



Presbyterian Support  
Northern



Wow  
staff

calendar + annual report 2013

# Chairman and CEO's Report



*Working together with others has been a strong focus this past year. By establishing successful partnerships with several organisations, we have made a larger and more effective difference. For example:*

- **Shine with Family Works** aims to prevent family violence and/or support those affected by it. This has already resulted in two new partnership positions, with a plan to extend Shine's 'safe@home' programme in 2012/13
- Two joint ventures with Plunket – an 18-month pilot scheme placing two **Family Works** social workers in Plunket teams in South and East Auckland; and a new service in the Mothers with Babies unit at the Auckland Regional Women's Corrections Facility
- A family violence position shared with Iosis Family Solutions in Manurewa
- Partnership with Te Aka Puaho, and two other formal agreements with tangata whenua
- Collaboration with several non-government organisations to establish a no-interest loan scheme in South Auckland.

*We have also continued our core commitments:*

- **Enliven** helped more than 2,000 older people live independently in their own home.
- **Family Works** supported just over 3,500 children and their whanau to make positive changes in their lives.
- **Coactive** helped more than 200 people with disabilities remain connected with their community.
- **Our Budgeting Services** helped more than 1,000 clients towards greater financial independence.
- We distributed close to 2,000 emergency food parcels to families in need.

*New initiatives for the year included:*

- Two new **Enliven** Day Programmes, in Manurewa and Tauranga
- Two new dementia-specific groups in Hamilton (Men's Club and a women's group)
- Day clubs for older people in Rotorua and Mt Maunganui
- A national Social Workers in Schools conference which we organised and hosted.



Through our Results Based Accountability framework, we continue to improve our services by acting on feedback from clients. The vast majority of clients rate us highly, and report that we help them cope, fulfil their goals or bring about change – definitely a WOW for us!

We would like to thank our staff, volunteers, and board members for their contribution to our work. We have achieved considerable success, particularly considering the financial constraints, government policy and funding changes of the past year. We are also grateful to the many trusts, foundations, and individuals who have made donations or contributed in other ways to help us respond to community needs. We cannot do all that we are doing without your help.

This calendar and annual report for 2011/12 features 14 WOW staff or volunteers. We used a nomination process to select the 14 and it became clear that we had many more examples than months to feature them! We are fortunate indeed to have such a dedicated team.

*Stewart Milne, Board Chairman  
and Dr Rod Watts, Chief Executive.*

*Wow  
staff*



## Opportunity for service

*Every Wednesday finds 86-year-old Brian Jesty ready to serve at PSN's Opportunity Shop in Hamilton.*

It's a job he's been involved with for the last 28 years, ever since the shop began. Brian's late wife Jean helped set up the Op Shop and acted as the 'convenor of convenors' – a big task which meant she organised parish volunteer helpers, arranged rosters and kept all the records up to date. Jean passed away recently, but Brian continues to help out by sorting books and doing other odd jobs.

"I'm the jack of all trades and master of none," he says. "I've done all sorts of things including repairs to the building. A few years ago the central heating wasn't working so we fixed it all up. When I belonged to the Lions Club, we used to go around all the motels collecting things for sale and I'd get quite a bit of stuff for the shop."

Brian owned a service station before his retirement and he and Jean were involved for many years at St Andrew's Presbyterian Church in Hamilton. Op Shop Manager Kim Gouk describes them as "a very community-minded couple".

Brian says, "Over the years, I've enjoyed the fellowship – meeting people along with the many willing volunteers who serve the shop. It's a great service that helps others."

The shop's 135 volunteers are drawn from a number of Presbyterian parishes, and the money raised supports Family Works in the Waikato.

*"He's a stalwart – one of a kind and very willing to help."*

*Kim Gouk, Opportunity Shop Manager.*





# NOVEMBER 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	MARLBOROUGH ANNIVERSARY 29	30	31	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	01

OCTOBER 2012

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	31
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

DECEMBER 2012

M	31	3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

## Support for the long haul

*Llisa De Vries thinks the world of her Coactive Support Worker, Nelly Te Kotia. "She's an absolutely wonderful person."*

Nelly (left) spends three hours a day with Llisa (right), who has a neurological condition that progressively weakens her nervous system and muscles. Nelly helps her with personal care, cooks meals, and generally ensures Llisa is "comfy and happy". Every week they make a shopping list together and Nelly takes Llisa in her own car to the Botany Town Centre.

"When Nelly walks in the door, I know she is willing to put up with anything. She always has a smile on her face, and she's very caring and understanding," says Llisa.

