

# DEER

*good people  
doing  
good things*



NEW ZEALAND  
**RED CROSS**  
RĒPEKA WHERO AOTEAROA



# KIA ORA,

**2020 has been a year unlike any other. Aotearoa New Zealand has faced floods, fires and a global pandemic, and we know that more disasters will continue to happen. In this issue of RED, we're highlighting the importance of being good and ready.**

Being prepared can save lives, and the horrific night in October at Lake Ōhau is proof of that.

Residents were woken by a large wildfire approaching their town. As the flames grew taller and the fire got closer, the community knew what to do - they had an emergency plan in place and that night, they executed it. Forty-eight houses burnt to the ground but, thankfully, there was no loss of life.

At the request of Civil Defence, our disaster response volunteers, who train all year round to be ready to respond to a disaster or emergency like the fire at Lake Ōhau, were activated to provide emotional support to people affected. See page 3 for the story of loss and resilience, and the importance of having a plan.

Just over a week after the Lake Ōhau fire, New Zealand Red Cross marked Good and Ready Week, holding events all over the country to get Kiwis better prepared for a disaster or emergency. You can read more on page 6.

Abdal's incredible story on page 7 is yet another example of how being prepared saves lives. In the middle of the night, Abdal found his one-year-old son Taha not breathing. Luckily, Abdal had done a Red Cross first aid course and knew exactly what to do. He sprang into action, giving Taha CPR until the ambulance arrived. His training and fast thinking means Taha is still with us today.

I hope that you enjoy the stories in this issue of RED, and it inspires you to put a plan in place to get more prepared for a disaster or emergency. While we can't predict the future, we can equip ourselves and our loved ones to respond to and overcome whatever is around the corner.

Ngā mihi,

**Anne Smith**  
SECRETARY GENERAL (ACTING)

Anne Smith, Secretary  
General (Acting)





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Lake Ōhau Village fire.



DWST member Rick Hopcroft talks to Kere Pomana, a Napier resident affected by a major slip in Bluff Hill.

## Who are we?

New Zealand Red Cross is part of the largest humanitarian network in the world – the International Red Cross and Red Crescent Movement. We've been helping in New Zealand since 1915.

We're helping Kiwis every day - whether that's providing a hot meal, helping former refugees rebuild their lives or engaging with local communities to be better prepared for an emergency. And, right across the world, we help people affected by disaster and conflict. Our mission? To improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.

## Our Fundamental Principles

- Humanity
- Impartiality
- Neutrality
- Independence
- Voluntary Service
- Unity
- Universality

Read more about them at [redcross.org.nz/about-us/what-we-stand-for](https://redcross.org.nz/about-us/what-we-stand-for).



# LAKE ŌHAU FIRE:

## A STORY OF COMMUNITY PREPAREDNESS

New Zealand Red Cross' disaster response volunteers provided support to the people affected by the Lake Ōhau fire, New Zealand's largest-ever wildfire, which burnt 48 houses to the ground.

These binoculars are one of the only items not burnt by the fire.



### HOW TO HELP:

Become a disaster response volunteer. Visit [redcross.org.nz/DWST](https://redcross.org.nz/DWST).



Nicky Curr, Anne Ellis and Scott Richardt, members of the Timaru Disaster Welfare and Support Team.



## The recent fire in Lake Ōhau Village is the largest wildfire recorded in New Zealand's history.

4 October 2020 is a day the Lake Ōhau community will never forget. A day many of their lives were turned upside down.

In the middle of the night, residents of Lake Ōhau Village were woken up by the deadly threat of a large fire approaching their town. People were forced to flee their homes, some with just the clothes on their backs.

The Lake Ōhau fire has been recorded as the largest wildfire in New Zealand's history. In its path, it destroyed 5,040 hectares of land and 48 dwellings but, thankfully, there was no loss of life.

The fire has left very little behind, transforming the picturesque village of Lake Ōhau into a ghost town

powdered with ash and filled with an acrid smell. All that is left are random objects, unrecognisable belongings and parts of structures standing, a grey filter taking away any sense of life.

While a few houses surprisingly escaped the fire and are still standing, most residents that night lost everything: their home, their belongings, their personal memories, their confidence and, for some, their business and income.

### A listening ear

At the request of Civil Defence, 10 New Zealand Red Cross' Disaster Welfare and Support Team (DWST) members were

deployed to Twizel to support people affected by the fire. As highly-trained volunteers, they were providing psychological first aid (PFA) – emotional and practical support to the survivors and the wider community.

PFA is about listening to people without judgement, offering comforting words and a warm smile, pointing people to available services, handing out a cup of tea and, sometimes, giving people a hug.

**“Not only have the survivors gone through the traumatic experience of escaping the fire, they also have to come to terms with the fact that their house has burnt to the ground leaving almost nothing behind, and that their entire community is affected. That's why we are here, to support them as they deal with this very stressful experience,”** says Nicki Curr, Timaru Team Leader.

