting - sorting out systems and finding out how things work

Stephen said that he will try to find work elsewhere after the internship.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- To undertake a review of existing financial systems and record-keeping including use of information technology.
- To make recommendations to the Board of Trustees, through the manager, about how these systems can be improved, having regard to the systems documented in the office manual.
- To train the office Receptionist/Secretary as a financial administrator and general office administrator and make amendments/additions to the office manual as applicable.
- To train all staff in using the new administrative systems and the relevant computer skills.

## **Report from te Samoa Aotearoa Unity Trust**

24 July 2002-07-24

David Mulholland  
Community Development Group  
The Department of Internal Affairs  
State Insurance Building  
PO Box 805  
WELLINGTON

Talofa David

Re: **Report on Internship Programme**

*Thank you for the opportunity to be awarded this programme. The Board of Trustees the staff and I have truly appreciated the value of this programme to our work. The programme has made good impact on our organisation in all areas.*

*The Intern (Mr. Stephen Bishop) was contracted by the Internal Affairs at our request to provide on the job training to our young administrator in the areas of office and financial administration. He has also conducted similar training for our programme co-ordinator at our Naenae Office.*

*Our financial administration, book keeping and accounts preparation work was done by Dick Burgess (Chair person) at his own time outside of our office prior to the establishment of Mr. Bishop's contract. Since the Internship establishment five and half months ago, the work has been centralised in our office and thus our young administration staff member has been under intense training ever since. At the moment our young trainee still has quite a lot to learn because of various complications.*

*According to our trainee, " It is quite a lot to learn in six months and sometimes I find it difficult to try and do the entry work as well as trying to understand the*

*rules of accounting. I know how to prepare various IRD returns and I also know how to enter the payment and receipt analysis columns. I don't know how to prepare a forecast budget statement, monthly financial position statement, and bank account reconciliation." At the same time Mr. Bishop is a very hard working person who has made this organisation a very efficient one in terms of financial management. What is happening is, according to our trainee, "I find it hard to try and learn all this work in six months and I think what I have learnt so far is manageable in six months. I believe six months is far too short for me to learn all this accounting work."*

*Stephen is a very thorough man and he is highly respected by our Board for his professionalism in his field. I believe he is doing his best to try and teach our trainee as well as doing the work himself. Every month he presents a financial position to the Board as well as teaching the Board members on various ways to ensure that everyone understands not only the current but also the future financial position of the organisation.*

*From my perspective as the Manager, I find Stephen's work extremely valuable to my decision making. I am now able to make decision based on the availability of financial information in my office. Stephen provides on the spot financial data any time I require the information for my work and I must say it makes life easy for me at the same time.*

### **ASSESSMENT**

*1. Given the intensity and the speciality of this kind of work, I believe Stephen has done extremely well in lifting the profile of our financial system.*

2. Organisations such as ours do not have the financial ability to employ people with strong accounting background, therefore our calibre of employees do need more time and special attention to learn something specialised as financial management.

3. Stephen has provided good advice on various areas of our office filling system. He has completed this part of his contract well.

4. The completion of his financial management objective is well on the way but it will not be completed at the end of his six months contract.

### **CONCLUSION**

*The purpose of this training in the long run, for this organisation, is to give everyone of my young staff the opportunity to learn the financial system in the end. The plan was for Stephen to train the first one in six months and then the training will eventually get to everyone on a rotational basis. At the moment our trainee is not ready to train the next person but I have all the reasons to believe that she will be ready if given more time.*

*I believe this skill is one of the essences of the survival of this organisation in terms of credibility, accountability and transparency. I only hope you have some time to come out to see how we have transformed from a basic PI community services organisation to one that is now highly competitive and up market in all areas. This status can only be maintained if we have well trained staff.*

*I strongly recommend to your Department to consider an extension of M. Stephen Bishop's contract for another six months so that he may finish the good work he has nearly completed.*

*Thank you once again for this great programme.*

*Rob Magasiva*

### **The host organisation: Patea Community Development Trust and South Taranaki District Museum (joint application)**

The Patea Community Development Trust is involved with developing the community of Patea. The Trust has undertaken urban and beach upgrades, and at the time of writing this report is working on a tourism project centring around the development of a pre-European Pa on the river. The Trust aims to provide lasting employment in the town. Patea was formerly a freezing works town. The Trust is now working towards making it a destination for tourists.

The South Taranaki District Museum is the only public museum in the district. It has been a historical society museum for the last 30 years and has quite a large collection of maritime, agricultural, Maori and social history exhibits and holds the district archives. The role of the museum has changed a lot during the past few years from being an object-based museum to one that works alongside the Community Development Trust to develop cultural tourism. The Trust has been endeavouring to introduce a bi-cultural governance structure.

These two organisations are seeking to increase cultural tourism to Patea by establishing a dynamic web site and improving promotional material. They also seek to strengthen the organisational capacity of both organizations through improved computer and database systems.

### **The intern: Shane Flutey**

Prior to this internship Shane was a self-employed computer consultant, systems administrator and trouble-shooter. He undertook contracts for multi-media presentations and animation and provided private computer tuition. Shane spent the year 2000 as a teacher-aide in the computer suite of the local high school. He holds qualifications in rebuilding and upgrading computers, installing and managing software and networking.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- Web site development for Patea, with information and access available for both the Patea Community Development Trust and the South Taranaki District Museum and to provide access for other community organisations within Patea.
- Strengthening organisational capacity of both the Patea Community Development Trust and the South Taranaki District Museum by streamlining of computer systems, computer troubleshooting, systems administration and software installation, application and management.
- Providing Internet tutorial assistance to existing staff and management of the Patea Community Development Trust and the South Taranaki District Museum.
- Providing administrative assistance in relation to use of database systems, information systems and record keeping to the Patea Community Development Trust and the South Taranaki District Museum.
- Enhancing publicity and promotional material of both organisations through a multi-media approach.

**Report from the Patea Community Development Trust and the South Taranaki District Museum Trust**

23 July 2002

**Attention: David Mullholland**

**Department of Internal Affairs**

**Report: Community Internship Programme**

**From: Co-Host Organisations**

**Patea Community Development Trust and  
South Taranaki District Museum Trust**

Our organisations have enjoyed positive outcomes from hosting an Intern, **Shane Flutey**, under the Community Internship Programme.

*It has been a very beneficial programme for all concerned and our organisations are very appreciative of the support Internal Affairs has been able to provide.*

*Firstly this report will focus on outcomes achieved for the **South Taranaki District Museum**. Shane has been involved with several ongoing activities within the Museum, assisting with improving our organisational and administrative capacity, improving and streamlining our computer systems, and providing much needed IT support, especially when our computers crashed several times due to institutional virus attacks! His work has also involved producing promotional material for the Museum including a full colour brochure, and web page. Not only are the results impressive and exciting but also Museum staff and volunteers have greatly benefited from learning from Shane about the computer design process, the effective use of our computers and digital camera, and the range of possibilities we are able to achieve with different software. This somewhat unexpected outcome has been really positive. Shane has introduced to us, the realm of 3-D animation and creation of special effects, which has helped us to understand some of the exciting potentials of using computers and various media applications. In terms of today's more interactive museums, this insight to how we might be able to use modern technology for improving our exhibits and displays, and for creating innovative educational resources and promotional material, has been really interesting. At the South Taranaki District Museum we are certainly now looking outside the square and thinking creatively about what we can do now, and in the future.*

*In terms of the work we hoped to achieve with Shane regarding digitalisation of some of the Archives, and the creation of a computer database system for the whole Collection, we have not really achieved all that we hoped for. Reasons for this do not reflect upon Shane's performance but rest mainly on delays that have occurred due to an unsuccessful funding application to purchase the software (\$10,000 Vernon Collection Database) during the six-month period he has been with us. However Shane was very helpful in researching various software options and rationalising and prioritising our needs, and we are feeling confident that when funding does come through for this project we will have an excellent system in place.*

*In lots of ways we are very sad to be losing Shane now, as he has quickly become an integral part of the museum team. The challenge for our organisation now is how to carry on without him!*

*The internship opportunity has assisted us in identifying future directions and needs in terms of technology and having highly creative and skilled personnel on our team, and we will continue to plan for these needs in the future.*

***Patea Community Development Trust** has also greatly benefitted from having Shane and his expertise on board with their organisation. Shane has produced some really excellent material for PCDT and this has really benefitted the organisation in terms of promotion, creating a positive public image and ability to communicate our ideas and plans to the community, to potential funders and sponsors and to Government agencies. By being able to present professional and exciting Powerpoint displays PCDT has wow-ed and impressed audiences and this has been excellent. Shane has also helped staff and trustees in this organisation to understand and explore the potential of using technology as a tool, and given us a lot of ideas, IT support and personal tutorial help, so that we may be able to eventually produce and maintain our own material.*

*Once again the problem facing this organisation now, is that we still need him, and how are we going to cope without him?!*

*In conclusion on behalf of both organisations, the Internship Programme has been highly successful and satisfactory. I think Shane has also enjoyed positive learning outcomes, made useful contacts and enjoyed the opportunity to see how community organisations operate. Both our organisations have found dealing with the Department of Internal Affairs a user-friendly experience, and would certainly welcome the opportunity to be involved in any future similar programmes.*

*Bridget Wellwood  
Director of South Taranaki District Museum*

**The host organisation: Tokomaru Bay Community Group Charitable Trust**

The Tokomaru Bay Community Group Charitable Trust works to improve local economic and social well being by empowering communities within the Ngati Porou/East Coast to take ownership of their own projects. The Trust assists members of their community by providing educational and work opportunities, support and information. Because there is a lot of long-term unemployment in the community, many of the Trust's projects involve a degree of job creation via short-term contracts. The Trust has three full-time workers. The Trust also owns a café, which has one full-time and one part-time employee, and employs a youth worker.

**The intern: Kelvin Esau**

After completing High School, Kelvin completed one year of both the Certificate of Business Computing and the NZ Diploma of Business at Tairāwhiti Polytechnic in Gisborne. Since then he has had some short-term computer work and almost two years experience as administrator of the Tokomaru Bay Community Group Charitable Trust. Kelvin is experienced in web site design and maintenance. He has also worked with other local Tokomaru Bay groups to improve their financial and general administration systems.

After the internship Kelvin is considering going on to do more study, probably through the Open Polytechnic. He has an interest in web design, but wants to do the business side (management and marketing) as well.

**The home organisation: N/A****The project:**

The purposes of the internship were:

- Network amongst other groups and agencies to assist the Community Group to develop enterprises and employ unemployed people within their communities.
- Assist with financial management and fundraising.
- Publicise and market the community projects supported by the Community Group.
- Provide information technology support, particularly in the areas of office and Internet skills, to those using the Community Group and Youth Centre computers.

### **The host organisation: Mana Social Services Trust**

Mana Social Services Trust is the lead agency in Rotorua providing counselling across all areas, social work in schools and education programmes in areas such as parenting, anger-management and self-esteem. The agency also runs programmes for Maori women under the Domestic Violence Act and a restorative “second-chance” justice programme. Mana Social Services Trust is the only community agency in New Zealand running a police diversion scheme.

The organisation’s philosophy is based on the Maori proverb: *“What is the most important thing in the world? It is people, it is people, it is people.”* The organisation’s vision is to provide people with the skills to manage their own lives and to keep their children and themselves safe, and to contribute to a safer community. The organization says that the fact that they are Maori is reflected in everything they do, especially in their service provision to clients who are, because of local demographics, mostly Maori.

### **The intern: Naumai Taurua**

Naumai Taurua has been studying towards a Diploma in Adult Teaching. She has experience in delivering and writing programmes such as life skills and anger management. She also has experience in tutoring ‘at risk’ youth in employment skills and career planning. Naumai has also worked as a community coordinator for youth programmes at Manukau City Council. She is very involved in coaching and participating in outrigger racing.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- To complete programme development and learning packages.
- To deliver programmes.
- To provide learning skills analysis for a prospective Programme Facilitator.
- To train a Programme Facilitator.
- To assist in further programme facilitation within the Host Organisation network.