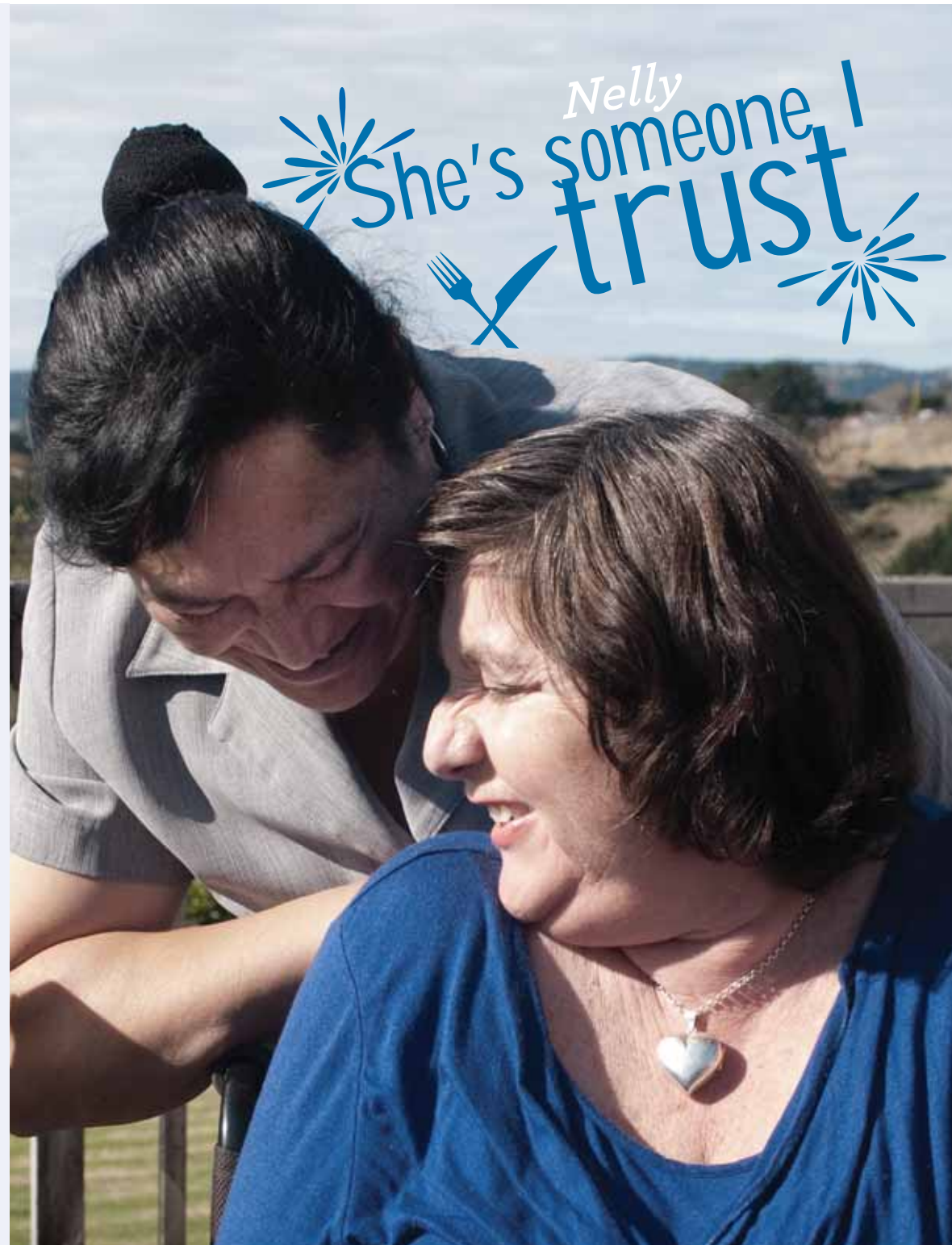
Nelly says she has cared for others all her life. She trained to be a nurse before "taking a detour" to get married and raise a family. She has been working for PSN as a Coactive Support Worker for more than 15 years, often with high-needs clients who are reaching the end of their life.

"I like the challenge of supporting them as they manage their disability. And just knowing I'm there to help them and be company for them," she says.

It's obvious that Nelly's support significantly enhances Llisa's quality of life. For her part, Nelly appreciates the acknowledgement she receives from her clients. "They say things like, 'We love you for being with us and just being who you are.' That's what keeps me going. I'm in it for the long haul."