“Some of us have accompanied residents to their property, or what is left of it. Whether they were seeing it for the first time or the fifth time, in many cases, the emotions were so heavy that having a listening ear or a shoulder to cry on has been useful for them.”

Our disaster response volunteers mostly train and respond to emergencies in their local area but may travel throughout New Zealand supporting other Red Cross

teams when needed. Our response teams are trained in a variety of skills, from first aid to ground-based rescue and PFA.

### The life-saving emergency plan

Members of the Lake Ōhau community knew what to do in the event of a fire. They had an emergency plan and executed it that night.

A resident rang the emergency alarm in the village, neighbours woke each other up by tooting their car horns in the street or banging on each other's doors, and they left as quickly as they could. Their emergency plan was a life saver and a lesson for all communities across the country to make their own plan.

“The event at Lake Ōhau Village is heart-breaking and our thoughts here at Red Cross are with the whole community,” says Angela Sutherland, New Zealand Red Cross General Manager Disaster Risk Management.

“What the residents did prior to the fire – setting up an emergency plan – and then the night of the fire – executing that plan – is something the rest of us around Aotearoa should learn from. We all have to think about how disasters can impact us and what we can do to keep safe, just like the Lake Ōhau community.”

The fire at Lake Ōhau occurred just over a week before New Zealand Red Cross marked Good and Ready Week. Read the story on page 6.





# RED CROSS' RESPONSE TO THE NAPIER FLOOD

On the night of 9 November, a huge downpour of 230 millimetres of rain hit the Hawke's Bay region, causing severe flooding and major slips in Napier. A local state of emergency was declared the following day.

New Zealand Red Cross' Disaster Welfare and Support Teams (DWSTs) were on the ground from the early hours of 10 November, helping transport people to safety, provide psychological first aid to people experiencing distress, and conducting welfare checks and needs assessments. Around 30 disaster response volunteers from around the country were activated to provide support.

“It does help when you talk about it, the experience you've been through,” says Leanne. “At the evacuation centre, Red Cross brought us some dry clothes, which we're grateful for. They also checked on us to see how we were. It makes me feel that people do care, that we're loved.”

Leanne Brown, one of the Napier residents severely affected by the flood, says she is grateful for the support she received from New Zealand Red Cross.

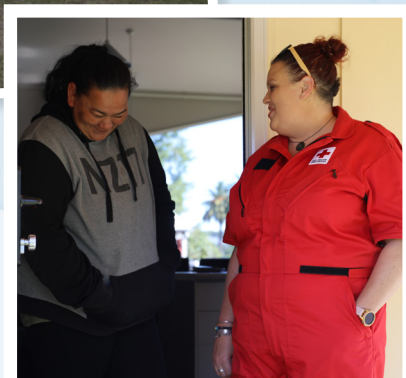
Hawke's Bay DWST Team Leader, Carma Anderson, adds: “As Red Cross disaster response volunteers, we do what we can to provide affected people with practical and emotional support. It can be a very difficult time for lots of people, and we would like them to feel that they do not have to go through this difficult time alone.”



Cathy Owers, a New Zealand Red Cross disaster response volunteer, helps assess the extent of the damage caused by the flooding.



New Zealand Red Cross disaster response volunteers from Hawke's Bay, Whanganui, Tauranga, Rotorua, Wairarapa and Hamilton come together to help people affected by flooding in Napier.



Leanne, a Napier resident who had to temporarily relocate to the evacuation centre at Kennedy Park after their house got flooded, receives a friendly visit from Amber McArthur, a New Zealand Red Cross disaster response volunteer.



# GOOD & ready WEEK 2020

To help Kiwis get better prepared for emergencies, we partnered with New Zealand Post and the Hurricanes to promote Good and Ready Week (12-16 October). Good and Ready Week is a New Zealand Red Cross initiative to encourage New Zealanders to connect, care and prepare before a disaster strikes.



The Waiheke Red Cross Shop used Good and Ready Week as an opportunity to talk to their customers about emergency preparedness.



(Photo Credit: Phillipa Karn)

In Kaitiāia, Red Cross volunteers shared resources with people receiving Red Cross Parcels.



**ARE YOU GOOD AND READY?**

Aotearoa is a place where disasters happen – are you and your loved ones ready?

**FREE TO DOWNLOAD** Red Cross New Zealand and New Zealand Post

Find out more about being good and ready at [redcross.org.nz/goodandready](http://redcross.org.nz/goodandready)

**NEW ZEALAND RED CROSS** **Be GOOD & READY** Supports New Zealand Post

Through New Zealand Post's generous support, we were able to produce a range of educational resources aimed at boosting public awareness about the importance of emergency preparedness.



We also ran the Good and Ready Week Photo Challenge with the Hurricanes to encourage the public to take three simple steps – connect, care, prepare – to get good and ready for a disaster or emergency. New Zealand Post kindly donated an iPhone as the prize.

