Te Kāhui Mutumutu o Te Upoko o te ika-a-Māui

Amputee Society of the Greater Wellington Region Inc

"Providing support for amputees and their families."

27 Waiho Tce, Elsdon, Porirua. 0274 876599 tetau@paradise.net.nz

June/July Newsletter 2017

Kia ora koutou katoa, Talofa lava, Greetings.

Kate Horan Daughter, Mother, Paralympian, Amputee Society President, MNZM

Our Amputee Society President Kate Horan recently attended a cermony at Government House, Wellington to receive her News Years Honour medal, Member of the New Zealand Order of Merit, from the Governor General Her Excellency The Right Honourable Dame Patsy Reddy. What a proud moment for family and friends as her sigificant contribution to paralympic sports was recognised, honoured and celebrated - Congratulations Kate and well deserved - Committee.

*The **New Zealand Order of Merit** is an order of chivalry in New Zealand's honours system. It was established by royal warrant on 30 May 1996 by Elizabeth II, Queen of New Zealand, "for those persons who in any field of endeavour, have rendered meritorious service to the Crown and nation or who have become distinguished by their eminence, talents, contributions or other merits".*

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Recently one of our Amputee members had an absolutely awful experience with a Mobility Taxi driver and was treated poorly and inappropriately. As you can well understand Amputee Clients and others using the Mobility Van are often vulnerable and in need of a high level of customer care and service, sadly in this case this did not happen. This issue is still being dealt with through the appropriate channels but it raises the burning question:

What should I do if I have a complaint?

NZ TRANSPORT AGENCY
WAKA KOTAHI

Taxi and shuttle drivers are required to display in their vehicles information on how to make a complaint.

There's a procedure in place if you want to make a complaint about a passenger service and have it investigated by the appropriate transport authorities. If the matter is serious, or concerns criminal activity, you should contact the New Zealand Police. Otherwise, it's recommended that you first make your complaint directly to the taxi or shuttle company. Operators of all types of passenger service are required to keep a register of complaints, which we review from time to time.

If you're not satisfied with the result of the company's internal investigation, you may make your complaint to the Transport Agency. Although complaints are usually made to the Transport Agency, other agencies – such as the New Zealand Police or the Ministry of Consumer Affairs – are able to record complaints and pass them on to the Transport Agency.

Note: Complaints that involve the schedules of a public transport service should be directed to the regional or district council in your area.

https://www.nzta.govt.nz/commercial-driving/taxis-shuttles-buses-and-other-passenger-services/using-a-passenger-service/

HDC
Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

Making a complaint can be a difficult thing to do, especially if you're not sure of the best way to get your point across. We can help you to work out the best solution.

Generally, it's helpful to first raise your concerns with the provider, so you can try to resolve the complaint between yourselves. But sometimes this isn't possible, or you might not feel able to deal with it yourself. Health and Disability advocates are available to support you, the consumer, when you have a complaint. And they're free to use. http://www.hdc.org.nz/

If you believe you have suffered an injury as a result of treatment provided, you may also wish to contact ACC on 0800 101 996. ACC is the body responsible for providing no-fault compensation for personal injury.

Contacting an advocate

You can contact an advocate on 0800 555 050, by email at advocacy@advocacy.org.nz

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New Central Regional Manager and Clinical Prosthetist

I would like to introduce you to the Wellington Artificial Limb Centre's newest addition, Regional Manager and Prothetist: **Rebecca Grooby.**

Becky (as she likes to be referred) has just been appointed as NZALS' Central Regional Manager. She has a first class Science degree in Prosthetics from the University of Salford and is an accredited member of the NZOPA.

Becky first joined the NZALS Auckland team in January 2016, and prior to that she worked as a Prosthetist in Manchester UK.

Becky is excited to work alongside the Wellington team to continue to improve the service and to seek out new opportunities to provide the best results to our patients. I have had a little birdie whisper in my ear that Becky is an amazing clinical prosthetist and that perhaps our Auckland Amputee brethren are mourning their huge loss. I'm sure that you will all make Becky feel welcome and at home in her new Wellington home.

Mana Wahine

It has certainly been a number of years since I have seen a female prosthetist working out of the Wellington Limb Centre so I am also excited about Becky's new role here in what has been a predominantly male orientated workshop workplace. I'm sure you would be interested to know that of the five Artificial Limb Centre's here in New Zealand three of them are now currently being managed by women. Megan Thornley - Auckland, Laura Hillas - Hamilton and Rebecca Grooby - Wellington. The Christchurch and Dunedin Limb Centre's are both being managed by Matthias Blattner. I am encouraged to see that there is certainly no gender inequality within the NZALS workplace and that as an employer the NZALS seeks to employ the necessary leadership attributes and qualities regardless of gender to provide quality service.

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NZALS
Peke Waihanga, Aotearoa

Photograhic Blast From The Past

Staff Photo: 2003
L to R: Neil Chavda, Peter Allen, Michi Mulitalo, Geoff Goddard, Sarah Martin, Otto Schutte, Ilse Vermeulen, David Parsons, Steve Harland.