## **Report of Mana Social Services Trust**

### *ESTABLISH POSITION*

*The intern began her employment with this Trust on 21 January 2002 and will terminate her internship on the 19 July 2002. An office space and her own telephone was made available plus a computer purchased with the resource funds provided.*

*All other resources e.g. pens, copier, furniture and an adjoining training area were provided by the Trust.*

*A three-day orientation/induction programme was provided with time spent discussing each staff's role and responsibilities and generally getting to know the work of the agency, governance, funding etc.*

### *EXPERIENCE OF INTERN*

*The role of the intern was to:*

- Familiarise herself with the agency's programmes and identify professional reviewing and evaluation procedures required to meet the current government standards for funding contracts.*
- Advise on session changes to lift programmes to a quality level of presentation and delivery*
- Make the necessary amendments in cooperation with the Director, and*
- Train agency staff to effectively facilitate programmes to adults and younger clients and role model the required facilitation skills*

*The intern reviewed and made all necessary amendments, to the approval of the Director, to at least six programmes plus wrote a totally new small programme for use in schools with students and contributed significantly to the development and word processing of a new programme for children affected by domestic violence.*

*The internee has excellent computer skills, which was an added bonus for her time with the agency.*

### *PROGRAMME FACILITATION*

*The agency offers Parenting and Anger Management Programmes, which the intern actively engaged and delivered, to our clients, both men and women. Client feedback was very favourable for the intern and clients experienced strong support, pleasantness and a caring staff member who was committed to helping them make the necessary changes.*

### *OTHER INTERN INVOLVEMENT*

*The intern was included as a valued staff member to monthly staff meetings and also attended staff training in the area of working with clients who have gambling addiction problems.*

*On 9 May 2002 the intern met the Prime Minister, and MPs Parekura Horomia*

*and Tariana Turia when they visited our offices. She was able to share her work and internship with the country's top politicians.*

### *CONCLUSION*

*As a community social service agency we are extremely grateful for this internship experience. It has greatly benefited the work we do by raising the standards of our programmes to a very professional level plus enabled the training of one of our staff to facilitate and meet the needs of clients in a specialised area.*

*The Department of Internal Affairs can be congratulated for such a great 'hands on' strengthening programme for agencies such as ours.*

*We hope we can be considered again at some time for another internship. A statement of income and expenditure is attached and our Annual Audited accounts will not be available until our A.G.M in August/September 2002.*

*Yours faithfully*

*Maxine Rennie  
DIRECTOR*

## **Report from Naumai Ripeka Taurua**

### **Purpose of the report**

*An end of Internship report.*

### **Current status**

*I am at Mana Social Services in Rotorua. My role is Programme Facilitator. I write and review existing programmes and facilitate programmes with clients.*

### **Background history**

*I began in September 2001 as a part-time facilitator of the Anger Management and Parenting Programmes. In November I was shown the application for Internship and asked Maxine if she could use me within the organisation. We discussed a job description and outcomes which could be achieved. I was accepted by Internal Affairs for an Internship in December 2001 and I started at Mana Social Services in January 2002.*

### **Vocational history**

*My background is administration and in 1990 I decided that I would change to a career path which led into facilitation and later into adult tutoring. I have tutored for the past six years and decided that I would like to pursue qualifications in this field.*

*I do not have formal qualifications apart from a certificate in travel and have studied part time for the past 3-4 years. I have completed my certificate L4 in adult teaching and currently studying toward a diploma in adult teaching and development. In 2001 I studied management and technical papers in adult education.*

### **Benefits of being on an internship**

#### **Organisation Advantages**

- I have been able to transfer tutor and facilitation skills from the education sector to the social services sector.*
- Programmes provide education, prevention, intervention and information. I have been given the opportunity to write and review existing programmes to meet organisational needs.*

#### **Intern Advantages**

- Mana Social Services has a high standard of paper accountability. I have learnt from Maxine requirements for compiling a high calibre proposal.*
- I have had the opportunity to use the theoretical study skills that I learnt in a practical manner.*
- I have been included in staff training for gambling and had individual training to cover legislation and acts.*
- At Mana Social Services I facilitate individuals. I have learnt one on one skills that encourage learning and provide pastoral care of the client.*
- I have learnt professional boundaries for working with clients and these boundaries will also be valuable if I move back into the education field.*

**Organisation support**

- *Maxine Rennie has provided me with regular on-going formal supervision.*
- *She also has an open door policy and I often use the opportunity to touch base with her first thing in the morning.*
- *The staff have always treated me kindly and offer peer support when I need it.*
- *I am always included in staff activities*
- *I have a lovely office to work in and all the modern equipment available to me.*

**Conclusion**

*It has been a great experience for me to work with Mana Social Services.*

*I believe that social programmes are now being recognised as a need within the community sector. They provide the opportunity for clients to break cycles and generational patterns. They also provide alternatives and options for the client who can transfer knowledge into skills for immediate everyday use.*

*Thank you to Maxine Rennie and staff. Thank you to Internal Affairs for the opportunity to be involved in this worthwhile project.*

### **The host organisation: Mangakino Community Agency**

Mangakino Community Agency has been in existence since 1991 and was set up to 'plug some of the gaps' in the community when services were being lost. These included providing advice, a budgeting service and office space for the then Departments of Social Welfare and Probation, plus taking over some other services such as the Post Office, a local newspaper and a cheque-writing service.

One of the agency's current projects, the *Safer Communities Action Fund (SCAF)*, was the focus for the application to the Internship Programme. Mangakino has been chosen as one of seven pilot sites for the SCAF programme. The whole idea of SCAF is to find local solutions to local problems, devolving decision-making from Wellington. Once the community decided that it wanted to participate, they then had to decide what they wanted to achieve. Three concepts were eventually proposed – to provide training and job opportunities; to establish a community house for services, information, training and cottage industries to work from, and to build a community swimming pool. The application to the Internship Programme was tailored around the concept of having someone help the local committee develop the SCAF programme so that it met funding criteria, as well as to develop an Action Plan for the project.

### **The intern: Linda Spafford**

Linda has worked for fifteen years in providing training and developing training in response to community needs. This has involved extensive community consultation, in particular working with Maori and unemployed groups. She already had working relationships with key agencies and community groups in the Taupo-Mangakino areas. Linda is also enthusiastic about sourcing funds and developing economic and employment prospects. Prior to taking up her internship, Linda worked as the Employment Programmes Coordinator for the Taupo Employment Support Trust. Linda resigned from this position to become the intern for the Mangakino Community Agency. The agency is seeking funding from other sources to continue employing Linda in the position she has held as intern.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- Assist the Safer Communities Action Fund management team to coordinate working groups for their planned projects by assisting with feasibility studies, community consultation processes, and engaging different groups in the process.
- Investigate ways of engaging and retaining people in key community volunteer services.
- Investigate development of other key community services.
- Explore funding possibilities to fund a permanent coordinator and fund other projects
- Liaise and collaborate with other community groups, agencies and networks.
- Organise community capacity building training sessions for current and prospective office holders in local groups and set up mentoring/buddying systems.

## **Report of Mangakino Community Agency Inc**

### **COMMUNITY INTERNSHIP PROGRAMME**

Evaluation Report

22 July 2002

#### **Introduction:**

*In 2001 Mangakino was selected as a site for the CYF Stronger Communities Action Fund (SCAF) pilot programme. Crucial to the success of this venture was the employment of a suitably skilled person to co-ordinate and drive the project – our community has a dearth of such able people. To address this and other community needs, an application was made to the Community Development Group of DIA to be a host organisation for the Community Internship Programme.*

*When we were advised that our application was successful, we advertised for 'expressions of interest' in local newspapers (We had initially understood that the Intern would come to us through DIA). Linda Spafford was recommended to us and was the only person to apply. Her CV, her interview and contacts with referees indicated that she was a highly suitable applicant and, after approval from DIA, Linda was appointed as Project Co-ordinator and began work with us on 18 March 2002.*

#### **SCAF:**

*Prior to commencing her employment, Linda met with umbrella/host organisation representatives; Pam Wilson from Mangakino Community Agency (MCA), Tina Jakes from Taupo District Council (TDC) and the evaluators of the SCAF project, Kim Conway and Karen Witten of Alcohol & Public Health Research Unit in Auckland. The objectives, the co-ordinator's role and the necessary focus were outlined and discussed. Linda was later introduced to the SCAF Management Team at their evening meeting. Although there was concern expressed by a few members as to 'why couldn't it have been a local person who got the job', Linda was welcomed on board.*

*The umbrella/host organisations had previously had some concerns that the key outcomes for stage one of the pilot were not being implemented and that the funding could ultimately be withdrawn if they were not urgently addressed. The development of the Action Plan became a priority task for Linda and has now been satisfactorily completed and signed off by Minister Steve Maharey. Linda's role made it possible for the MCA and TDC to stand back from the proceedings and better fulfill **their** function as 'Community' (on behalf of) and 'Fund Holder' respectively, but still offer support as required. A few members of the community had felt that these two organisations were controlling the project and that the grass roots wishes would not be considered. Having a dedicated Project Co-ordinator with the empathy that Linda has, has largely been able to dispel this perception.*

#### **Community:**

*One of the major tasks that Linda has undertaken has been to familiarise herself with the community and its diverse needs. This involved Linda attending most community meetings in order to 'get a feel' of the issues. Her background also assisted with extending and developing good working relationships with many other agencies.*

*As part of her wider responsibilities, Linda has been able to progress quite a number of Agency initiatives that have been left to languish. Because the MCA is the lead agency in Mangakino and has a proven accountability record, it is usually the first port of call from groups requesting project assistance – lack of time and resources have made it difficult to advance them all and some have had to wait on the back burner until they become the 'squeaky wheel'. With Linda as part of the Agency Team, it has been possible to address some outstanding projects and take on new ones.*

*Some of the projects that Linda has contributed to are:*

- *Training & Education - Learner Driver Licence Training (setting up programme and tutoring); working with PTEs to investigate suitable programmes leading to employment*
- *Workshops (eg – Mosaics as part of Town Centre upgrade)*
- *Senior Net and Computer Suite - feasibility and establishment of*
- *Working with youth and community members – arranging training and upskilling for youth leaders*

*We have been very grateful for the opportunity to have Linda as an intern in the Mangakino community. Her personality, enthusiasm and skills have ensured that she has developed a rapport with a largely underprivileged population. She has worked to develop the SCAF Management into a cohesive team and has contributed considerably to assisting the Community Agency to progress many of its goals.*

*There have been some immediate benefits to the Agency and the community over the last few months with a number of issues able to be addressed. However, there is concern that the limited time frame of the Internship may mean that the necessary support for some of the initiatives put in place may not be able to continue. We feel that a six month period is too short a time to get the most benefit from this excellent programme.*

*Another area in which the Agency has a need is that of assistance to set up a computerised accounting system. The Agency has had steady growth since its small beginnings in 1991 and now manages nine accounts. Until March 2001 this was done manually, with (paper) cash books. Last year we upgraded to computer spreadsheets, and while this is fairly satisfactory, it is time consuming. It is very apparent to our Management that we would benefit from some qualified help.*

*We would naturally welcome any opportunity to extend Linda's Internship and/or to make application for a further Internship to assist the Agency with its financial systems.*

*We look forward to receiving the completed evaluation report.*

*Yours sincerely*

*Pam Wilson  
Manager*

## **Report from the intern – Linda Spafford**

**16 July 2002-07-17**

David Mulholland  
Community Development Group.  
Department of Internal Affairs.  
PO Box 805,  
Wellington

Dear David

Report as requested in your letter 8 July 2002-07-17

### **Project Work I have been involved in.**

The main project I have been involved in, is to co ordinate the Stronger Community Action Fund plan. When I started this position the SCAF committee had been struggling to put forward an action plan. They had requested and extensions of time but were still way off completion date. This was due to lack of time and skills

Within the committee, also many are involved in other projects..