Visit [redcross.org.nz/goodandreadyweek](http://redcross.org.nz/goodandreadyweek) to download our Good and Ready Week resources.



The Queenstown Disaster Welfare and Support Team kicked off Good and Ready Week at the Remarkables Market, connecting with their local community.





Abdal and his son, Taha.



Abdal saved his son's life after doing a Red Cross first aid course.



**“I SAVED MY  
SON'S LIFE  
THANKS TO  
RED CROSS”**

**In the middle of the night, Abdal Moneem Kyassah was faced with a parent's worst nightmare — finding their child not breathing. Luckily, Abdal knew what to do.**

It was a quiet night in Dunedin during COVID-19 Alert Level 4 lockdown. Abdal was fast asleep and so was the rest of the city. Suddenly, around 2am, his wife woke him up – Taha, their one-year-old son, was not breathing.



Abdal rushed to Taha's bed.

**“First, it was scary, and my wife was screaming. So, I took a few seconds to understand the situation and think about what to do. Then, the training kicked in,”** explains Abdal.

### **First aid for the workforce**

Abdal is a caterer in Dunedin. He can be found at the local farmers' market on Saturdays, selling delicious Syrian cuisine.

He and his family arrived in New Zealand under the refugee quota after fleeing the war in

Syria. Taha is the first Kiwi-born member of the family, a fact Abdal is very proud to highlight.

New Zealand Red Cross' Pathways to Employment team assists former refugees to get ready for the workforce, which includes working on their CVs, introducing them to employers and enrolling them in relevant courses and training. The support is varied and tailored to each individual.

In Abdal's case, the Pathways to Employment team in Dunedin suggested he complete New Zealand Red Cross' Workplace First Aid Training.

“As Abdal is a chef and caterer, we thought it would be useful for him to do a first aid course to learn important skills, such as recognising when someone is choking and what to do to help them, or what to do when people have allergic reactions,” says Steve Phillips, New Zealand Red Cross' Pathways to Employment Manager in Dunedin.

“We put a lot of people through the training, as it helps them build their confidence and CV. It also means they can save lives, which is a win-win situation, really.”

### **When training kicks in**

Abdal didn't know he would need to use his first aid skills for the first time at home but, when Taha was lying in his bed not breathing, he knew what to do.

“I called 111 immediately. Then,

I checked for a response, but there was none, so I started CPR on my son's tiny body,” explains Abdal.

“Alhamdulillah, it worked! Once he started breathing again, I turned him onto his side, and waited for the ambulance to arrive.”

When the paramedics arrived, they brought oxygen for Taha and told Abdal he had done the right thing. Without Abdal's quick actions, the likelihood of Taha surviving was very low.

**“My first aid course with Red Cross last year helped me save my son's life. Without that knowledge, I wouldn't have known what to do.”**

New Zealand Red Cross' NZQA-approved first aid courses help Kiwis look after each other at home and in the workplace. We run a wide range of courses across the country, training more than 57,000 people each year.

**“I strongly encourage everyone to do a course. It's really important training. It saved my son,”** Abdal says.

Accidents can happen anytime, anywhere. Book a first aid course  [redcross.org.nz/first-aid](https://redcross.org.nz/first-aid).



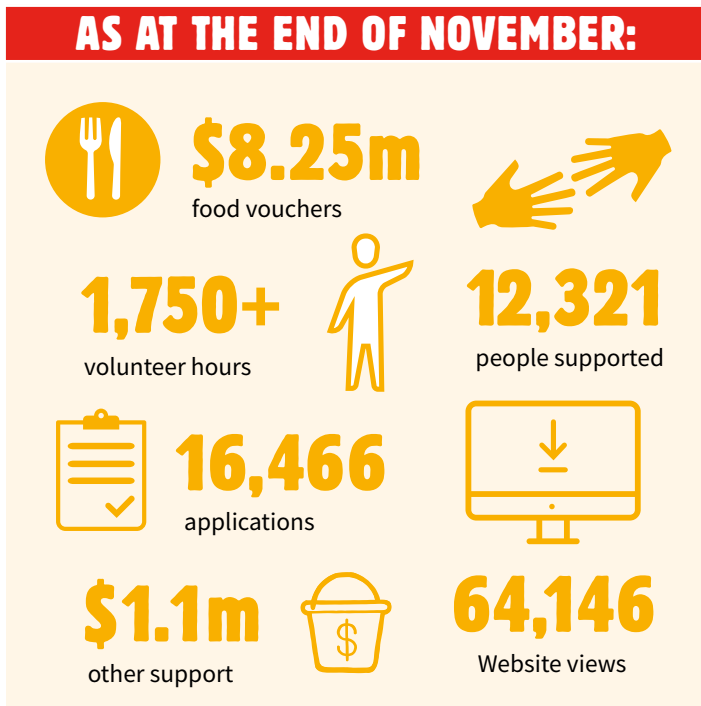
# VISITOR CARE

## *Manaaki manuhiri*

HUMANITARIAN SUPPORT FOR FOREIGN NATIONALS

Since Visitor Care Manaaki Manuhiri began in July 2020, New Zealand Red Cross has supported more than 12,000 people who have been stuck in New Zealand due to COVID-19 and are facing financial hardship.