*"I couldn't speak more highly of her. She's someone I trust."*

*Llisa De Vries, Coactive client.*



# DECEMBER 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31					01
02	WESTLAND & CHATHAM ISLANDS ANNIVERSARY 03	04	05	06	07	08
09	10	11	12	13	14	15
CANTERBURY ANNIVERSARY 16	17	18	19	20	21	22
23	24	CHRISTMAS DAY 25	BOXING DAY 26	27	28	29

NOVEMBER 2012

M		5	12	19	26
T		6	13	20	27
W		7	14	21	28
T	1	8	15	22	29
F	2	9	16	23	30
S	3	10	17	24	
S	4	11	18	25	

JANUARY 2013

M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	31
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	

## Changing one family at a time

*David Silvester is keen on changing the world – one family at a time. It's a job he's been doing for the last 21 years for Family Works Bay of Plenty (or its PSN predecessors) in Tauranga.*

As a family counsellor, group facilitator and now team leader, David has seen the kinds of pressures families are under.

"The most pressing issue families face is: How do you actually do family in times of stress, busyness, separation, and changing values in a cultural climate that promotes division and consumption? The difficulty of doing family can lead to many of the issues we regularly get to hear about."

David works with families individually and in groups, encouraging them to build on the strengths they already have. He's also worked with troubled, angry teenagers and with children who have been exposed to violent domestic relationships. Through Family Works group programmes like Restore he helps young people develop a healthier sense of self-esteem through relationships and positive problem-solving. He's convinced, though, that the responsibility for sustainable family change rests with the grown-ups.

"Change one family – even a little bit – and a spiralling number of persons benefit, both in the present and more so over the generations."

As to how to 'do family', David has a long list of essential ingredients: Love, affection, belonging, leadership, support, conflict management... and so on!

*"I see the work that we do as social and cultural change, one family at a time."*

*David Silvester, Family Worker.*





# JANUARY 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	NEW YEARS DAY PUBLIC HOLIDAY 01	PUBLIC HOLIDAY 02	03	04	05
06	07	08	09	10	11	12
13	SOUTHLAND ANNIVERSARY 14	15	16	17	18	19
20	WELLINGTON ANNIVERSARY 21	22	23	24	25	26
27	AUCKLAND & NORTHLAND ANNIVERSARY 28	29	30	31	01	02

DECEMBER 2012

M	31	3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

FEBRUARY 2013

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	
S	2	9	16	23	
S	3	10	17	24	



## Leading the way

*Creating a successful team is at the heart of Jess Osborne's role as Enliven Area Manager in Auckland.*

She heads a multidisciplinary team which includes occupational therapists and registered nurses alongside 110 support workers. The team is also multi-ethnic, representing a diverse range of cultures typical of Auckland's population.

Jess says they have worked hard to recruit support workers from a range of backgrounds and match them with clients of the same ethnicity or religion, if that is their choice.

"It's really important that the clients feel comfortable with the person who is coming into their home, and that the support worker understands their traditions and lifestyle. We try to meet the clients' needs wherever possible, for example by matching them with someone who speaks their language."

The same kind of planning goes into 'supporting the supporters'. Staff members are connected to others in their area through regular group meetings, developmental training, and the oversight of Service Coordinators. The Coordinators are highly supportive of one another and always looking for opportunities for improvement, says Jess. A recent move to new premises in Onehunga reinforced a sense of community identity in the more 'homelike' environment of a house and garden.

Leaders like Jess Osborne and her team have a positive effect – creating happy staff and satisfied clients. Turnover for Support Workers is low across the region and clients highly regard Enliven staff as reliable, professional and respectful of their values.\*

\*Results Based Accountability service evaluation results.





# FEBRUARY 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	01	02
03	NELSON ANNIVERSARY 04	05	WAITANGI DAY 06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	01	02

## JANUARY 2013

M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	31
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	

## MARCH 2013

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	31

## Angel behind the scenes

*Joan Wilson loves databases, especially PSN's Supporter Relations database and the Guardian Angel database relating to the Family Works campaign. They show her just what is being achieved to support the issue of family violence throughout the region.*

Guardian Angel donors give about \$13,000 each month to support Family Works services. Joan says she also processes many casual donations from people who are positive about the campaign, even if they can't give regularly.

"There is a big groundswell of feeling in New Zealand that we must address family violence issues. The Guardian Angel campaign shows that there is buy-in from across the community to do something about it."

As Supporter Relations Database Coordinator, Joan processes all donations to PSN services which come into the Newmarket office. She keeps tabs on appeals (five each year) and coordinates receipts and mailing to different groups of donors, including Guardian Angel and Momentum supporters.

Joan is well aware that without the financial backing of individuals (as well as churches, trusts, foundations and other organisations), PSN could not continue doing the work it does to support families, older people and those with disabilities.

"We are very grateful for the faithful support of our regular donors, many of whom have been giving for years. Their support makes a real difference."