### **Background**

An initial public meeting was held and out of that three main issues /concepts were identified Employment/business/training opportunities community centre and a swimming pool. There had been confusion about how the money was to spent this did not help the committee Child Youth and Family were the caretakers and the local CYF co-ordinator had indicated that the pool would not be acceptable and there was to be no allocation of funds to individuals. This all added to the confusion and the committee got bogged down with the requirements and the Action plan got pushed to the back. This was the state of the SCAF Committee when I arrived in March.

My first step was to familiarise myself with all the relevant information regarding the SCAF project. This included meetings with various people who were involved in this project. Kim Conway and Karen Witten were the evaluators of the project. They were very helpful and supportive and gave me access to some good background material.

I spent some time contacting other SCAF groups and attended Strengthening Communities through Local Partnerships Symposium at Auckland University. This was an excellent day, which gave me the big picture of how communities can work by strengthening local partnerships. Kim Conway put me in contact with the co ordinator of the Ranui SCAF project; this was invaluable, as they had experienced some of the problems that were evident in Mangakino. I then set about writing the Action plan, which had been started by some of the committee. I put forward a draft to the committee and then facilitated a workshop with the committee members to write up the Action part of the plan. The Action plan was written based on what had come out of the workshop and my draft. This was sent to CYF in Wellington who then reviewed it. I was then asked by the co-ordinator of the SCAF projects, June Rout of Child and Youth and Family to go to Wellington for the day.

*June helped me to complete the plan so it could be signed off. It was hoped that I could have met with other government departments but the plan took more time than expected and as this was the priority I was unable to meet with anyone. The Minister of social services and Employment on the 24 June finally signed off the Action plan.*

*My priority now is to make sure the plan is implemented. In between this I have been involved with various other community projects. I am currently working with the Taupo District Council on a mosaic project. This project was started to compliment the upgrade of the town centre, which will incorporate the mosaics. Other projects include investigating training and employment opportunities The shop fronts upgraded I have done some initial research but have met with little interest both from the community and the current caretakers. I am about to contact the new owner and see if he would be interested in his town. The upgrade may be the catalyst for restoring pride back into the community. Another project I am co-ordinating is a restricted drivers licence course. There are many unlicensed drivers Mangakino and I see this as a very worthy project.*

### **Outcomes to date**

*The Action plan has been signed off by the Minister of Social Services and Education Steve Maharey, this is a pleasing result as the SCAF committee was endanger of having to give the money back if the action plan had not been completed on time. This ensures the continuation of the project in Mangakino*

*The mosaic day is coming together and I feel this will be a good day as there is a lot of interest in the community.*

*The Drivers licence course will start in August this will help reduce the illegal drivers in town*

*I have really enjoyed my time in this position, my background in education and training has been helpful also my co-ordination skills. I have also learnt a lot from the position and would love another six months to complete the projects already started and support the SCAF committee. I have been well supported in the position by Pam Wilson of the Mangakino Community Agency and Tina Jakes the Community Manager Taupo District council, who have supplied me with an office, computer and telephone, everybody has been most helpful it has been a wonderful working environment.*

*I would like to take this opportunity to thank the Department of Internal Affairs for setting up the Internship programme as it has given me the opportunity to participate in what I think is an extremely worthwhile programme*

*Regards*

*Linda Spafford*

### **The host organisation: Piako Community Whanau Trust**

For the purposes of the internship, Piako Community Whanau Trust acted as an umbrella group for the Raukura Waikato Social Services Trust. The latter Trust is an amalgamation of five trusts:

- Raukura Manaaki Trust, Hamilton - Promoting the well being of children, young persons and their whanau. Providing parenting programmes, after school and holiday programmes, residential care and youth justice services.
- Maatua Whangai o Kirikiriroa, Hamilton - Assisting Maori in the judicial system with moral support, educational assistance, advocacy and other services.
- Rahui Pokeka Maatua Whangai Justice, Huntly - Assisting and providing promotion of health and medical care and promotion of development in the Waikato community
- Rahui Pokeka Maatua Whangai Trust, Huntly - Promoting wellness of whanau by guiding whanau from state dependency to independence. Providing relationship guidance, whanau support services, education and social services.
- Piako Community Whanau Trust, Morrinsville – Encompassing rangatahi to build self-esteem and pride in their achievements. Providing alternative education, mental health awareness and education, a conservation corps, community probation services, youth advocacy, counseling, parenting programmes, budgeting advice and other social services.

### **The intern: Jennifer Riini**

Jennifer holds a BA with majors in Iwi Development and Te Reo Maori and is currently working on a Diploma in Social Work. She has work experience in systems development, staff monitoring, research and evaluation. Jennifer has also worked as a Youth Motivation Tutor and a tutor in Te Reo Maori. She has worked within two of the trusts which make up Raukura Waikato Social Services Trust.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- Collecting and collating information from the five constituent trusts of Raukura Waikato Social Services Trust about what services they provide.
- Developing operational policies and procedures for Raukura Trust.
- Developing governance and management Business Viability Standards for Raukura Trust.
- Developing governance Programme Quality Standards for Raukura Trust.
- Setting up procedures for complaints, employment of staff, reaching service standards and objectives for Raukura Trust.

## **Report of Piako Community Whanau Trust**

*Contract Length: 6 months- 17 Feb. -17 Aug. 2002*

*Role: Policy, Systems and Procedures Development*

### **Brief Background:**

*The Piako Community Whanau Trust is one of five Maori Service Providers looking to amalgamate their services to form a new Trust called Raukura Waikato Social Services (RWSS). The intern's primary role was to establish a Key Operating Procedures, Policies and Systems document for RWSS. The other four service providers involved in the amalgamation are Maatua Whangai O Kirikiriroa, Maatua Whangai O Rahui Pokeka Justice, Maatua Whangai O Rahui Pokeka Trust and Raukura Manaaki.*

### **Outcomes Achieved:**

*Jenny along with the assistance of Michelle Baker has far exceeded the contracted requirement in terms of hours and outcomes. Their untiring commitment to the kaupapa of the amalgamation process has seen the production of a final draft Policies, Procedures and Systems document as well as practical assistance to member organisations as requested. It would be fair to say that the process of collating these documents has been time consuming, and indeed a huge procedure responding to a variety of requests for assistance from any or all of the participating organisations. The involvement of an intern has allowed the Piako Whanau to continue to work with little disruption to the existing services while strengthening our relationships in the amalgamation process. Jenny has brought fresh innovative ideas and energy to our organisation through her professional approach to the work required, staff training, personal knowledge and expertise, and extended networks.*

### **Other comments:**

*The Piako Community Whanau Trust has been honoured to be a part of an innovative pilot programme that has allowed us to provide a strong foundation on which to build the dreams and aspirations of Raukura Waikato Social Services Trust. While we have always believed the amalgamation will go ahead, the internship has certainly given us the opportunity to work within a realistic timeframe that puts RWSS in an operational position much sooner than previously anticipated. While the Internship Programme has had many benefits to both the intern and the host provider, I believe the success of the programme is reliant on the matching process of intern with the organisation.*

*Again we thank you for this opportunity.*

*Gill Palmer  
(Manager)*

## **Report from intern – Jenny Rini**

### **Community Internship Programme – Intern Report**

**Intern:** Jenny Riini

**Placement:** Piako Community Whanau Trust  
85 Avenue Road  
Morrinsville

**Length:** 6 months: 17/02/02 – 17/08/02

**Role:** Policy, Systems and Procedures Development

### **Description of Work undertaken via internship**

The primary role of the internship was to establish a Key Operating Procedures, Policies and Systems (KOPPS) document for Raukura Waikato Social Services (RWSS). RWSS is a newly formed entity, being an amalgamation of five Maori Service Providers in the Waikato including Piako Community Whanau Trust (the Host organisation of the Internship), Maatua Whangai O Kirikiriroa, Maatua Whangai O Rahui Pokeka Justice, Maatua Whangai O Rahui Pokeka Trust and Raukura Manaaki.

The KOPPS document was to serve as the key source document for all five member organisations; outlining minimum standards of operation, management and service delivery. As all five member organisations were fully functioning and operational (some with working histories of twenty years), the KOPPS document had to consider and cater for all the members' needs and methods of operating.

Essentially this required attendance at RWSS meetings to gather and disseminate information; negotiation with managers of the member organisations to establish protocols of communication and minimum requirements; collecting, reading and streamlining all pertinent organisational documents of each member organisation; participating in audit processes; working collaboratively with other experienced professionals in the policy area and drafting and redrafting policies, processes and systems for Clients, Staff, Services (including Programmes) and Organisational Management.

Concurrently the intern was also expected to provide practical assistance to any of the member organisations as required. As a result, roles and responsibilities of the intern expanded to include; the delivery of training – Strategic Planning, Policy Formulation and Philosophical Base setting; cognitive skills programme facilitation; HR management assistance; programme planning and Hui coordination and attendance.

### **Outcomes achieved**

Policies, Procedures and Systems to final draft form for Clients, Staff and Services (including Programmes) areas were completed. As at the time of report writing, sign off from all staff on these policies etc. was still pending. Policies for organisational management were still being established in collaboration with the management team of RWSS.

Practical assistance to member organisations was provided (as listed in the above section) when required. This assistance unexpectedly proved to require over half of the time allowed for the internship.

**Other comments**

*The internship programme has numerous merits. Skill enhancement of the intern is a natural outcome; as is the ability of the Host organisation to complete a certain activity or project within a set timeframe.*

*However, one obvious limitation of the internship programme relates to the timeframe. Although there will doubtless be projects which can be completed in a six-month timeframe, the internship with Piako Community Whanau Trust is one project that would have benefited from a longer placement (e.g. 12 months) in order to see the total fruition of the efforts made. For example, it is estimated that the KOPPS document will not be fully signed off until October (two months after the end of the internship placement).*

**The host organisation: Pacifica Life Community Development Trust**

The Pacifica Life Community Development Trust (PLCDT) was established to assist individuals and community groups through the provision of employment, education and management advisory services. The organisation's vision is to assist with the removal of barriers preventing Pacific Islanders and their community organisations from becoming effective within the Auckland community. The Trust was originally a Christian-based organisation with Christian values, but recognised that this position wasn't necessarily fully acceptable to some funding organisations, hence the ministry work is now undertaken by a separate organisation.

The basic philosophy of the PLCDT is one of respect for individuals, their culture and heritage. The agency seeks to enable people to meet their full potential, create independence and promote quality-assurance and good management.

**The intern: Tevita Napa'a Teu**

Immediately prior to starting Internship, Tevita had recently arrived from Tonga and was looking for work. In Tonga, Tevita had worked as an accountant and government auditor. He then worked as manager of a local market, but resigned in order to follow his family to New Zealand. He applied to become a member of the NZ Society of Accountants, but was told he had to complete four papers first. He aims to become a chartered accountant in New Zealand.

**The home organisation: N/A****The project**

The purposes of the internship were:

- To assist with the provision of financial systems training for community organisations and individuals;
- To provide business coaching and advice to clients of the Trust;
- To assist clients of the Trust to gain economic opportunities.

### **The host organisation: Ngati Awa Research and Archive Trust**

The Ngati Awa Research and Archive Trust is the research arm of the Runanga o Ngati Awa. The Trust provides a research and archive service for Ngati Awa and the Bay of Plenty community. It protects and stores taonga, documents and archival material and conducts research on social, cultural, economic and historical matters relevant to the people of that area.

The research project the Intern was involved in worked with hapu to get an idea of the organisation's relative strengths and weaknesses with respect to carrying out their duties in relation to things Maori. Since 1983, the research arm has also been conducting research for the Runanga's Waitangi Tribunal treaty claim. The Wellington office of the Runanga is involved in negotiations, while the head office in Whakatane provides the information required for their claims.