We have distributed more than \$9 million to temporary visa holders through in-kind vouchers for food, clothing and warmth, and over \$7 million for accommodation and utilities. Since the announcement of the extension on 30 September, we have seen the humanitarian need for temporary visa holders remain and steady application numbers. Ka pai to everyone who has been involved!



“The support helped us to buy food. We had no work and were stuck here. We were very happy and grateful about the support,” says Jean Yonah.

Jean and 46 other Recognised Seasonal Employer (RSE) workers received assistance via Visitor Care Manaaki Manuhiri. They finally got to go home to Port Vila, Vanuatu in early November.



**Isabella**

“ [The Red Cross team] was so kind, and genuinely caring. It wasn’t just like, ‘Okay, let’s do this application.’ They were like, ‘How are you?’ It was really nice,” says Isabella Cash, from England, who received support through Visitor Care Manaaki Manuhiri.



**Sofia & Felipe**

“ We are grateful. It’s like everything is going to be okay. If we didn’t have this support, then we would be in the van with nothing,” says Sofia Cecchini.

Sofia and her partner Felipe Di Giacinti were on temporary visas, between jobs and unable to get back to Argentina when COVID-19 struck.



**Monika**

Monika Bohdzia, who is from Poland, was very grateful for the support.

“ I found out about the food vouchers a few weeks after they started. When I got the vouchers, I was like ‘Okay, wow. Cool! It was awesome.’”



Recognised Seasonal Employer (RSE) workers in the Bay of Plenty were relieved to receive support through Visitor Care Manaaki Manuhiri.



**Fenika**

“ On behalf of the boys, I’d like to say a special thanks to Red Cross and the Government for giving us all this support,” says Fenika Lome.

Fenika is from Samoa. He and another 44 seasonal workers came to New Zealand before lockdown. As life got tougher with little work around, Fenika received assistance from Visitor Care Manaaki Manuhiri.



# REUNITED AT LAST



Poe Say, holding old photographs taken in Myanmar of her sons.



**It may have taken Poe Say 25 years, but she never gave up on being reunited with her two sons. Poe's story is one of courage, hope and determination.**



Poe and her two sons, Aung and Min, after 25 years apart.

Poe Say's incredible story begins in the small village of Lebadam in Myanmar, where she grew up with her grandmother on a farm. She recalls chasing frogs in the surrounding paddy fields as a child. This is where she met her husband, many years after running within the maze of the tiny footpaths separating crop parcels.

Like many young men in their region, Poe's husband got involved in politics. A university student at the time, he distributed brochures about democracy in Myanmar, which was against the regime of the time. The police eventually found the couple, interrogating them for many hours. Poe's husband was sent to jail and Poe, who was then pregnant with their second child, had to

flee to another state with their eldest son.

"It became too unsafe for me to stay in Myanmar – I saw pregnant women being arrested and jailed because of their husbands who were activists, just like mine. I couldn't stay," says Poe.

### **The hardest decision**

In 1995, aged 20, Poe made an incredibly difficult decision – one which would stay with her for 25 years. She fled to Thailand to seek safety, leaving her two sons behind. Aung Thu Rein was two and a half and Min Wai Yan was only three months old. Leaving them under the care of her aunt, Poe's intention was to find work and safety, before bringing her sons over to join

her. She had no idea she would be separated from them for 25 years.

**“When I said goodbye to my two babies that day, I wanted to find somewhere safe for them before bringing them over. I had no idea I wouldn't see them for such a long time,”** explains Poe.

No one leaves their children behind unless they think it is safer for them to stay where they are.

Poe's refugee journey started on rubber tyres floating down the river to reach Thailand – a journey too unsafe for her toddler and baby. When she reached Thailand, Poe lost all contact with her family. Back in 1995, telecommunications



Poe and her two sons, Aung and Min, along with their Red Cross refugee support volunteer, Lakshman.

in Thailand were very different from what they are today, and Poe had no way of reaching them. She went on to live in Thailand illegally for almost eight years.

She had no rights or freedoms and lived with the risk of being arrested every time she went outside. Being away from her children was pain she carried with her every single day.

“It was very hard to be away from my children, mainly not knowing if they were well and safe, or whether I’d ever be able to see them again. I tried to send money back to them through Burmese workers who regularly crossed the border, but I never knew if it made it to my sons,” recalls Poe.

### A phone call

After eight long and difficult years in Thailand, Poe was recognised as a refugee by the United Nations and was offered the opportunity to settle in New Zealand. She arrived in the country in 2013 to take on the chance of starting a new life in Hamilton.

“I didn’t know anything about New Zealand. I had never even heard of it before arriving here, but I was very happy to move,” says Poe.

