

The Hope family & Buddy | Support Crew in real life



Life changing event

Terminally ill brother for a family with three small children.

Meet the Hope family

The Hope family found themselves in a devastating situation when their brother and brother-in-law in South Africa became terminally ill. With so much going on in their lives already with a busy family with three small children and a golden retriever called Buddy, this shocking news put a huge amount of stress onto this wonderful family.

What was the Hope family struggling with?

With Nick flying back to South Africa to be with his brother, Michelle remained in New Zealand to care for their family and Buddy. Not surprisingly, the Hope family found themselves in the situation where they didn't have the time to be able to dedicate to walking their much-loved dog Buddy.

Not being able to walk Buddy was a great source of stress for the Hope family because it added to the stressful time they were dealing with, and they felt terribly guilty that they weren't able to give Buddy the time that he needed.

How was the Support Page set-up?

Michelle reached out for help via the East Auckland Grapevine Facebook Group and was put in touch with Kelly and Janine from Support Crew. They swiftly set-up a Support Page for Michelle, solely for the purpose of co-ordinating and arranging dog walking for Buddy from people within the community.

The link to the Support Page was shared on East Auckland Grapevine, so that people who were interested in walking Buddy could join the Hope Family Tribe Support Page. A total of 163 people joined the Support Page to support the Hope family during an extremely difficult time.

Just a note to say that a Support Page is as private as is needed. Only those that are invited to the Support Page can see a Support Page. In this case, Michelle gave her permission for her Support Page to be shared with the community on East Auckland Grapevine - so that anyone on East Auckland Grapevine who wanted to help walk Buddy could join her page. Michelle took responsibility for vetting the Support Crew members from the community who offered to walk Buddy.

How could people in the community help?

With the link to the Support Page being shared on East Auckland Grapevine, anyone who was interested in helping to walk Buddy to support the Hope family was able to click on the link to the Support Page to join the page.

Once they had joined the page, they were able to see the calendar of dog walks that had been added to the page by Michelle. They could then 'accept' any days that they could walk Buddy and be in contact with Michelle to let her know roughly what time they would arrive to walk Buddy.

The Support Crew members of the Support Page, could also post messages of support on the page and post pictures of them walking the lovely Buddy.

How did Support Crew help?



81 dog walks for Buddy



over 5 months



163 Support Crew members
from the community

More than just helping to walk Buddy, the Support Page:

- allowed the Hope Family to focus on the big stuff like dealing with the loss of a loved member of their family
- provided a mechanism to activate a community to support a family in need
- allowed people an opportunity to give back by helping to walk Buddy
- provided a huge amount of love and care for Buddy
- provided an opportunity for those in the community who weren't able to have a pet, or who had lost a pet - to walk the gorgeous Buddy

What does Michelle have to say about Support Crew?

“Support Crew has been absolutely amazing – it’s been my savior! I’m not sure how we would have coped without it to be honest. It has been such a difficult time for us, and to know that Buddy was taken care of was a god send. He became like a community dog with so many wonderful people helping to take care of him. Buddy absolutely loved all the attention and exercise and from what I heard, Buddy brought loads of happiness to those who had spent time with him – he just loved it!

I can't thank the people in our community enough for taking the time to consider helping someone in need. Things were really getting on top of me and I wasn't coping too well. We also had moments where the kids were sick, and I had multiple stresses coming at once which were exhausting me. One of the easiest things that people could do to help was to walk Buddy and it made all the difference to us to help us deal with such a difficult time."

Support Pages

Support Page / Hope Family Tribe / Support Crew

Hope Family Tribe
Needing some help as generally struggling with three young kids.
Please text Michelle on 021 027 28 228 the day before to arrange time (can be anytime) and get address details. Cockle Bay Road area.
Page managed by: Michelle Hope
021 027 28 228
Postal Address

163 Support Crew Members
81 Needs Met
24 Needs Available

Not currently accepting visitors. Check back soon. OFF
Not currently accepting calls. Check back soon. OFF

Latest messages

Janine Williams Hi Michelle, my mum Joan will contact you about walking Buddy this morning. Thanks, Janine
Sun 04 February 2 months ago

Michelle Hope Hi guys, if anyone is able to take buddy out today we would appreciate it! He didn't get out yesterday and I have sick sleeping kids today
Fri 01 December 4 months ago 1 Replies

maria maxwell Hi Michelle I can walk buddy tomorrow morning if you like? I have a six year old retriever female I walk most days 🐾 Txt me 021929771
Mon 22 January 2 months ago

Kelly Banks This is Janine and I walking Buddy! He's just the most gorgeous, gentle dog and we had so much fun walking him and it's so great to be able to help out the Hope Family.

Upcoming need requests

Someone to walk Buddy 🐾
Buddy is a 8 year old golden retriever. He loves companionship and being with people. He's super friendly and loves long walks on the beach or frolics in the long grass! He's super relaxed and a delight to be around. Time of day could be...

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Pending needs you've accepted

No pending needs to fulfill
Take a look at the currently available needs to see if there is something you can help with.

Instant ways to help

Meals
Fruit and Veg Box
Cleaning

If someone in your community could do with a getting a hand, why not chat to them about setting-up a Support Page for them? Or just get them started here:

[Start a Support Page](#)

If you need a hand getting set-up, contact our Founders Kelly and Janine on:

+64 211 566 566 or supportangel@supportcrew.co.nz

www.supportcrew.co.nz

<https://www.facebook.com/supportcrew>