### **The intern: Noti Belshaw**

Prior to the internship, Noti recently completed an MA thesis on the history of the Whakatane and Rangataiki region. She has excellent Te Reo and Tikanga Maori skills and has completed a Bachelor of Maori Studies Degree with extra Masters level papers. For the two years prior to the start of her internship Noti was employed to monitor Treaty of Waitangi workshops and interview panels for Pacific Health in Whakatane. She has also worked as a Maori Dental Health Educator and a Senior Assessor for Work and Income Support. Noti is a well-respected member of her community and serves as a trustee for two hapu organisations, a council member/festival coordinator for the Ngati Awa Arts Council and Iwi representative for Creative Arts New Zealand.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- To assist in establishing research projects for and on behalf of Te Runanga O Ngati Awa and the 22 hapu of Ngati Awa.
- To promote the use of the facilities by students and/or researchers.
- To network with other archival and research agencies.
- To coordinate hapu and iwi database information.
- To develop potential projects.
- To raise the profile of the Trust.
- To catalogue archives.

## **Report of Ngati Awa Research And Archives**

### *Community Internship Programme Evaluation*

*In response to your recent request for an evaluation on the Community Internship Programme, I can report to you the following:*

#### **Outcomes of internship**

*The funding provided by the Internship Programme gave the Ngati Awa Research and Archives Trust the ability and opportunity to recruit a person to aid the progress of the advancement of the Research and Archives Centre. The advantages and outcomes of*

*hiring this particular intern was that she came with:*

- a. Good local knowledge and networks in the community*
- b. Confidence to communicate with people from all spheres of society.*
- c. Strong local hapu and iwi networks and active involvement.*
- d. Good academic qualifications with an interest in history and research.*
- e. Genuinely cares about people.*

*Noti Belshaw was initially taken on to develop projects that would enhance the Ngati Awa Research and Archives Centre. However, due to staff movement shortly after she began, she was given the added task of running the Centre. The work undertaken by her in regards to the operations of the Centre were as follows:*

- 1. Processing of all archives and research materials.*
- 2. Day to day running and management.*
- 3. All administration tasks necessary for the efficient operation of the Centre.*
- 4. Monthly reports to the Research Manager, Research and Archives Trustees and Hapu Representatives of the Runanga of Ngati Awa.*
- 5. Any other tasks required by the Research Manager.*

*Other projects Noti has undertaken have been as follows:*

- 1. Followed up funding to upgrade the Centre's database to ensure that the information is easily accessed and user-friendly. A specialist is arriving next week to assess the needs of the Centre and to advise on the appropriate software needed. This project will also look at the digitalisation of the archives and research materials.*
- 2. Secured funding early this year to research the cultural status of the hapu of Ngati Awa, including our urban hapu. This was a major project, which involved the recruiting of a number of personnel to carry out the research. Noti managed this project, and the people involved with it.*
- 3. Working with Tracey Stoks from U.N.E.S.CO regarding a pilot centre for Indigenous Tribal Archives and digitalisation of information.*
- 4. Brought in an unpaid worker, whom she is training in basic office and archival tasks. This is a win-win situation where the worker is up-skilled and the Centre receives extra help.*
- 5. Co-ordinated hui of the marae practitioners for the compilation of a general guide for interested parties on 'What is Ngati Awa Tikanga?'*

*Having had in the past no regular funding, one of the most significant outcomes for the Centre is that the desire for self-sustainment is looking more optimistic, and projects to help the Centre are being progressed to improve the accessibility of the information held.*

***Final comments***

*The trustees of the Research and Archives, and myself would like to thank those persons responsible for initiating this programme. It has been beneficial not only for the Research and Archives Trust but also for those persons who access the Centre to assist with their interests, studies and research.*

*Na Hirini Moko Mead*

*Ngati Awa Research Manager And Trustboard Chairman*

## **Report from intern – Noti Belshaw**

23 July 2002

Community Development  
The Department of Internal Affairs  
State Insurance Building  
46 Waring Taylor Street  
P O Box 805  
WELLINGTON

Attention: David Mulholland

Kia Ora David

### **Evaluation of Community Internship Programme**

As requested by you I have written a short report describing the various aspects of the work I have been involved with over the last six months.

#### **Background**

In the first few weeks of the internship I looked at projects that I could progress to enhance the running of the Ngati Awa Research and Archives Centre in Whakatane.

Unexpectedly, the person running the centre left to take up a position as personal assistant to the General Manager of our main office, leaving me to carry on with the running of the Centre, as well the projects that I was in the process of developing.

The running of the Centre involved principally the following:

- a) Ensuring that access to the research and archives material held at the Centre was readily available to students, researchers and other interested parties each weekday.
- b) Database was updated regularly with the continuous incoming information.
- c) Providing a safe, secure and well-organised environment for the archives and research documents.
- d) Assisting in research and any other duties as required by the Trusts' Research Manager. (Professor Hirini Moko Mead)
- e) Providing monthly reports to the Trustees and Ngati Awa Trust Board
- f) Carrying out administrative duties necessary for the efficient operation of the Centre, including budget control.

I have carried out these functions since February of this year. However I did have assistance for some of the office duties from a young woman who was hired for one of the special projects that I initiated and managed.

#### **PROJECTS**

- a) Brought in a volunteer to develop new skills for her future employment. She has been learning general office and archives duties. June previously worked for twenty years as a garden labourer for the local District Council.
- b) Followed up funding to contract an archivist for a needs assessment with the view of upgrading the software, physical needs and digitalising the data, etc for the Research and Archives Centre. (Archivist, is arriving in Whakatane on 7 August 2001)

- c) *Working with a representative from U.N.E.S.C.O. with the view of showcasing the Ngati Awa Research and Archives Centre as a pilot centre for Indigenous countries interested in establishing their own archives. (Indigenous Conference is in November of this year)*
- d) *Secured funding in February of this year to carry out a Major Iwi Research Project. An Administration Support Person, two specialist and five researchers were recruited. I managed the Project and the personnel. The project involved looking at the status of the culture of the local iwi and their 22 sub tribes.*
- e) *Currently involved with the compilation of document for layman and other interested parties, that will set out general guidelines stating what are the local their marae's practises and their associated values. (There are 17 marae involved in this project)*

*These are the main projects that I have been involved with, there are others, but they are still being developed.*

#### **COMMENTS**

*I would like to thank and congratulate those persons responsible for the Community Internship Programme. I have personally benefited, no doubt along with all the other internees that were part of this programme. I will be carrying on as the Director of the Research and Archives Centre. It is a job that I enjoy which has scope to move in many areas that will keep me interested for a considerable time.*

*Naku noa*

*Noti Belshaw*

### **The host organisation: Auckland City Mission**

The Auckland City Mission is a well-established charity with two fundamental principles: to provide social services to people in need, and to perform an advocacy role. The Mission's core services include emergency assistance, social work help, and advocacy for people coming in off the street who are experiencing poverty or need housing. Sometimes the Mission refers clients to other agencies. They also run a drop-in centre for homeless people, supply over 70 foodbanks with donated food, run a community-based social work team, a detoxification service, a child trauma programme, Herne Bay House for people with HIV/AIDS, and a number of second-hand shops.

### **The intern: Sigrid Shayer**

Sigrid holds a BA (Hons) in Politics and Sociology and an MSc in Society and Space (Bristol University). She is a British citizen who has recently become a resident of New Zealand. At the time of her application to be an intern Sigrid was self-employed. She has recently been employed as the housing policy planner for Community Development Planning at the Auckland City Council. In England, she was employed as a research assistant by the Centre for Regional Economic and Social Research, Sheffield Hallam University. She has a lot of experience in researching, writing and editing material regarding ecology, feminism and sustainability. Sigrid is interested in the relationship between housing and a healthy, equitable society within the context of sustainable development.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were to help the Auckland City Mission resource an improved programme for homeless people by exploring:

- Potential links with statutory and non-statutory agencies with resources;
- The scope and nature of relevant existing and potential schemes;
- Potential partners in jointly developing housing, employment and training opportunities; and
- Helping Auckland City Mission to map out potential partnership structures (organisational, partnership arrangements, initial set up) and schemes identified as workable for this project.

**The host organisation: Te Aronga Hou Trust**

Te Aronga Hou Trust provides advice, information and support to Maori gay, lesbian, bisexual and transsexual people soliciting the streets of Counties-Manukau, their families and friends. The organisation's main clientele are Takataapui – a term which encompasses many different sexualities. Because of the Trust's location, their clients are primarily Maori. The Trust takes a relaxed and informal approach in dealing with this group. There is no other Maori organisation in the area dealing with these issues.

**The intern: Gene Potae**

Gene has an excellent academic background in Maori and History and at the time of writing is studying for an MBA focusing on management and accounting. Gene has worked as a social worker, night shelter manager, administrative manager, and at the University of Auckland on projects targeted at the recruitment, enrolment and pastoral care of Maori within the university.

**The home organisation: N/A****The project**

The purposes of the internship were:

- To research adult and youth prostitution in the Counties-Manukau region.
- To analyse the data to identify the needs of that community.
- To assist in developing strategies to improve the relationship between the target group and the providers
- To help strengthen internal relationships with providers in the Counties-Manukau region.

## **Report of Te Aronga Hou Trust**

### **Internship placement report - Agency's Experience as of 12 July 2002**

#### **Agency Relationship**

Currently Te Aronga Hou Trust's (TAHT) relationship with both the Department of Internal Affairs (DIA) and ECPACT has been positive.

As of the signing of the Internship Agreement little dialogue has taken place and TAHT can only assume that as host organisation we are meeting the required outcomes as per the internship agreement.

#### **Intern Relationships**

The relationship between the intern and the organisation over the past four months has remained positive and regular dialogue has been implemented whereby the General Manager and the intern meet no less than twice a month.

The nature of the project requires the intern to be placed away from the organisation as feedback and proposed recommendations will also impact on the organisation. Resourcing has been provided in order for the intern to meet their contracted outcomes.

Although the work undertaken by the intern is valuable, the organisation believes it is too premature to report on whether the intern's research will build on the organisation's capacity. It is, however, the organisation's hope that extra funding may allow the intern further employment opportunities.

TAHT also believes that by providing temporary employment, both the intern and the organisation will enhance their skill base knowledge.

#### **Internship Programme**

Currently the programme is working within the targeted outcomes; however the original goal has been modified. This decision was based on the current literature and research already undertaken by the intern.

What was clearly reported to Te Aronga Hou was that:

1. Initial observations made identified a high percentage of street workers who identified as transgender. That the focus of researching adults and youth should be narrowed to adult and youth transgender.
2. A literature review undertaken by the intern, suggests research and literature into both child and adult prostitution has been undertaken. However there was very little information available about transgender prostitution.
3. The nature of street prostitution is very transient, and that the geographical research should include respondents from both Counties-Manukau and Auckland Central.

Although Te Aronga Hou Trust is grateful for the funding, there are resourcing matters which would need to be taken into consideration by both the Department of Internal Affairs and the Host Organisation in the future.

1. The host organisation did not budget for travel reimbursement and/or course cost and is currently having to reimburse the project.
2. Sustainable employment for the intern is currently in question. Although all avenues are being explored.

<b>Service Description</b>	<b>Narrative Report</b>
<i>Research adult and youth prostitution in the Counties-Manukau Region.</i>	<ul style="list-style-type: none"> <li>• <i>The Service Description has changed from adult and youth to adult and youth transgender.</i></li> <li>• <i>A literature review has been undertaken and findings will be made available in the final analyses.</i></li> <li>• <i>Working within contracted outcomes.</i></li> </ul>
<p><i>Analyse the data to identify the needs of that community.</i></p> <p><i>Assist in developing strategies to improve the relationship between the target group and the providers.</i></p>	<ul style="list-style-type: none"> <li>• <i>Working within targets, and shall be undertaken within the month.</i></li> <li>• <i>Ongoing, works with target audience when they can.</i></li> <li>• <i>It is envisaged that strategies will be included in the research analyses.</i></li> </ul>
<i>Help strengthen internal relationships with providers in the Counties-Manukau Region.</i>	<ul style="list-style-type: none"> <li>• <i>Intern has met with both health and/or service providers and has developed relationships with organisations within the Counties-Manukau region.</i></li> <li>• <i>It is envisaged that targeted outcomes will be completed within timeframes.</i></li> </ul>

### **The host organisation: Auckland Kindergarten Association**

The Auckland Kindergarten Association manages 103 kindergartens and one childcare centre in the greater Auckland region. The Association is responsible for overall governance, provisioning, quality assurance (to ensure individual kindergartens meet both association and government regulations/standards), training and providing education for children between 3 and 6. The organisation's vision is for all children within Auckland to have a quality early-childhood experience so they grow up as competent learners ready to enter education feeling able and confident.