**“I love New Zealand now. It’s peaceful, I like the people, and it’s good, because there are no snakes here.”**

Having a mobile phone with internet connection was the most important thing for Poe in her new home. She created a Facebook account and started reconnecting with people from Myanmar. Poe never lost hope of getting back in touch with her sons.

One day, she saw that a Facebook friend would be travelling to her hometown. She messaged him to ask if he could go to her ancestral home. She described to him where it was, hoping he would finally find some answers for her.

Then, one day, the phone rang. On the other end of the line were Aung and Min, her two sons who were calling from Myanmar. After 23 years, Poe finally heard the voices of her two children again.

**“I was so emotional – I couldn’t control my tears and my smile at the same time. I felt both happy and sad as well, because I wanted to see them, but it was impossible.”**

For Aung and Min, the visit of the stranger who introduced himself as Poe’s friend was almost unreal. They had been living with their grandparents and had no idea their mother was still alive.

“I was very happy, so happy – I didn’t know she was alive! When we heard she was well, we felt so relieved,” says Aung.

From that day on, Poe communicated with her sons regularly. She paid for a phone for them with internet connection and a camera so they would be able to see each other.

### Making up for lost time

In 2015, Aung and Min were finally able to join Poe via family reunification.

“I was so happy and surprised at the same time, because my sons were so big compared to when I last saw them,” says Poe.

Aung adds: “Our mother was waiting at the Mangere Refugee Resettlement Centre when we arrived. We could see a woman who looked Burmese waiting in the visitor’s area, but we were not sure whether it was her, because she looked a lot smaller than we thought from talking over the phone.”

Poe, Aung and Min are now happily living together in Hamilton, making up for lost time.

“I can now sleep at night because I know they are safe,” says Poe.

When Poe arrived in Hamilton, she was supported by New Zealand Red Cross refugee support volunteer, Lakshman Weerasinghe. When Lakshman heard Aung and Min were arriving in New Zealand, he reached out to Red Cross to support the two newcomers.

**INSPIRED?**

Become a refugee support volunteer. Visit  [redcross.org.nz/refugee](http://redcross.org.nz/refugee).



Red Cross volunteers Tammy Peri and Dave Pennington deliver 118 Red Cross Parcels for people in Kaitiāia.



# Bringing 'HOPE IN A BOX' to Kiwis in need

New Zealand Red Cross has provided another 2,700 Red Cross Parcels to people adversely impacted by the global pandemic, bringing a sense of hope and comfort in what may be a difficult time for many.

Disaster response volunteers in Whangarei deliver 70 Red Cross Parcels to partner agencies working with people adversely impacted by COVID-19.



Employees of Kiwifruit supply company Seeka in Katikati helped pack more than 200 Red Cross Parcels.



A volunteer from CBRE.

**“We know many families who were already in a difficult situation before COVID-19 are now struggling to meet their basic needs. We’re hoping our Red Cross Parcels will remind people that they are valued and cared for,”** says Shaun Greaves, New Zealand Red Cross General Manager Humanitarian Development.

The distribution of the parcels comes as an extension to Red Cross’ initial COVID-19 response. Following the nationwide lockdown, 3,300 Red Cross Parcels were distributed to vulnerable communities supported by New Zealand Red Cross through its essential services. These included Meals on Wheels recipients and former refugee families who greatly appreciated the extra support.

“Our experience responding to many disasters around Aotearoa shows the importance of us being there to support communities long after the initial shakes, floods, fire or, in this case, lockdowns resulting from the pandemic. As the

impact of the pandemic is still being greatly felt by Kiwi families, our goal remains the same – through these Red Cross Parcels, we want to bring ‘hope in a box’ for people in need during COVID-19. Thanks to our generous business and community partners, we are able to do just that,” says Shaun.

New Zealand Red Cross is working alongside community groups across the country to identify and deliver to households who have been hit hard by COVID-19 and would benefit from receiving a Red Cross Parcel.

Red Cross staff and volunteers in Gisborne pack and deliver 200 Red Cross Parcels for people in their community adversely affected by COVID-19.



Volunteers from CBRE help pack 1,000 Red Cross Parcels in Christchurch.



Volunteers from Air New Zealand help the Red Cross team in Auckland pack 658 Red Cross Parcels in just one day.

**THANK YOU!**

We want to say a huge thank you to our major parcel partner, AMI, as well as Air New Zealand, L’Oréal, Reckitt Benckiser and CBRE for their support and donations to these latest parcels, as well as to everyone who has helped pack and deliver these parcels across Aotearoa.



# KIWI NURSE

## HELPS FIGHT COVID-19

### IN AFGHANISTAN

**Gail Corbett is a Kiwi nurse and Florence Nightingale Medal recipient who has worked in conflict zones for the past 10 years. Most recently, she's been responding to COVID-19 in war-torn Afghanistan.**

When the global threat of the COVID-19 pandemic surfaced, Gail was in Kabul, Afghanistan, nearing the end of a three-year deployment with the International Committee of the Red Cross (ICRC). While she was there, she saw the overwhelming impact of the disease.

