

Vignette twenty-nine

I think the main thing that happened was that I didn't read the case before I went to the family. I was quite glad that I didn't read the case because I would have made a pre-judgement call. I met the family which was interesting. She seemed quite hardened but I actually did get on well and it was about listening to her stories, she took me through her journey and it was very good. We hadn't built that rapport just then. I made a judgement call on having a Strengthening Families so we had a Strengthening Families and we brought all the services together, there were about 8. The first Strengthening Families I had a facilitator and it didn't go so well, we just acknowledged everyone and who we were and she had Family Start involved and CAMS and she wasn't really moving. The second one we hardly had anyone there and I didn't have a facilitator. You bring the agencies together and the family take the lead role. Whatever they are wanting is what the agencies are meant to say – yes, we can do that. It started to get smaller and smaller so agencies started to opt out and not attending the meeting but they weren't really providing any solutions for the family. What we have found out is that mum wanted to do her own business and so that was good. Work and Income was there, she didn't have a good rapport with Work and Income and she hated them. So we transferred her into Family Start with the income person who was more understanding towards her needs, but the Work and Income lady was really good anyway because she still maintained the professionalism but was empathetic. She attended and then we found out that maybe budgeting was a big problem, finances were a big problem; she had all these debts she couldn't meet and that was putting a strain on her. So I referred that over to the Budgeting Advisory and she went under total money management. ... So she had to go through all of that. That worked out really well for her in the end because the stresses around those disappeared because they were taken care of. We ended up with just three of us coming and through that whole process there were some comments made from certain professionals around her not pulling her weight. I didn't see that, I thought she was pulling her weight. Even though I took that information, I still went with intuition that she's trying, she's wanting help and so we're going to push it. It actually worked out that it was us three coming every month to the meeting, she ended up leaving Family Start and all those agencies and just sticking with us three. Work and Income said there was a course to own your own business. She did the course. Then she did another course that came from that course and then she decided she didn't want to own her own business any more, she was interested in security. She's a really small lady, she's a strong woman. She loved every moment of it and then next she was passing her NZQA and unit standards and that was bringing up her self esteem and if I remember at the beginning she said that I've got no education whatsoever and I can barely do this and do that. And then she had finished her unit standard and I'm doing the next one. And she said "I really enjoy the power that I have ..." because she was in security.