The Association has encouraged its kindergartens to purchase Apple iMac computers as part of its desire to bring basic computing skills and familiarity to pre-school children. The internship was aimed at getting an IT trainer in to help them make the best use of the new computers.

### **The interns: Justin Marshall & Rebecca Allcock (job-shared)**

Immediately prior to starting the internship, Justin and Rebecca were both working at Bubble Dome, their own computer firm. They had also previously been working with ECPAT – a global network of organisations and individuals working together for the elimination of child prostitution, child pornography and the trafficking of children for sexual purposes, and with the 'Storylines' festival for children and other children's workshops.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- To offer on site support to teachers in all aspects of use of their new computers in the areas of hardware set up, use with children and use in administration.
- To conduct needs analysis of each kindergarten and identify training needs of teachers and volunteers in computer usage and report on these needs regularly to Head Office
- To introduce kindergarten children to computer and software use and to assist children to understand basic concepts and attain basic skills
- To advise adults and children on prevention of Occupational Overuse Syndrome
- To develop a resource package and to educate about the value of computers in education
- To develop a resource package of suitable children's software and to build on the educational software in the lending library
- To maintain and improve the Auckland Kindergarten Association website
- To train existing staff in the on-going management of the website and to train some staff in advanced computer skills to act as facilitators long-term
- To recommend strategies to achieve the Auckland Kindergarten Association's goal of installing computers in all kindergartens.

## **Report from intern – Justin Marshall**

*Evaluation Report Auckland Kindergarten Assoc - Intern Justin Marshall*

### *1. Description of work*

*Conduct needs analysis of each kindergarten (including current skills and knowledge as well as technology currently in use) with a view to encouraging further information sharing and a support between kindergarten staff in the future*

*Identify further training needs for teachers and volunteers in maximizing the use of the computer.*

*Trial admin software with teachers and professional support managers.*

*Problem solving and giving suggestions.*

*Help design image and print media for the AKA.*

*Trouble-shooting - answering questions and visiting kindergartens to offer technical support and guidance.*

### *2. Outcomes*

*The substantial amount of research I conducted has given a clear representation of the level of IT skill teachers have under the AKA. This has identified further training needs for all AKA teachers in maximising the use of their computer.*

*Note: I constructed three surveys. 1. Two page survey CE-Questions to individuals relating to computer skills<sup>1</sup>. 2. Two page survey CE-Questions to individual kindergartens relating to hardware<sup>1</sup> 3. Two page survey CE-Questions to AKA staff relating to hardware and computer skills<sup>1</sup>.*

*The research has been documented clearly and broken into written explanation with percentages and graphs.*

*Based on the research and my field trips to various kindergartens I have created user manuals that cover areas in IT. The user manuals will be used by teachers in maximising the use of their computers. The manuals were designed in Quark (professional layout program) issues such as layout and communication of text and image are part of the design process.*

*As part of offering IT support to teachers I visited approx 36 Kindergartens within the Auckland region, the research and user manuals were of particular use.*

*Problem solving and giving suggestions covers a majority of tasks set in the contract. I have been of particular use within the design field, issues such as finding a suitable web host and print company who can produce high quality work at a competitive price have put AKA at a financial advantage, not to mention sourcing an excellent programmer who has agreed to create two upload able pages for the KiNZ website, the previous programmer was going to allow the web host to charge for content loading. Because KiNZ will own the uploading interface KiNZ can now upload content any time they like without being charged.*

*Help design image and print media for the AKA. The AKA now have a re-branded division, items include a nine-page brochure, new logo, letterhead, comp slip and business card. I have also designed and project managed a fifteen page interactive website. Design process for KiZN/AKA comp slip, letterhead, logo design and brochure. Design involves initial brief from the client (AKA), as a designer I need to assess what the client wants. Once I have a clear direction I then brainstorm a number of different options that convey the concept, I then choose the concept and layout some rough visuals, the visuals are then rendered as art work and presented to the client, from here changes are often made, once a visual has been approved I then create the final art work, the artwork is set to the specifications of the printer, such as crop marks, trapping issues and CMYK format. Once the artwork is sent to the printer I then have to project manage the print process making sure the design is printed to quality.*

*Design process for KiNZ/AKA website. This project was slightly different to pure print design as I was required to help form the content of the site, issues such as navigation, site map, and live updating were also part of the equation. As above an initial briefing session determines what the client wants, a series of concepts and visuals are created, from here an artwork visual is design and presented to the client. In order to deliver the updateable pages I was required to source a programmer that would create the pages at a reasonable rate, I was also required to source an appropriate web host that could support the language (ASP), as that is what the database was programmed with. As with print I am required to project manage the execution of the website, making sure the layout is followed and testing all the pages to make sure their function works. Note: As I was not provided with the appropriate software Bubble Dome equipment and software were used to conduct this part of the contract.*

### *3. Comments*

*The internship has been valuable to Bubble Dome to have an insight into the workings of early childhood education.*

*Issue of contractor Vs employee did arise during my time as an intern. Firstly I was not provided with the appropriate software to conduct the given tasks, I had to use the software and equipment of the Bubble Dome studio.*

*I was also made aware two weeks into the contract that I should fill out time sheets, as a contractor I do not necessarily work 9-5 so found this rather annoying, a written report was presented each week to give a clear idea of work progress.*

*I feel the pay drop of a professional entering an organisation would need to be taken into consideration. It was very clear that if my role was as an employee the hourly rate comes to approx \$17 per hour, as a contractor I charge up to \$100 per hour.*

**The host organisation: Ole Lafitaga Trust**

Ole Lafitaga Trust educate, train and support Pacific people to adapt to the New Zealand lifestyle. They provide counseling, food parcels, a furniture bank, classes on parenting and community violence awareness, and advocacy services. They are currently looking to set up an after-school youth programme and to re-establish their budgeting service. The Trust seeks to uplift people's lives economically and spiritually. It is a Christian-based organisation.

**The intern: Mika Lagavale**

Until the start of his internship, Mika was working as a Truancy Officer as part of the student attendance programme for the Mangere Principals Association. After a banking career spanning twenty years, Mika completed courses in careers training and counseling. He is also the pastor at the Emanuelu Christian Church in Papatoetoe. He is well known and respected amongst the Pacific Island community in Auckland.

**The home organisation: Christchurch Small Business Enterprise Centre****The project**

The purposes of the internship were:

- To develop an ethnic and gender specific counseling manual and to deliver counseling services and train educators in counseling.
- To assist in the development and delivery of parenting courses for Pacific peoples.
- To assist in the development and delivery of stopping violence courses for Pacific peoples.
- As an educator, to participate in an exchange of skills with other educators at Ole Lafitaga.

## **Report of the O Le Lafitaga Trust**

### **Community Internship Programme Funding Agreement**

1. **Contracting Parties:** Community Development Group, Department of Internal Affairs  
and  
O Le Lafitaga Trust, Mt Roskill

2. **Counselor intern:** Mika Lagavale

3. **Duration of the internship:** 6 months (18 February to August 17, 2002)

4. **The purposes of the internship were:**

- To develop an ethnic and gender specific counseling manual and to deliver counseling services and train educators in counseling
- To assist in the development and delivery of parenting courses for Pacific peoples
- To assist in the development and delivery of stopping violence courses for Pacific peoples
- To participate in an exchange of skills with other educators of the O Le Lafitaga

5. **Accomplishments to date**

To date, Mika (the counselor intern) has completed the following tasks contained in the above agreement:

- Completed the ethnic and gender specific counseling manual and is now being used as a reference material for counselors and educators of the Trust in providing advice, encouragement, support and counseling to clients
- Relationship counseling (2 families), family counseling (2 families with a total of 9 sessions), advocacy (2 families)
- Assisted the educators in developing a manual for home-based skills building education/training activities for individuals and families
- Assisted the educators in the conduct of three parenting education sessions on stopping/preventing family violence and child abuse
- Participated in several brainstorming sessions on various subject matters such as program/project planning, client in take form development, budgeting, etc

6. **Remaining activity**

The training of the Trust educators on counseling has been scheduled for the later part of July, when the educators are available. The design and materials for the training have already been prepared.

7. **Benefit of the internship to the Trust and to the Counselor**

The presence of Mika has enhanced the counseling capability of the Trust not only in terms of the increased number of clients counseled but also in the quality of the counseling service. Clients counseled by Mika have expressed their satisfaction in the way he dealt with them and their issues, and how the sessions have changed them for the better.

He has always been very cooperative and took initiatives to assist in other areas of the Trust services. He has, on various occasions, helped in collating clients and services statistics, sorting food parcels and introducing the first-in-first out system in dispensing of food items to clients, provided interpretation services for clients. He does not hesitate to contribute new ideas to help improve the Trust operations.

*The management and staff of the Trust believe that Mika has learned in the process as well, specifically in the area of management, project development, manual development, designing training courses and materials, and computer skills.*

**8. Recommendation**

*The Trust recommends that the internship program continue for it has proven beneficial to O Le Lafitaga. The Trust believes that other community organisations will also benefit from it.*

*Signed:*

*Luana Brown*

*Manager*

*12 July 2002*

## **Report of intern Mika Lagavale**

### **Community Internship Programme for the period 18/2/2002- 15/7/2002**

#### **Internship Programme Report**

*The user-pay nature of the New Zealand society is putting most low income earners and beneficiaries on a greater dependence on non-government organisations for support and assistance. Since joining, I have witnessed people and families within this category calling into the office of the Trust daily to seek free food parcels, low affordable furniture, advocacy help at Winz or IRD and asking for free counseling on family matters. The majority of these clients are Pacific Islanders. They prefer to deal with Pacific Trust as they could relate to their cultural needs and also help with the language barrier.*

*The availability of the Internship to the Ole Lafitaga Trust helped in providing extra personnel resources and exchange of skills and experience to the organisation.*

*The internship programme is a good way of exchanging skills and experiences between organisations. Placement of skilled and qualified personnel would greatly enhance the services and upgrade skills within the associated Agency. The community sector serviced by the Agency will also benefit from these exchanges.*

#### **Community**

*The Ole Lafitaga provides services mainly to the low income earners and beneficiaries, the majority being Pacific Islanders. The internship programme has enabled the Trust to provide their usual services, like advocacy, translation and meet counseling needs to these sector of the community.*

*The Pacific Island community benefited in my nomination. As a Pacific Islander myself, I am able to understand and relate to their cultural values and we were able to provide and deliver the services they needed.*

*The young parents born in New Zealand to Pacific Island parents are very appreciative of the services available. They are now able to understand the 'where and why' questions to the way their parents were administering the type of discipline they went through, the monetary demands made upon them for several extended family occasions. They have a fresher outlook of their cultural origins and can now nurture healthier relationship with their parents and extended families.*

#### **Home Organisation**

*My placement with the Ole Lafitaga enabled me to attend several network meetings organised by the Auckland City Council. Through these meetings I met up with some key people and learned of Agencies and Resources very much needed in providing quicker and quality 'Services to the people and families that I work and associated with at my home organisation. New skills learned in co-ordinating and organisational planning through the Trust will benefit our organisation greatly.*

#### **Host Organisation**

- 1. The internship helped the Ole Lafitaga Trust to provide its usual services to other clients that they would not have been able to help due to limited personnel and financial resources.*
- 2. My acceptance also helped in the delivery of counseling services to its Pacific Islands clientele, who would have otherwise missed out due to language barriers and were finding it hard to comprehend and relate to the palagi concept of family relationship, child abuse and anger management.*
- 3. The Trust also benefited from the development of a Counselling Manual drawn specifically for Pacific Island people. Its team of Educators will be trained on the basics of counseling. Training materials have been prepared and developed.*

4. *We also exchanged skills and experiences in Planning and Budgeting. Assisted with fine tuning of its Food Bank system.*
5. *Assisted with drafting of the Counseling section of the Trust's 'Policies and Procedures Manual'.*

*Summary:*

- *I have personally benefited from my placement with the Ole Lafitaga Trust. I have learned new methods of brainstorming, co-ordinating of trainings, and project planning.*
- *Established new personnel and agency contacts that are vital to the re-sourcing and delivery of services for my home organisation.*
- *The continuity of the internship programme could see more families in the low socio-economic level serviced and encouraged to better living status.*
- *The placement of skilled and qualified personnel would greatly enhance the services and upgrade skills within the associated agencies.*

### **The host organisation: Kotare Research and Education for Social Change in Aotearoa Charitable Trust**

Kotare Research and Education for Social Change in Aotearoa Charitable Trust runs workshops for community groups and individuals who are working on social, economic and environmental issues for their local communities. The Trust has an educational philosophy of working with people's own experiences and affirming the knowledge they already have instead of handing out additional knowledge. It works with people "in struggle" – those dealing with the hardest problems in the community. The Trust does not provide workshops on personal growth, but rather about issues such as racism, the Treaty and the environment.