From her usual role of working closely with hospital management to help them adopt safe practices and a good standard of care for patients, she quickly had to shift to helping them establish an infection control centre.

“With COVID-19, the days were very different – a lot of the work that we were doing focused on preparing them, training them, getting them to really understand that it was a potentially serious situation,” Gail explains.

She also trained local nurses and doctors on how to recognise virus symptoms, how to safely separate infected and non-infected patients, and the importance of treating water, handwashing and using personal protective equipment.

“When it comes to mounting a response, there’s just not that enough capacity in the country – even in normal times there are only 100 intensive care unit beds in the country and they’re not well resourced,” she says.

**International support is needed now more than ever**

With the COVID-19 situation, Gail highlights that international support – particularly to developing countries – is needed now more than ever.

“It is important for us to keep in mind that in terms of responding to this disease,



Gail was in Kabul, Afghanistan when the global threat of the COVID-19 pandemic surfaced.

they might not have the fancy ventilators and systems that we would be used to in some of the developed countries.”

Gail recognises that the COVID-19 crisis is more than just a health emergency.

“When it comes to the protective mechanisms like the one New Zealand has put into place – the lockdown where people are isolating at home – it may not be a practical option for them. In some of these places, a key challenge for individuals is that they have no access to social welfare systems, so there’s no back-up. If people can’t earn money, then they’re not in the position to be able to feed their families.”

Over the past decade, she has undertaken several placements that brought her to the frontlines of places affected by armed conflict such as Afghanistan, Iraq and Gaza. As a skilled health professional, she helps respond to crises and provides emergency medical aid and essential training to those most vulnerable.

Gail with colleagues, on their way to assess a health clinic in Afghanistan.



**DONATE**

to where the need is greatest at  [redcross.org.nz/donate](https://www.redcross.org.nz/donate).



The first ever Retooled event in Christchurch was a success!



Two students from Ara Institute of Canterbury selling vintage and hand-picked items from our Red Cross Shops that they personally curated.



# Upcycling The Unsellable: From trash to treasure

**Students brought their creative skills and passion for sustainability to upcycle unsellable goods donated to Red Cross Shops at our Retooled event held in Christchurch.**

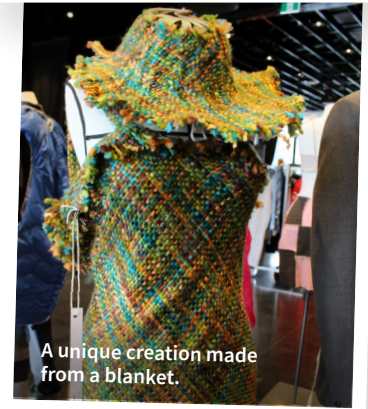
In the back warehouse of the Red Cross Shop on Manchester Street, Christchurch, enthusiastic design students from Ara Institute of Canterbury worked alongside our volunteers to sort donated goods. The students were learning about what happens after an item is donated, how things are prepared to be sold on the shop floor, and more importantly, what can't be sold.

Retooled, a collaboration between New Zealand Red Cross and Ara Institute of Canterbury, is an op shop expo that celebrates the unlimited

potential of shopping second hand. The event also features upcycling workshops, a classic clothes swap and a pop-up shop of gems that have been found in Red Cross Shops.

“Our Red Cross Shops receive heaps of wonderful donated items from generous donors across the country, but we must admit that not all donated items make their way to our racks or shelves, because some are not in a sellable condition,” says New Zealand Red Cross’ National Retail Manager, Talei Kitchingman.

A tear, a broken zipper, a splash of house paint or any other sort of damage to a piece of clothing can make an otherwise good item



A unique creation made from a blanket.

unsellable. Customers don't buy everything, which not everyone realises when gifting clothing to Red Cross Shops.

“Through Retooled, we save these unsellable items from being cut up into rags, or even worse, going to landfill. With the help of these inspiring students, some of these items are given a second chance in life through these young people's impressive recycling and upcycling skills,” adds Talei.

Find the Red Cross Shop nearest you. Visit [redcross.org.nz/red-cross-shop](https://redcross.org.nz/red-cross-shop)



## Auckland/Northland

- In September, Kaumātua Tepania Kingi led the formal blessing of our Red Cross Shop and service centre's new location in Whangārei.
- The Red Cross team in Northland visited the Whangārei Islamic Centre to learn more about our Muslim friends' history and culture.
- Our team has been helping community group Soul Food to serve meals to vulnerable people in Whangārei.
- New Zealand Red Cross' Kerikeri Branch holds an arts and crafts day every Friday to make items like blankets and nappy changing bags for mothers in need in Northland.
- Several Good and Ready community preparedness workshops were conducted across Auckland.
- We organised an information hui in Auckland to get more people to learn about Red Cross and recruit more members and volunteers to help support our work in the community.