*"It's great to know that the work we do is part of a force for good in our community."*

*Joan Wilson, Supporter Relations Database Coordinator.*





# MARCH 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
EASTER SUNDAY 31					01	02
03	04	05	06	07	08	09
10	TARANAKI ANNIVERSARY 11	12	13	14	15	16
17	18	19	20	21	22	23
24	OTAGO ANNIVERSARY 25	26	27	28	GOOD FRIDAY 29	30

FEBRUARY 2013

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	
S	2	9	16	23	
S	3	10	17	24	

APRIL 2013

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

## *Freedom from violence*

*As Family Violence Prevention Advocate for the region, Jude Simpson is a living example that change is possible and that people can break the cycle of violence.*

Jude uses her own experience of childhood abuse and life in gangs to promote strategies to eliminate family violence. She meets with 'gang girls', talks to school staff, helps train health workers and collaborates with the Police to make a positive difference for individuals and communities.

A lot of her work is about building relationships and strengthening trust. "With the gang girls, for instance, I know what that world's like, so I want to help them find a way to see things differently, to show them there's another way of living and plant some seeds of hope. The women are amazing and once they accept me and start to trust me, we have some huge breakthroughs."

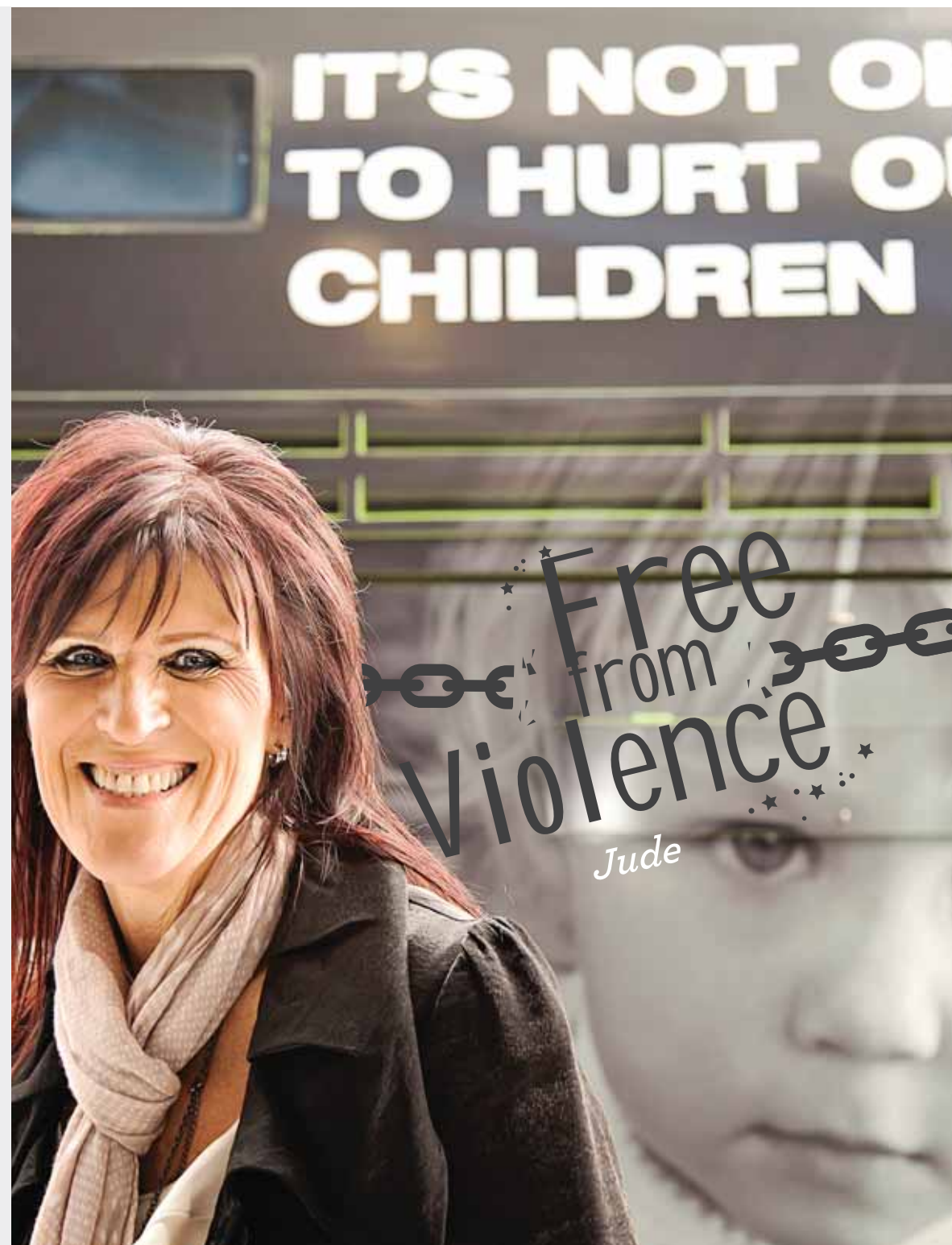
Jude also works with the Police, whose strategic plan for 2011-15 focuses on putting victims first and partnering with the social sector to reduce crime.