The Trust sought to host an intern who would help develop its youth leadership programme. The internship was aimed at assisting their full-time education development worker focus on workshops and programmes for youth.

### **The intern: Gwyn John**

Gwyn has twelve years experience of working with youth and is particularly interested in making the history of Aotearoa accessible to young people. Through the WEA she was a main organiser for the Treaty conference held in Auckland in October 2001. She is an active participant in Tamaki Treaty Workers and has delivered and developed Treaty workshops. Gwyn has strong skills in Te Reo and Tikanga Maori. At the time of her application Gwyn was about to complete a Bachelor of Social Practice majoring in Community Development.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- To work with the office team to ensure competent design, delivery and evaluation of Kotare's education programmes at the Education Centre, and in other parts of the country, as determined in conjunction with the Trustees.
- To actively strengthen networks and relationships with people and organisations in local areas to support the development of Kotare's education programme.
- To be part of the teaching delivery team.
- To assist with fundraising for the education and training component of Kotare's work.
- To focus particularly on the development of the youth leadership programme.

## **Report of Kotare**

### **Kotare**

#### **Research and Education for Social Change in Aotearoa**

510 Wayby Station Rd, Hoteo North, RD2 Wellsford; Phone 09 423 9228

email: kotare.trust@xtra.co.nz

*Community Internship report from Karen Davis  
Intern: Gwyn John*

*Gwyn started working with Kotare Trust on 29 January 2002 and will finish on 26 July 2002. We have been very fortunate to have her working with us and she has provided an invaluable external perspective to our work.*

#### *Programme outcomes:*

*Gwyn has been part of the tutoring team for a number of workshops, as well as being involved in preparation for workshops. This has included preparing the workshop programme and funding applications, making contact with potential participants and assisting with the complicated logistics of travel, tutoring sections of workshops, participating in debriefing and evaluation.*

*Gwyn's participation in the Kotare workshop programme has had the following outcomes:*

- *a number of people have attended workshops through Gwyn's networking and contacts that we have not had before;*
- *Gwyn has provided an additional perspective to the content of workshops, particularly through her strong commitment to Te Tiriti, including developing new material for us to use;*
- *Gwyn has also critiqued Kotare workshop practice from the perspective of a younger woman, which will help Kotare better meet the needs of younger people;*
- *we have had extra teaching capacity for our workshops, allowing Kotare to provide a range of tutoring styles to meet multiple needs.*

*Having Gwyn work with us has also had some significant outcomes for our organisation, the main one being her external perspective on the work we are doing. This has helped the Trust to improve its strategic thinking and to start to plan for a fuller review of our priorities. Gwyn's experience in working to honour te Tiriti o Waitangi has also assisted the Trust and workers to continue to work on ways to improve our relationships with local mana whenua. Taking on a new person has also caused us to question the way we work with potential tutors and other participants in our work, and start to develop improvements.*

*The time frame for the community internship placement is far too short - it took us three months to get to know Gwyn and her strengths and for her to start to understand the way we worked. By then, we were half way through the placement. A longer time frame of 12 months would allow more concrete outcomes to be achieved. This is particularly important for small groups such as ours which rely heavily on the abilities of key workers and expect a high degree of self-reliance.*

### **The host organisation: Wellington Refugees as Survivors Trust**

The Wellington Refugees as Survivors Trust is one of five agencies involved in the Multicultural Service Centre which is a one-stop shop providing services for refugees and disadvantaged migrants. The Trust aims to provide refugees and migrants who have experienced torture and trauma with access to mental health services in order to lessen the negative impact of these events on their lives and thus aid resettlement and adjustment within New Zealand

### **The intern: Rachel Amanda Scothern**

Amanda returned to New Zealand from three and a half years working in the Gaza Strip in Palestine to take up the position of intern with the Trust. Just prior to her return to New Zealand, Amanda was working as a Public Relations and Communications Consultant for an international IT exhibition for a company in Ramallah. She has also worked as a project development officer for a human rights organisation in a Palestinian refugee camp and for a high school in Gaza. She speaks English, Arabic, Spanish and Swedish.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- To develop a project plan that will result in the engagement of volunteer counselors and psychotherapists who are appropriately supported and can deliver quality services to WRAS clients.
- To devise a management plan that explores relationship building with Capital and Coast District health board in preparation for the re-negotiation of our contract.
- To establish procedures for collection of client feedback.
- To ensure that clients are appropriately informed about WRAS services and their rights under NZ legislation, especially the Health and Disability Act.
- To plan processes for the engagement of client communities in the development of WRAS services.

## **Report of Wellington Refugees as Survivors Trust**

23 July, 2002

David Mulholland  
Community Development Group

Dear David

Re: Internship Evaluation Report

Thank you for your letter of 10 July, 2002 inviting me to report on the outcomes of the community internship.

By way of a general comment, our organisation has benefited significantly from this placement. As hoped, we have been able to progress tasks that would have otherwise remained beyond our resources, even though they were important for the strategic development of the agency. The candidate we were able to place in this internship, Amanda Scothern, has been an important "find". We are currently exploring ways to extend her placement to further develop one component of the tasks originally specified. Should we be able to attract the necessary funding this will become a permanent position.

In this Report, I will give a general reminder of the context of each task and then comment on the outcomes achieved during the term of the placement.

### **Task 1 Client demand for service:**

We sought to explore the possibilities of engaging services of experienced counsellors and psychotherapists to volunteer their time to work with 1 or 2 clients each to meet the level of client demand for services. The task then, was:

- to develop a Project Plan that will result in the engagement of volunteer counsellors and psychotherapists who are appropriately supported and can deliver quality services to RAS clients.

This became a task that took lower priority, as the need to finalise the renegotiation of our funding contract.

**Outcome:** We have recently advertised in professional journals and through professional associations and have already received some expressions of interest. Once we have a viable number of volunteers we will proceed to the training and client matching stage of this project.

### **Task 2 External funding changes**

This task involved the crucial planning of our funding contract renegotiation, under the new District Health Board structure. The **task** was:

- to devise a Management Plan that explores relationship building with Capital and Coast District Health Board in preparation for the re-negotiation of our contract in June, 2001.

**Outcome:** After an extensive consultation process with stakeholders, internal as well as both local and national, Amanda drafted our funding proposal that was submitted in June. The plan detailed the additional resourcing necessary to develop the service in line with the Boards' strategic thinking.

Amanda successfully co-ordinated a number of meetings we used to lobby DHB Board members and DHB Funding and Planning officers.

### **Task 3           Quality Assurance Programmes**

*The tasks under this project required the preparation and printing of a number of documents related to client feedback and client rights. The **task** is:*

- *to establish procedures for the collection of client feedback*
- *to ensure that clients are appropriately informed about RAS services and their rights under NZ legislation, especially the Health and Disability Act.*

**Outcome:***The lateral thinking approach adopted for this project has resulted in a number of other mental health/health agencies throughout New Zealand being invited to participate in a joint project to produce the material that we all require. While this has turned out to be a somewhat protracted process, not unexpectedly given the “players”, the ability to achieve what looks likely to be a first in this area is a pleasing accomplishment.*

*The Health and Disability Commissioners office is also now looking to produce its pamphlets in some the languages of our clients.*

*Generally the outcome has been to enhance relationships between a number of agencies within the sector.*

### **Task 4           Community engagement**

*The Board is eager to explore ways that the refugee communities can be engaged in providing on-going advice to RAS about services and the means by which RAS can support communities to address their own mental health support needs. The **task** is:*

- *to plan processes for the engagement of client communities in the development of RAS services.*

**Outcome:***This has become a larger and on going task, as referred to at the start of this report (para 2). Part of the funding proposal has been to seek the resources necessary to effectively empower to communities to better meet their own mental health needs, provide direct services to clients and be a conduit between the Centre and the client communities.*

#### **Other tasks:**

*Given Amada’s competencies we have been able to give her other tasks that she has worked on with her usual competency.*

#### **Internship**

*As already indicated this Programme has enabled us to progress tasks effectively. The resourcing has proved adequate but, as I have already commented as part of the feedback interviews, if the programme is to achieve its ideal of an interchange of resources from the public and private sectors to the NGO sector, then it is going to require additional resourcing. This can be either by DIA funding or by encouraging the “donor” agencies to subsidise the salaries of interns going into the NGO sector placements.*

*We are exceedingly grateful to have had this opportunity and would look to other placements of interns with the right skills in future.*

*Yours sincerely*

*Alan Chapman  
Manager*

## **Report from intern – Amanda Scothern**

### **Description of work and outcomes:**

*The work that I was employed by RAS to carry out in the course of my internship involved addressing several tasks associated with strategic development objectives of the organisation*

*A preliminary step to these tasks involved carrying out an orientation to and review of the organisation's work, during the first month and a half of my contract. In addition to consultation with existing staff of RAS, this involved making contact with and meeting a wide range of stakeholders, including other service-providers and community organisations working with the same client group, people from client communities, government departments and policy makers from central and local government. I prepared a draft report on my findings out of the review, and requested further feedback on this draft from all those consulted, which resulted in a final report.*

*The review gave me an opportunity to gain a good understanding of the organisation and its environment, and the concerns of various stakeholder groups, and it informed my work on the strategic tasks.*

*The tasks specified in the Internship proposal were approached as individual projects. They were as follows:*

**Task 1.** *To devise a Management Plan that explores relationship-building with Capital and Coast District Health Board in preparation for the re-negotiation of RAS' funding contract in June, 2002.*

*This task involved collating information on priorities and concerns of the Capital and Coast DHB. The review I carried out, together with the board's Strategic Plan, served to identify areas of need for service-development. Together with RAS Manager, Alan Chapman, I drafted a proposal for funding based on these service-development needs. I co-ordinated various liaison and awareness-building activities, including a meeting between C&C DHB members and organisations working with refugee health. The funding proposal was submitted in June, and I continued to be involved in follow-up activities.*

*Outcomes:*

- RAS client needs and corresponding service development priorities for the next two years were clarified and a comprehensive proposal for funding was prepared.*
- A relationship was established with some board members of the C&C DHB, and the Funding and Planning department, which has allowed a constructive dialogue around the needs of RAS clients, and the ways these needs are reflected in the policy and funding decisions of the DHB.*
- RAS strengthened relationship with other service-providers working with the same client group, and a strong joint representation was made to the DHB on shared concerns and needs.*
- The proposal for funding was submitted to the C&C DHB, and is currently being reviewed.*

**Task 2.** *To establish procedures for the collection of client feedback*

**Task 3.** *To ensure that clients are appropriately informed about RAS services and their rights under NZ legislation, especially the Health and Disability Act.*