You may recognise some of these prosthetists from years gone by?
It's easy to see that the mullet hairdo and sideburns were all the rave in the 1970's and yes, that's Otto, arms folded and wow! all that hair. Well leap ahead 25 years and see how cruel father time can be to all those beautiful shoulder length locks.
It's amazing and humbling to know that some of these staff members have made and continue to make a lifelong committment to working for the NZALS using their passion and expertise to help Amputees achieve independent and productive lives.

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Finnacial Accountability:

To Review or not to Review...

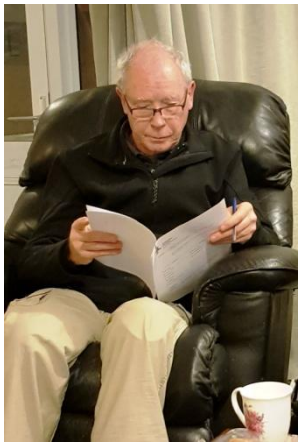
As an Incorporated Society, keeping our finacial affairs in perfect order is an absolute must. We have been so blessed to have a treasuerer who is finacially savvy in keeping our records and books in order but its a difficult task and one that needs constant care and monthly attending to ensure records are up-to-date, all above board and reported correctly to satisfy our Society's committee, the IRD and Internal Affairs for us to recieve support from Lotteries and The Lions Foundation.

Treasurer Raewyn Te Tau \ Accountant Graham Clark

Having accounts reviewed or audited yearly can be a huge headache and can come at a substantial cost to Societies and Charitable Organisations who don't have a friendly accountant within their organisation that is somewhat sympathetic to their cause. This year we were enormously grateful to accountant Graham Clark who completed a full audit of our finacial accounts.

Because the cost of Grahams services were significantly less than in previous years it was decided to gift Graham a Kahotea Pounamu Hei Toki pendant as a token of our gratitude and appreciation. Graham was extremely thankful and overwhelmed that we responded in this way.

The name kahotea is an abbreviation of kakahotea, meaning the white flowering seed head of the toetoe. Tradition records that a daughter of Kupe found a white-skinned boulder high up the bank of the Arahura River close to a toetoe that was flowering at that time. The name commemorates the first discovery of a white-skinned pounamu boulder. Many boulders are completely white on the exterior but once sawn open their true variety is revealed.



[pictured right] Our Committee member Graeme Bell giving the freshly printed Auditors finacial report the serious once over and blessing at our recent monthly meeting.

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Fundraising Fun at Mitre 10 Mega Porirua

On Saturday the 10th of June we held a fundraising sausage sizzle at Mitre 10 in Porirua. We would like to extend a big thank-you to John and the staff at Mitre 10 who were fantastic and super on-to-it in regards to helping us get set-up and making sure that everything was running smoothly througout the course of the day.

The day started off with beautiful blue skies but being winter there was a cool chill in the air. Our team all pitched in and tag-teamed for the duration of the day which became overcast and slightly bleak. The weather however didn't dampen our spirits and enthusiam to feed the hungry DIY masses and Mitre 10 staff as well as promote our Society to the Porirua Community.

[left] Dave took the first watch at the grill.
[right] Kate & Mary: "Would you like sauce with your hotfoot?" Ken: "Lord help me!"

[above] The p.m crew: Jo, Mary, Kath & Rob braving the slightly cooler afternoon temperatures. Jo & Rob wisely took turns in the BBQ hut to stay warm.

Amputee Society of Greater Wellington Region Inc.

[left] Raewyn seems to know the difference between a hotdog and a hotfoot... that is a hotdog right?? and who's that hiding in the BBQ hut?

This was our first community fundraising sausage sizzle with the support of Mitre 10 Mega and our first foray into the public eye as an Amputee Society. We were blown away by the level of support and generosity of the Porirua community and shoppers at Mitre 10. Two days later we were notified by the Coordinator of The Amputee Federation that a sizeable donation had been put into our account by a local Porirua Bussiness who had noted our fundraising efforts and wanted to no-questions-asked support us. We are absolutely delighted and humbled by this donor who asked not to have too much fuss made over this donation. This shows us that there are people in our local communities who care enough to want to make a difference.

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Movie Fundraising Event

The Amputee Society of the Greater Wellington Region Inc, are hosting a screening of the movie "Dunkirk".

Where: Light House Pauatahanui, 3 Paekakariki Hill Road.

When: Sunday 23rd July at 5.00 PM. Arrival From: 4.15 PM

Tickets: $20.00

Contact: Rob Penhey 0276198240 text or phone

Email: rob.penhey@gmail.com

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Membership Renewal: 1 Dec 2016 - 30 Nov 2017

At the AGM in April, members agreed to increase subscriptions from $5 a year to $10.
We value your continued membership of the Society which allows us to be a viable group.
Your support allows us to respond to the needs of the Amputee community.

I wish to become a member/renew my membership - of the Amputee Society of the Greater Wellington Region and enclose payment to cover the following:

Membership subscription ($10)	*$ .....*
Associate Membership for my partner/spouse	*$ .....*
Donation (tax deductable)	*$ .....*
Total enclosed	*$ .....*

Internet Banking: Westpac Bank Porirua 03 0547 0712589 01 *[NB: IRD rebate is available for donations of $5 or more]*

Name (s) ..... Type of Amputation.....

Address .....

City ..... Post Code .....

Phone number ..... Mobile .....

Email .....

Post to: Treasurer
27 Waiho Terrace
Elsdon
Porirua 5022

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