"This is a perfect fit for PSN. We've consistently taken the opportunities to demonstrate who we are and what we have to offer. That groundwork over the last few years is the basis for the good relationship we have now."

Jude's advocacy and education work strengthens other key partnerships, such as with Shine and the It's Not OK campaign, as well as impacting individuals in life-changing ways.

*"This is where my heart is. I just love the opportunities I have to make a difference."*

*Jude Simpson, Family Violence Prevention Advocate.*





# APRIL 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	EASTER MONDAY 01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	ANZAC DAY 25	26	27
28	29	30	01	02	03	04

## MARCH 2013

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	31

## MAY 2013

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	31
S	4	11	18	25	
S	5	12	19	26	

## Shaping positive futures for school kids

- *An angry child finds a safe place to express his feelings*
- *A mother's life changes as she begins to engage with her children's education*
- *A family finds a greater sense of belonging and value in the community*
- *A teacher thanks a social worker for positive changes in student behaviour.*

These are the stories that inspire June Edwards in her role as Programme Leader for Social Workers in Schools (SWIS). June's role expanded this year with the induction of 14 additional social workers to the team, thanks to extra government funding. Family Works Northern now has 41 SWIS in more than 72 low decile primary schools throughout the region.

June is proud of the consistency and high standards SWIS have achieved. Recent feedback shows that, as a result of the service, children's wellbeing and school attendance improves, teachers can focus on teaching, and families are more connected with the school.

"SWIS are there for the child, supporting them with strategies to cope with social issues that are stumbling blocks to learning. It's great when school families identify SWIS as their connection to the community," June says.

June provides new SWIS with a toolkit and, alongside the Service Manager and/or Team Leaders, follows this up with encouragement and support. She says it's always a pleasure to provide back-up cover for the schools where processes and systems have been followed through consistently.

"That consistency and collaborative approach is a great achievement for the whole team."

*"I told him the world was always his.  
My role was helping him to realise that."*

*Social Worker in Schools.*





# MAY 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	01

## APRIL 2013

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

## JUNE 2013

M		3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30



## Making school a happier place

*When Nina Andrew started work in Kawerau schools, students thought someone was getting married when she put up white ribbons everywhere. Four years later, she's confident the anti-violence message is getting through.*

"We promote the 'It's not OK' message and White Ribbon Day. More people are aware of what it's about now."

Some of the issues Nina deals with as a SWiS (Social Worker in Schools) include families coping with grief and loss, parental separation, and grandparents raising grandchildren. All these things can affect children's behaviour at school and their ability to learn.

"Social work in schools is about providing a place where a child can have a voice – someone they can trust and go to when they're in trouble or not feeling safe. As you build relationships with the kids, they get to know who you are, where your office is. They'll come and find you or come up to you in the playground."

Nina also advocates for families, and provides support in dealing with principals, teachers, or Child Youth and Family, a process which can sometimes feel intimidating. She has worked closely with local colleagues through a time of challenge, change and school closures.

Nina lived in Kawerau as a child and returned to work there after 20 years in Auckland, so she has a strong connection and commitment to the Kawerau community. "Working at primary and intermediate school level means I see the kids coming through and going on to college. I get to know them and their families and can keep in touch."

*"In the end it's about making it better for the kids so they can concentrate on learning."* Nina Andrew





# JUNE 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30						01
02	QUEEN'S BIRTHDAY	03	04	05	06	07
08						
09	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

## MAY 2013

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	31
S	4	11	18	25	
S	5	12	19	26	

## JULY 2013

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	31
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

## *The street-dweller and the 'saint'*

*He calls her 'Saint Maureen'. That's because Maureen Little and her team at PSN's Money Management services have helped Damien find a totally new way of life.*

Six years ago, Damien was living on the streets and surviving on what he could find in rubbish bins. He now has his own flat and has almost completed a 3-year degree in Journalism and Communications at Auckland University of Technology. He is thriving as a student and even has time to volunteer once a week at the Foodbank.

It was a fellow street-dweller who introduced Damien to Maureen and the team at our Budgeting and Money Management services. They made sure he was receiving his benefit entitlements and worked out how he could save for a flat. Then they helped him enrol online for AUT.

"Maureen has been non-judgmental – no pushing or pulling. This has helped me to soften my attitude towards authority and she continues to help me now with financial matters," Damien says.