*These two tasks were undertaken as one project, which focused on the finalisation and translation of material previously drafted, for client information, and two questionnaires for evaluating RAS service-provision.*

*Given the limited budget available to RAS for this work, I approached various other organisations who would have a similar need, about the possibility of sharing translation of this material. In addition I and RAS Manager Alan Chapman approached the Health and Disability Commissioner's Office about having some of the material related to the H&D Act translated by the Office.*

*Both of these activities involved extensive and ongoing networking and organisation.*

*Outcomes:*

- A shared effort to have material translated has been co-ordinated, and it is planned to send material to translators in the beginning of August with an expectation that 6 organisations from around the country will share in the project.*
- We are hopeful that the Health and Disability Commissioner's Office will undertake to translate a summary of the Act to the six high-priority languages identified by the group, and this will be posted on the HDC Office website for all members of the public to access.*
- A strong relationship with RAS Auckland has been developed, and the two organisations are planning to jointly produce an information pamphlet on RAS services.*

**Task 4.** *To develop a Project Plan that will result in the engagement of volunteer counsellors and psychotherapists who are appropriately supported and can deliver quality services to RAS clients. I developed this project plan in consultation with the Manager and Clinical Co-ordinator, and with input from other sources including Volunteer Wellington. In preparation for this project, I participated in a Volunteer Wellington 1-day workshop on managing volunteers.*

*After discussion of the project proposal with the Manager and Clinical Co-ordinator, it was decided to go ahead with the project as proposed, and I co-ordinated the first step in recruiting potential volunteers by sending information to a range of professional associations.*

*Outcomes:*

- A project plan has been developed, and decision made to go ahead with this project.*
- Contact has been made with potential volunteers through professional associations, and some expressions of interest have been received.*

**Task 5.** *To plan processes for the engagement of client communities in the development of RAS services.*

*Again, the initial review gave a good basis for working on this task. However, findings from that review indicated that in order to further engage client communities in RAS services, the organisation needs to employ community members, and to be involved in community-based initiatives for development, which will then feed back into RAS service-provision.*

*These directions have long been part of RAS strategic objectives to expand the range of services offered. Limited resources are the main obstacle to achieving these objectives, and this limitation has been addressed in the proposal for funding.*

*In the meantime, this task has been pursued through improved liaison activities and taking all possible opportunities for engagement and involvement with client communities. This has included working on advocacy, preparing RAS submissions to various consultation processes, and representing the organisation and the needs of client communities in existing liaison and consultation activities (Tripartite consultations, WCC Ethnic Forums, interfaith liaison group etc).*

**Outcomes:**

- *Stronger relationships established with members of communities who participate in existing consultation and liaison activities.*
- *Profile of RAS and RAS services is increased in the community through RAS presence at consultation fora and community activities.*
- *Opportunities for input into development of RAS services by communities increased through increased contact.*

**Other Activities:**

*In addition to the tasks in the internship proposal, some additional tasks have come up which fitted in with the strategic development focus of my work. In addition to preparing the proposal for funding from the agency's traditional funder, I have been involved in developing a joint project for refugee youth with two other organisations, and exploring alternative funding sources for specific projects. I have also been involved in looking into Treaty of Waitangi principles in the policy and practice of the Multicultural Service Centre agencies (RAS is one of five who make up the Centre).*

### **The host organisation: Southland Mature Employment Service**

The Mature Employment Service (MES) is an employment and support service for mature people. The service assists people who are actively seeking work or investigating alternative methods of earning a living. In order to maintain their viability, the service operates a number of commercial, income-generating services, including Glengarry laundry, Timeout Carers, Supergrans, OSCAR childcare and firewood supplies. Although the service tries to operate as a business, because they rely on volunteers their relationship with their workforce is different to the usual employer-employee relationship, requiring a high level of personal support.

### **The intern: Kathy Kelly**

Kathy is undertaking her internship as a secondment from her current employer, the Ministry of Social Development (formerly WINZ), for whom she has worked as a case manager for the past sixteen years. She is also studying part-time towards a Diploma of Business and Management.

Kathy said that what interested her in the internship at MES was that she has done a lot of part-time study and the position would give her a chance to put what she has learnt into practice.

Kathy will be returning to WINZ after the completion the internship.

### **The home organisation:**

Ministry of Social Development (formerly WINZ)

### **The project**

The purposes of the internship were:

- Design systems for improved human resources management within the organisation.
- Assist in setting up employment contracts.
- Provide training in negotiating and resolving disputes.
- Improve formal lines of communication within the organisation.

## **Report of Southland Mature Employment Service Ltd.**

*Report to the Department of Internal Affairs For the evaluation of the Community Internship Programme*

### **Outcomes**

*As pointed out in the Community Development Group letter of 10 July 2002, most of the outcomes of the Community Intern's involvement with our organisation have been recorded in the interview notes by Kyle Mewburn.*

*Kyle did a great job of recording and reporting that information because it reflected the interview / discussion accurately and was conducted in a very relaxed manner.*

### **Objectives**

*Our objective to immerse the intern in our Community Group philosophy and culture was readily accepted by the Intern which is a reflection on the selection process undertaken by WINZ.*

*The challenge was to have the Intern learn how we operate and the driving influences that we have to manage so that this experience could be taken back and applied to their "normal" work approach.*

*I believe we have given the Intern sufficient opportunity to identify our strengths and difficulties so as to be able to relate these experiences when considering client support in general.*

*The Intern has often commented that the greatest difference between the two working environments is that Community groups can apply a lot more flexibility and ingenuity to solving clients' needs.*

### **Background**

*In June 1997 we established the current model of operation, catering for a mix of commercial and welfare activities. This has several advantages;*

- 1) it offers a proven method of improving peoples' self esteem,*
- 2) updates members' work and social skills,*
- 3) creates income for the security of the organisation, and*
- 4) demonstrates the example of self responsibility.*

*Our income earning activities include; Childcare, Respite Care, City Council Restroom Supervision, Gardening and Home Maintenance.*

### **Opportunity**

*The opportunity to experience both welfare and commercial activities in our organisation offered the intern a wide variety of experiences. This organisation has a large staff which creates a variety of administrative functions and the need for successful people management skills.*

*The Intern demonstrated a willingness to fit in and also a desire to manage people in respectful and creative ways.*

*The increased contact with WINZ through this exercise has made for a much better working relationship and I'm sure that there will be additional benefits to come from this in the future both for the organisations and for clients.*

*If you require any clarification or further information please do not hesitate to contact me.*

*Colin Schaab, Executive Director*

## **Report from intern – Kathy Kelly**

*Report to Department of Internal Affairs for the Community Internship Programme*

### **ROLE:**

*MES is a varied organisation as it is a mix of both commercial and non-profit ventures. This meant that my role as office administrator is varied. My duties have involved such things as wages, IRD returns and paying of allowances.*

*My main role was to train the volunteers in office procedures. However as I had not been involved in this type of work in the past I first had to learn the role myself.*

*Training of the volunteers has been interesting and challenging as some were only with ME for a short period and they all have differing skill levels. It has been a real pleasure to work with them and a delight to see their skill levels and confidence increase.*

*Being able to observe how the activities operate, has enabled me to develop systems and to ensure that the different areas receive timely administrative support.*

*I have also been able to attend meetings involving the wider community and have met a lot of interesting people. This has furthered my understanding of other community organisations.*

### **OUTCOME**

*Being part of this organisation has given me a much greater understanding of the difficulties community organisations face with regard to ongoing funding. It has also shown me what good outcomes can be achieved with a little ingenuity and taking a flexible relaxed approach.*

*Answering people's questions about WINZ and benefit entitlements in this environment is much more relaxed and I think people have been more confident about going into WINZ after discussing their situation with me first. I have tried to be approachable and supportive to all the volunteers and I think this has been effective in breaking down the issues clients sometimes have with WINZ.*

*I consider that I have not only learnt technical skills but that I have developed a greater understanding of managing and developing people. I have tried to encourage the volunteers to challenge themselves and learn new tasks. This environment gives people the opportunity to develop skills at their own pace.*

*I have really enjoyed my time here and hope that I have been of benefit to the organisation. It has been a really good opportunity for me and has refreshed/broadened my thinking.*

*Kathy Kelly*

### **The host organisation: National Collective of Independent Women's Refuges Incorporated**

The National Collective of Independent Women's Refuges Incorporated has 51 member Refuges assisting women and children experiencing family violence by providing services such as emergency accommodation, community-based support services and education. Many Refuges also provide child-care services, child advocacy, specialist children's programmes and outreach services for rural areas.

The Collective has a commitment to Te Tiriti o Waitangi which is fundamental to its philosophy of parallel development. It works to provide culturally appropriate services.

### **The intern: Charmaine Ross**

Immediately before starting the internship, Charmaine (Mo) was an associate of a consulting firm. She started a law degree at Canterbury University, but ended up with a BA in history. During this time she was a volunteer at the Christchurch Community Law Centre (CCLC), and later was employed as a community worker. While working at CCLC she became aware of the need for a service that was targeted specifically for Maori, especially as there were no Maori lawyers based in Christchurch. She was the initial worker for what was to become Te Ture Manaaki o Rehua (TTM) a Maori Legal Service in Christchurch. In 1993 she moved to Wellington to work as a community worker at the Wellington Community Law Centre (WCLC). In 1996, she moved to Nga Kaiwhakamarama I Nga Ture where she was employed as an education officer. During this time, she decided to return to law school and complete her law degree.

Mo has been involved in a number of projects outside the Law Centre movement. As part of her involvement with the Law Commission's Women's Access To Justice Project she was able to attend consultation hui and hear first hand some of the issues from Wahine Maori throughout the country. With that knowledge, albeit second hand, and the experiences of women working through the Refuge movement, she believes she will be well armed to work in the Family Law arena.

Mo is Ngai Tahu, Ngati Porou and Nga Puhī. She is the mother of three and grandmother of one.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- Collate international information on alternative models of Refuge provision.
- Summarise previous regional planning exercises undertaken by NCIWR.
- Consult other community based service providers to identify different models of service delivery.
- Analyse statistical information to develop a profile of service delivery and need across the country.
- Prepare a document that identifies key areas for discussion in various forums.
- Design and implement a process of regional consultation with member Refuges.
- Prepare a summary of findings from the consultation process.

### **The host organisation: Volunteering Canterbury**

Volunteering Canterbury works to promote, support and uphold the integrity of volunteer work. The organisation aims to support communities where voluntary work – defined as unpaid work done of one's own free will for the common good – is understood, recognised and valued. It supports all volunteering – in whanau/hapu/iwi, in the voluntary sector, the government sector, the commercial sector and the household sector.

### **The intern: Michael Smith**

Michael holds a Bachelor of Arts in Politics and History, a Master of Arts and a Diploma in Teaching. Prior to the start of the internship he was working as a researcher for the Canterbury Local Employment Coordination Group. He has experience in research surveying, analysis and report writing. Michael is interested in working in the areas of employment creation and sustainable development. He is keen to develop business assessment and project management skills.

### **The home organisation**

Christchurch Small Business Enterprise Centre

### **The project**

The purposes of the internship were:

- To develop and produce promotional material, both general and detailed, which will enable Volunteering Canterbury to launch and implement an Employee Volunteering Programme;
- To develop and produce templates and checklists for implementing an Employee Volunteering Programme;
- To discuss and test the material with potential volunteers, business/statutory organisations and voluntary organizations, and amend as required;
- To make other preparations necessary to launch and implement an Employee Volunteering Programme in Canterbury.