Kerikeri Branch members showcase some of the items they've made for the less fortunate.



# SNIPPETS FROM THE REGIONS

New Zealand Red Cross people are doing amazing work all over Aotearoa. Check out what's been happening in the regions.



The Red Cross team in Northland connecting with the Muslim community in Whangārei.

## Wellington

- The Wellington Branch held their annual Red Rose Day event at Karori Mall in October. Ethne Wyndham-Smith and Peter Cox did a great job organising the event over a few months, with the looming uncertainty of changing COVID-19 levels. In the end, it was a great fundraiser!
- The Kāpiti Branch had an annual thank you afternoon tea for all members in September. This event included members from all branch activities including Meals on Wheels, the knitting group, blood service support and the branch committee. The event had a delicious afternoon tea provided by the local Soroptimist group.



International delegate, Sue Chamberlain, on her shift volunteering on Red Rose Day at Karori Mall.



Ida Scott, alongside Waikato Area Council President Ruth West and National Board Member Patrick Cummings, receiving her Honorary Life Membership Award.



John Paul College event day.

## Waikato/Bay of Plenty

- For Good and Ready Week in October, Meals on Wheels recipients in Morrinsville, Te Aroha, Te Awamutu, Tokoroa and Tauranga received a wide range of information on disaster preparedness with their meals.
- The Tauranga Branch funded a Psychological First Aid (PFA) course during Good and Ready Week for organisations working with vulnerable people, including as a result of COVID-19. A total of 19 people from Te Puke, Tauranga, Katikati and Rotorua joined the course.
- Fifteen young people with a refugee background joined a day out in Rotorua with John Paul College students, where a wide range of outdoor activities were organised for young people to interact and build relationships.
- The Pathways to Settlement team in Hamilton successfully organised cross-cultural parenting workshops for former refugee families, in collaboration with Shama Ethnic Women's Trust.
- The Hamilton team is gearing up for their annual WEAVE Cultural Market on 11 December 2020, from 4-8pm at Garden Place. As usual, it will be full of ethnic food, crafts, music and performances – don't miss it if you are around!
- Ida Scott received her Honorary Life Membership Award. Ida has been a Meals on Wheels driver for 54 years, making her one of our longest-serving volunteers!



Thousands of people along the streets of Hastings welcomed Red Cross volunteers during the Hastings Blossom Parade.



Students from Masterton Intermediate School participate in Red Cross' Young Humanitarian Programme.

## East Coast/Wairarapa

- Following the severe flooding in Napier, New Zealand Red Cross disaster response volunteers provided psychological first aid to people affected. Alongside offering PFA, the team also supported the community through outreach and transportation, which included assisting a woman from a severely flooded street so she could attend her father's funeral and accompanying an elderly man back to his home to collect his medication before taking him back to the evacuation centre.
- Our Central Hawke's Bay Branch, Hastings Branch and Napier Branch came together to participate in the annual Hastings Blossom Parade and raise awareness about Red Cross' work in the region.
- Mistletoe Market in Hastings showcased unique upcycled items from the Red Cross Upcycle Challenge in collaboration with our New Zealand Red Cross Napier Branch, and the local Curtain Bank and Red Cross Shop teams.



Carma Anderson, our DWST Team Leader for Hawke's Bay.



## Taranaki/Manawatu

- Don Reeve received his life membership award. Don joined the Inglewood Branch of New Zealand Red Cross in 1985. He became the Secretary of the Northern Centre when Taranaki was divided into North, South and Central Centres. He was also Secretary of the New Plymouth Branch for several years. In 2007, Don became Secretary of Inglewood Branch, a position he still holds to this day. Thank you for your amazing commitment over the years, Don!
- We held an event on Volunteers and Members Day, 10 October, to celebrate all the people who volunteer their time with us in the region. More than 60 volunteers and members attended.
- New Zealand Red Cross had an information stall at a Pacifica Communities Open Day. We talked about Visitor Care Manaaki Manuhiri and emergency preparedness with the participants.



The DWST members in Invercargill deployed to assist people affected by flooding in October.

Participants just seconds before the great Southland Cheese Roll kicked off.



Kea Scouts practising ShakeOut with Red Cross.

## Tasman/Marlborough

- In October, our team took part in the Clued-Up Kids programme. New Zealand Red Cross along with the Police, Fire Service, Civil Defence, Bike Safety, Quad Bike safety, Dog Safety and Water Safety came together to teach 526 school aged children about the importance of safety.



Another successful Charity Art Auction in Dunedin.

Red Rose Day preparations in Gore.