From Maureen's perspective, Damien is now "light years" from where he was when she first met him. Stories like his are not an overnight success, she says, but are part of the reason she has worked in Budgeting Services for 25 years, often going the extra mile for clients.

Damien still has contact with his street-buddies, some of whom he regards as true friends. "Many are like me – not impoverished as such, but we just can't manage our finances," he says.

Last year, our Budgeting Services supported more than 1000 clients towards greater financial independence through advice, budget planning or full money management assistance.

*"Saint Maureen helped me turn my life around."*

*Damien, former street-dweller.*



# JULY 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	01	02	03

## JUNE 2013

M		3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

## AUGUST 2013

M		5	12	19	26
T		6	13	20	27
W		7	14	21	28
T	1	8	15	22	29
F	2	9	16	23	30
S	3	10	17	24	31
S	4	11	18	25	

## Committed leadership at the helm

*"Giving back" is a strong motivator for Stewart Milne, Chairman of PSN's board of trustees. His family has been associated with Presbyterian Support (in its various forms) for many years; Stewart himself has been a member of the PSN board for fourteen years and Chairman for seven.*

"My father was Chairman of Presbyterian Support Central when I was a teenager. I remember as a young person, standing in Lambton Quay with a collection box. My cousin Jim was the CEO here at PSN in the 1980s."

Now Stewart heads a board made up of eleven members, including six representatives from the two presbyteries in the region, one each from Te Aka Puaho (Maori Synod) and the Pacific Synod, and three independents.

Good governance is vital to the organisation, says Stewart. The trustees have ultimate responsibility for PSN's strategic direction and are constantly monitoring progress. The board itself is reviewed regularly by an independent development agency.

Over the years, Stewart has been involved in a number of major changes that have made PSN what it is today. One was the launch of Enliven 'Positive Ageing' services to replace residential care for older people. Coactive services were also introduced in Stewart's time, and the 'James Family' became Family Works in 2006. Another achievement is the ACC contract PSN secured recently as one of only six providers of home and community based support for those with injuries.

With his background in the Merchant Navy, senior government roles and church administration, Stewart brings a depth of experience and wisdom to his leadership role. He also 'walks the talk' by continuing to serve as Parish Clerk for the Mairangi & Castor Bays Presbyterian Church and as a volunteer at Dee's social group, a club for people with dementia that was formed by his church in partnership with Enliven's Homelink service.

*"It's rewarding to feel that you're contributing and giving back to society by doing something so positive."*

*Stewart Milne, PSN board chairman.*



# AUGUST 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	31	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## JULY 2013

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	31
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

## SEPTEMBER 2013

M	30	2	9	16	23
T		3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

## *Volunteers who make a difference*

*Wendy Burgess has been volunteering once a week for 18 years at Enliven's Pohutukawa Day Programme in Whakatane. She's one of a valuable team of helpers who keep the programme running, and others like it, in six locations throughout the region.*

It all began for Wendy when she was looking for something to fill the gap after her children had left home and she "felt redundant". Now she enjoys chatting to the 25 or so older people who attend the programme, serving them morning tea and lunch, playing board games or accompanying them on walks to the local shops.

"It's very rewarding. Over the years you get to know different ones quite well, and you do get attached to people. I enjoy that closeness and find it fascinating when they tell me about their lives. Often, all they want is a listening ear. I know I'm using my time to the best of my ability."

Another volunteer, Don Murray, is one of a team of 30 rostered drivers who transport clients to and from their homes. He also convenes the liaison committee at Knox Presbyterian Church which hosts the programme in a purpose-built facility on site.

"Some of the volunteers are church members but a large number come from elsewhere. The whole programme is a tremendous asset to the community."

Those who attend would agree. As one client said of the volunteers, "You don't know what a difference you make. Your care and love is really treasured."

Day programmes throughout the region cater for 265 clients and the service is expanding. New day services started in Auckland and Hamilton and the Coromandel area in 2012.

*"The world is hugged by the faithful arms of volunteers."*

*Terri Guillemets.*





# SEPTEMBER 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	CANTERBURY SOUTH ANNIVERSARY	24	25	26	27	28
29	30	01	02	03	04	05

## AUGUST 2013

M		5	12	19	26
T		6	13	20	27
W		7	14	21	28
T	1	8	15	22	29
F	2	9	16	23	30
S	3	10	17	24	31
S	4	11	18	25	

## OCTOBER 2013

M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	31
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	



## Enliven support workers are 'solid gold'

When Margaret Shore goes to work at the Metcalfes' house, the first thing she does is make the bed – if Iris, aged 81, hasn't made it already. Margaret (on the right of the photo) has been caring for Iris and her husband Bill for nearly 15 years as an Enliven Support Worker. She's grown attached to the elderly couple, and the feeling is mutual.