## **Report of Volunteering Canterbury**

*Our participation in the Community Internship Scheme has been an extremely positive experience. This is due partly to the fact that the chance to be involved came at an opportune time for us and partly because the Intern who was appointed was extremely suitable for the task and for our organisation.*

*Since 1996 we had been considering how best we could support the development of Employee Volunteering in Canterbury and when the Internship Scheme was announced we had completed a thorough scoping study of Employee Volunteering possibilities and done the preparatory work for moving into Phase Two including the development of a Job Description for a worker to produce informational and promotional material. We were therefore able to submit a well-based application to host an Internee.*

*It was after we had closed for end-of-year holidays that we were informed that the Department had identified a potential Internee who might be suitable and consequently it was not until late January that the Working Party was able to meet with Michael Smith and a mutual decision was made that he should join Volunteering Canterbury for six months from the end of February.*

*We can say without reservation that Michael proved to be an ideal person for this project. Our organisation is an extremely busy one with limited resources. Michael remained focussed on his task despite continual interruptions and the fact that during his time here we hosted a national volunteering conference and moved premises. He quickly became a valued member of our team, willingly joining in activities and adapting easily to our organisational kaupapa. His warmth and sense of humour have been appreciated by all at Volunteering Canterbury and by the wider group within Christchurch Community House.*

*It is rare for a voluntary organisation of our size to have the luxury of a worker who can concentrate full time on one project. Michael's considerable research skills enabled him to fully investigate the complexity of Employee Volunteering and to ensure that our programme both upholds the integrity of volunteering and is suitable for promoting in the world of employees. With minimal supervision required he has prepared three specific resources:*

- *A pamphlet and flyers to promote the programme and engage interest*
- *A booklet which describes the range of different types of Employee Volunteering*
- *Programme Guides which document the steps needed to implement the various types*

*While we were awaiting the results of our application for a Community Intern we received a grant from the Government's 'Support for Volunteering' fund for an Employee Volunteering worker. The fact that Michael's employment was funded through the Community Intern Scheme meant that that this other funding could be held over and has now been utilised towards the employment of a part time Employee Volunteering Co-ordinator to carry the Employee Volunteering Programme into Phase Three. Already we are receiving considerable interest from employers and voluntary organisations and the material produced by Michael is proving its worth in engaging participants. Our involvement in the Community Internship Programme has undoubtedly enabled us to launch Employee Volunteering in Canterbury in a well-grounded way and to go into Phase Three with confidence.*

*Ruth Gardner  
Manager  
Volunteering Canterbury  
www.volcan.org.nz  
20 August 2002*

## **Report from intern – Michael Smith**

*The internship project that I am involved with is to produce promotional material and guidelines for an Employee Volunteering programme that Volunteering Canterbury is developing. Initially, when I read the job description for the internship position I thought that I didn't fit it very well, especially in regards to my knowledge of the voluntary sector and MS Publisher. After meeting with the Employee Volunteering Working Party, however, I felt more assured that the internship could work out. They were prepared to give me a considerable amount of support and they had already assembled information to help me. I started work with Volunteering Canterbury on the 25<sup>th</sup> of February 2002.*

*To begin with, my work involved going through the information that Volunteering Canterbury had been gathering on Employee Volunteering (EV). This was a not inconsiderable task as they had been collecting material for over six years. I sorted out what would be useful in the development of the EV promotional material. Next, I produced a 'mock-up' of a promotional pamphlet, which had a basic outline of EV, definitions, the benefits to employers, employees and voluntary organisations, and contact details for further information etc. I also put together a 'mock-up' promotional booklet setting out the different types of Employee Volunteering in more detail.*

*The programme guides, for employers, employees, voluntary organisations and Volunteer Centres were more problematic. These are 'how to' documents which breakdown each type of EV and give approaches to setting up and running them. They involved thinking more laterally, from each of the different perspectives, and having to put practical actions into words.*

*After the initial development work, a great deal of my time has been involved with refining the material. It needed to conform to the requirements of the EV Working Party and to fit the ethos of Volunteering Canterbury. I have also put some effort into redesigning the booklet format so that it is more appealing, in terms of size, layout, diagrams, and photos. Additionally, case studies of EV have been included so that employers can see that it is already happening and is a practical proposition to get involved in. This has meant having to contact local businesses and organisations, involved in different types of EV, and getting their cooperation to be used as 'case studies'.*

*The work that I have undertaken hasn't left me stuck in the office at Volunteering Canterbury. In March I attended the Volunteering NZ conference. This included an Employee Volunteering workshop run by Louise Lee, who runs Wellington Volunteer Centre's Corporate Challenges. Louise's workshop provided some valuable material and insights into how this type of Employee Volunteering programme can be run. In April I attended the inaugural Christchurch meeting for the Social Entrepreneurs Network. One highlight of the internship has been attending the Employee Community Involvement seminar run by United Way (Auckland) and Positive Outcomes (Australia) in Auckland. One Christchurch company, MacPac, also invited me along to their tree planting day at the top of Bowenvale on the Port Hills.*

*My internship at Volunteering Canterbury also hasn't been limited to Employee Volunteering. I have learnt how Volunteering Canterbury operates and become more aware of the voluntary sector generally. Each month I have attended the Volunteering Canterbury staff training sessions (I did a presentation on EV at the Volunteering Canterbury staff training day in June). Also, in June Volunteering Canterbury, along with the rest of Community House in Christchurch, shifted into new premises. I quite enjoyed helping with the packing up, unpacking, and sorting of everything to fit into its new location. In addition, as my EV work nears completion, and while I've been waiting for case study feedback, I've been working on re-organising the Volunteering Canterbury library.*

*We have had positive feedback on the promotional material and will be starting up a pilot programme before I leave. There is also another presentation on EV planned for Voluntary Organisations at the beginning of August. I've really enjoyed my time at Volunteering Canterbury and I will miss the people that I've worked alongside for the six months. They all made me feel welcome and have been very supportive to me.*

*Additionally, my skill base has been improved while I've been on the internship. I'm now competent with Publisher and my layout and editing abilities are increased. It has benefited me by interacting with new people, and in gaining new perspectives. I have also made new contacts in my usual work area (employment analysis). Perhaps the biggest surprise has been that some people that I knew before the internship now see me in a different light, and this has changed my relationship with them.*

**Mike Smith**

16.7.2002

### **The host organisation: Pacific Island Executive Council of Canterbury Trust**

This Pacific Island Executive Council of Canterbury Trust was formed in connection with Christchurch City Council to provide a voice for the Pacific Islands community in Local Authority policy. The Trust also provides services such as employment placement and relations assistance, facilitating liaison between the local community and Pacific workers in government agencies, a Study Support Centre for children aged 5-12 years and assisting with the delivery of the Safer Communities programme.

### **The intern: Ben Moceiwai**

Immediately prior to starting the Internship, Ben was a coordinator at Pacific Trust Canterbury designing and implementing health strategies for the Pacific Island community. After completing a Bachelor of Commerce (triple major – economics, management and management science) at Canterbury University in 2000, Ben was asked to work in the project department at Christchurch Hospital. He spent eight months involved in various research and other projects, before moving onto the Pacific Trust.

Ben is a member of the Canterbury Fijian Association and Cultural Group, and has represented NZ universities in touch rugby.

### **The home organisation: N/A**

### **The project**

The purposes of the internship were:

- In consultation with the Pacific Island Executive Council of Canterbury Trust and the Ministry of Pacific Island Affairs, the intern will be required to:
  - Examine the governance, management, and leadership structures and the employment processes of the Pacific Executive Trust and make recommendations for change where necessary.
  - To undertake the implementation of those recommendations.
  - To undertake planning processes surrounding the Trust's strategy and management.
  - To develop and define the roles and responsibilities within the organisation.
  - To write business and work plans.
  - To engage in and promote networking with other agencies including those from local and central government.
  - To develop and promote cultural protocol awareness for staff and clients.
  - To develop plans for and provide advice on research and evaluation.
  - To undertake a revision of the Constitution with consideration of cultural models from other appropriate organisations.
  - To improve accounting procedures including GST returns, tax, and audit trails.
  - To improve general administration and record-keeping.

## **Report of the Pacific Island Executive Trust**

### **Purpose**

*This paper summarises the key elements of an evaluation from the Ministry of Pacific Island Affairs being the host organisation of the Department of Internal Affairs, Community Development 'Community Internship Programme'.*

### **Background**

*On the 4<sup>th</sup> February the Ministry of Pacific Island Affairs agreed to mentor for a six-month period an intern in the position of Manager for the Pacific Island Executive Trust.*

*An initial contract agreement was for the intern appointment of Mathew Siliga, signed on the 8 April 2002. On Mathew's resignation the second contract agreement for the intern appointment of Ben Moceiwai was signed on the 5 May 2002.*

### **Obligations of the Ministry of Pacific Island Affairs**

*Agreed in the terms of the contract the Ministry of Pacific Island Affairs will;*

- 1. Provide mentoring to the Intern and the Agency in the areas of policy, community advocacy, legal matters and governance.*
- 1.2 Liaise monthly with the Agency about the progress of the internship.*
- 1.3 Report immediately after its monthly liaison with the Agency to the Department of Internal Affairs on the progress of the internship and the use of funds by the Agency.*

### **Ministry of Pacific Island Affairs expectations of the Internship**

*The Ministry of Pacific Island Affairs initially perceived the appointment of an Intern was to assist the Pacific Island Executive Trust, build on the foundations of their current employment and social service programme. With a focus to further develop a strategic employment programme structure and framework, implement this strategy and transfer these skills to the current staff of the organisation.*

*Also, the intern would be required to ensure the administrative systems and procedures used by the organisation had sound and accountable structures as required to the standards of audit New Zealand.*

### **Pacific Island Executive Trust's position**

*Within a two-week period of the intern starting it became evident that Pacific Island Executive Trust had some very concerning issues regarding their organisation.*

### **Outcomes of intern's involvement:**

*Firstly, the provision of a manager under the internship programme has been invaluable and has ensured the ongoing service delivery and operation of a Pacific provider. Thus ensuring 'Pacific for Pacific' services.*

*Furthermore, an enhanced employment and training programme has been developed and is being implemented for the delivery to Pacific peoples by a Pacific provider in Christchurch.*

*This work has only been possible through the employment of this intern to the position of manager. Had this provision not been available then the desired outcomes would not have been achieved.*

*As noted in the issues, solutions and outcomes section of this report, these actions were implemented and delivered by the intern.*

*The following are a list of skills used and tasks completed by the intern in respect to his work.*

- *Manage and implement the governance, management and leadership structures within the Trust.*
- *Define the roles and responsibilities of staff within the organisation.*
- *Review and implement appropriate employment contracts and job descriptions.*
- *Implement and manage a strategic business and work plan.*
- *Ensure positive networks and relationships are established with other agencies, providers, local and central government agencies.*
- *Financial management, forecasting budgets, budget allocation, securing new and cheaper contracts and services, creating debtor and creditor ledges, GST returns and tax ensuring financial systems are to the standards of Audit New Zealand.*
- *Administration management develop and implement an administrative and record keeping system that is to the standards required by Audit New Zealand.*
- *Risk management.*

***Ministry of Pacific Island Affairs involvement in the Community Internship Programme.***

*It has been evident that without the Ministry of Pacific Island Affairs (MPIA) involvement the Community Internship Programme would not have been successful. And the contractual obligations with this particular organisation would not have been fulfilled.*

*Firstly, the most important aspect to this programme was MPIA being involved in the selection and appointment of the intern. This aspect is critical when choosing a person with the relevant knowledge, skills, qualifications and experience to complete the tasks required. The appointee must be able to achieve and deliver the desired outcomes in order for the programme to be successful.*

*Secondly, the mentoring of governance, administrative and legal support and advice provided by our organisation has been also of value. The intern regularly sought guidance and clarity on issues pertaining to matters like, employment contracts, financial audit trails, systems and processes.*

*The ministry's stance on the delivery of quality control systems and audit trails in particular within a Pacific organisation is inflexible. Often with Pacific providers they try to include 'cultural aspects' to the organisational structure. This action should not be confused with 'cultural delivery of services'. An example of this is the election of the chairman for the board should not be based on his or her level of status within the community, but alternatively based on his or her skills, experience and knowledge.*

**Overview:**

*In future should a Pacific provider and or organisation be successful in securing a Community Internship Programme, that a contract agreement like that of Pacific Island Executive Trust and Ministry of Pacific Island Affairs with the Department of Internal Affairs be implemented. The implementation of this strategy should apply especially if these providers are receiving central government funding.*