## Otago/Southland

- Last month we held the Red Cross Charity Art Auction in Dunedin and auctioned 55 works by more than 25 local artists. The gallery was well attended in the days leading up to the auction and we received very positive feedback about this year's exhibition, which featured work by many well-loved artists, quality art, as well as timely pieces on COVID-19 bubbles and the lockdown. Auction night drew an energetic crowd and after some intense bidding we raised more than \$12,000.
- It was another successful Red Rose Day in Dunedin on 30 October. Branch members, staff and volunteers raised just over \$2,000.
- The Southland Cheese Roll event had 31 amazing entries and was enjoyed by everyone who attended.
- Our Invercargill DWST received a visit from Kea Scouts during Good and Ready Week, where they learnt about disaster preparedness, the meaning of the Red Cross emblem and how to work in a team.
- Our DWST in Invercargill was activated following flooding in the area on 4 October. Four team members conducted welfare checks and needs assessments.
- Colombian students and former refugees attended a gardening workshop in Invercargill organised by the migration team. They shared tips on growing vegetables and learnt what to plant at different times of the year.
- On 14 November, our migration team in Invercargill organised an afternoon full of activities to celebrate refugee settlement. Everyone involved in the journey, including families, volunteers, staff and other members of the community, were invited to the afternoon tea.

## Canterbury/West Coast

- The Christchurch DWST and our fundraising team helped with event registrations and were on standby to provide first aid at the Wicked Rogaines event, which sees people visiting as many checkpoints in an outdoor area in the time allocated. Wicked Rogaines donated \$5 from every registration from the event to New Zealand Red Cross.
- The West Coast Service Centre moved into their new building on August 20. They are now located at 21 Lord Street, Greymouth.



# MEMBER SPOTLIGHT



## What made you decide to join Red Cross?

When I was 10 years old, I saw the Red Cross in action in Beirut, where I was living. They were helping refugees in Lebanon who were then being camped in schools. It was very inspiring to see a lot of Red Cross volunteers helping them out. At that point, I said, 'When I grow up, I want to be able to do that.' So, when I arrived in New Zealand and had the opportunity to join the DWST, I immediately jumped on it.

## What part of Red Cross' work do you admire the most?

In Lebanon, Red Cross operates an ambulance service, and at that time they were also handling the housing of refugees, providing them food and essential items. One thing that really amazes me about Red Cross – with what they were doing back then and what they continue to do now – is the way they were providing basic support to people. Just being there with people and families that were in crisis

Ever wonder what inspires people to become part of the New Zealand Red Cross whānau? Let's hear it from **Max Baldran**, one of our Disaster Welfare and Support Team (DWST) members in Whangārei.

makes a big difference. Back then in Beirut, this was something I felt helped a lot of people, especially to people who did not have relatives around to help them when they're feeling a little bit alone or out of place. Having someone from the Red Cross to turn to really made a difference.

## How would you describe your role as a DWST member?

As a DWST member, my main role is to provide for the basic needs of people who have been impacted by a crisis. It is not about doing heroic stuff – it is more about providing emotional and psychological support to people who may be experiencing anxiety or distress due to unexpected crisis. It comes in the simple form of just being there to make sure that they have food, blankets and clothing. I am an Information and Technology (IT) professional. I work from home and being part of the DWST team helps me be more connected outside – to the community that I am a part of.

## If you could share one thing you've learnt while volunteering as a DWST member, what would it be?

It is important to be prepared for emergencies as no one's going to be more responsible for you than you are. So, the more you're ready for the unexpected, the easier it will be for you to overcome a crisis. It is a good idea to have a couple of days' worth of food and water, to have a plan where you and your family will go and how you're going there to meet up with loved ones in an emergency.

## DONATE



**New Zealand Red Cross couldn't do the work we do without our amazing donors. Thank you to everyone who donates to us!**


A little from you each month means a lot to someone else. Sign up to become a Project Partner today and help transform the lives of people who need it most – people who have lost everything due to disease, disaster or conflict. Visit [redcross.org.nz/donate](https://redcross.org.nz/donate) to become a regular giver.

# RED CROSS SHOP

## RECOGNITION AWARDS

We are delighted and proud to share with you the recipients of the 2020 Red Cross Shop Recognition Awards.

Selecting this year's winners was difficult for our retail team as all our Red Cross Shops have done an amazing job, despite a very difficult time.

To find the shop nearest you, go to  [redcross.org.nz/red-cross-shops](https://redcross.org.nz/red-cross-shops).



### CONGRATULATIONS TO OUR WINNERS!

#### TOP SHOP AWARD:

Red Cross Shop Richmond

#### ADMINISTRATION AND COMMUNICATION AWARD:

Red Cross Shop Whangarei

#### HEALTH AND SAFETY AWARD:

Red Cross Shop Mt. Maunganui

#### SOCIAL MEDIA AND MARKETING AWARD:

Red Cross Shop Church Corner

#### MERCHANDISING AWARD:

Red Cross Shop Upper Hutt



## GET INVOLVED


-  Join today at [redcross.org.nz/get-involved](https://redcross.org.nz/get-involved)
-  Volunteer with us
-  Learn first aid
-  Donate
-  Leave a lasting gift in your will
-  Fundraise to help others

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## HOW TO HELP:

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