At 86 and 81 respectively, both Bill and Iris face a number of health challenges but are determined to stay in their own home as long as possible. Margaret helps with housework, does the ironing, and showers Bill, who has used a wheelchair ever since he suffered a stroke some years ago.

Iris keeps active with the garden, her wood-carving, painting and crafts, but Bill's health means they can't get out much and the family lives elsewhere, so she enjoys Margaret's regular visits.

"I'd never had help and was hideously independent, but Margaret makes a tremendous difference. She's a treasure."

Margaret has clocked up 22 years with Enliven. "I just love it – being able to help people. You do become attached to them."

Among her colleagues in Counties Manukau, 28 other support workers have given more than 10 years service each, making a combined total of 453 years. "This is a phenomenal achievement and indicates the level of commitment these workers bring to the older people they support," says Area Manager Susan Spencer.

Enliven has over 320 Support Workers throughout the region, providing support for more than 2000 older people.

*"She's solid gold. Her word is her bond and I'd trust her with my life." Iris Metcalfe, 81.*





# OCTOBER 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	HAWKES' BAY ANNIVERSARY	26
27	LABOUR DAY	29	30	31	01	02

## SEPTEMBER 2013

M	30	2	9	16	23
T		3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

## NOVEMBER 2013

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	

## *Kuia of Te Hononga*

*Pila Wati is convinced that Family Works' educational programmes make a real difference for families.*

As a Family Worker for Te Hononga in Manurewa, she is an enthusiastic facilitator of the Incredible Years group parenting course, and now runs up to four 14-week programmes a year. Pila has learnt to adapt the imported material so that it connects culturally with the lives of her clients, most of whom are Maori and Pacific Island.

"Most of the participants have been ordered to do a parenting course by the court or CYFs. Some of them turn up with their ankle bracelets, so they already feel judged. It's all about building trust and respect, and giving parents strategies to do things differently with their kids. Relating to their own life experience makes it real and keeps them interested."

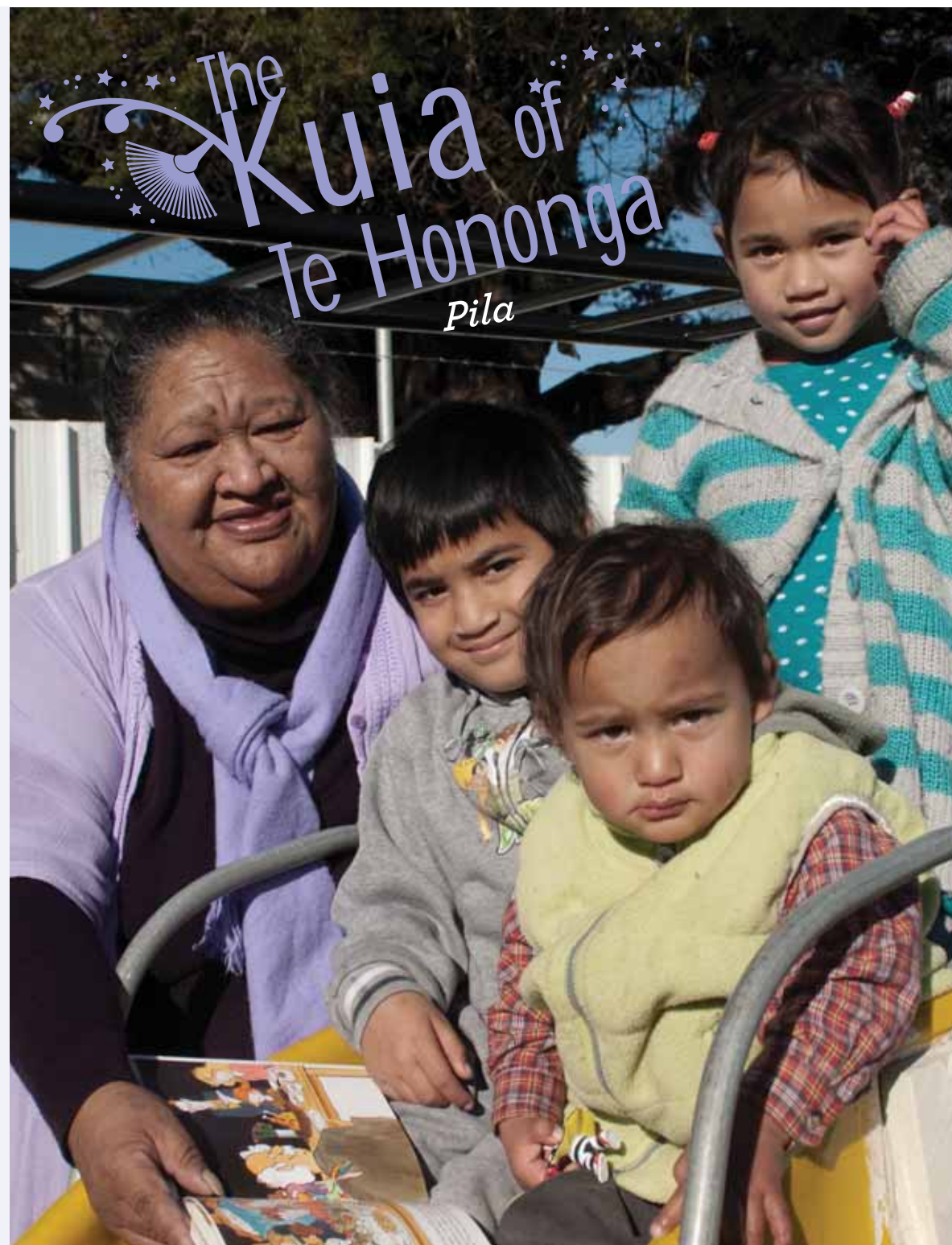
Pila is not afraid to use humour, straight-talking, street jargon and her own parenting experience to present The Incredible Years – whatever it takes to help parents feel comfortable and learn new skills to strengthen their families. Her understanding of the needs of the community has earned her the affectionate title 'Kuia of Te Hononga'.

Pila has run the programme for single mums and for men in a drug and alcohol rehabilitation centre, with great success. She also hopes to use her skills in a new Family Works/ Plunket service for mothers of babies in Auckland Regional Women's Corrections Facility.

In addition to The Incredible Years, Family Works Northern also offers WAVE and RESTORE programmes for women and children affected by violence. Other educational courses include Strengthening Step-Families and Parenting through Separation. FWN delivered 159 such programmes for 854 people throughout the region last year.

*"I really believe in this programme.  
There's a big need to reach our whanau.  
Every community should have a programme for families."*

*Pila Wati, Family Worker and Incredible Years programme facilitator.*



# NOVEMBER 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	01	02
03	MARLBOROUGH ANNIVERSARY 04	05	06	07	08	09
10	11	12	13	14	CANTERBURY ANNIVERSARY 15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## OCTOBER 2013

M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	31
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	

## DECEMBER 2013

M	30	2	9	16	23
T	31	3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

## *Building community with acts of kindness*

*Anne Overton loves encouraging people to become 'good neighbours'. As PSN's Community Mission Advisor, she helps Presbyterian churches and schools identify ways to serve their community.*

Anne also encourages churches to appoint a community advocate to explore the possibilities of 'mission on the doorstep'. One such advocate is Jean Wong, a member of the Chinese Presbyterian Church in inner-city Auckland.

Jean says the church wanted to do something practical in the community, but didn't know where to start. Anne spent time listening to their ideas and suggested some possibilities. Volunteers from the church are now planning an urban garden, and have supported the PSN Foodbank, and a café that caters for street-dwellers. Anne has also linked them with PSN clients who need help with cleaning or gardening.

Coactive client Margaret Woolford and her husband Graham were thrilled when Jean organised some volunteers to clear out their sunroom and tidy up their garden. Margaret has been disabled since childhood and Graham had injured his back, so the team's help was a "huge boost".

Jean says engaging in acts of kindness has strengthened the church as well. "It's taken us out of ourselves and helped us put our faith into practice. We wouldn't be able to do this without Anne's help. She's very good at coming up with ideas and putting us in touch with the resources and people we need to make things like this happen."

### **Some of the other partnerships Anne has fostered include:**

- Heart to Heart – a family festival in Whakatane which brought together local families, church members, Family Works and 15 other social agencies.
- An intergenerational project which connects senior high school students with Enliven clients.
- Mahurangi community support for migrants learning English.
- Community development in Whangarei.

*"Anne has helped us put our faith into practice."*

*Jean Wong, Community Advocate at Auckland Chinese Presbyterian Church.*





# DECEMBER 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
01	WESTLAND & CHATHAM ISLANDS ANNIVERSARY 02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	CHRISTMAS DAY 25	BOXING DAY 26	27	28
29	30	31	01	02	03	04

NOVEMBER 2013

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	

JANUARY 2014

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	31
S	4	11	18	25	
S	5	12	19	26	

# Our Supporters 2011-12

*Our sincere thanks to our supporters for their financial support.*

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*A special thanks to the many individuals, corporates and organisations that continue to give generously to PSN.*

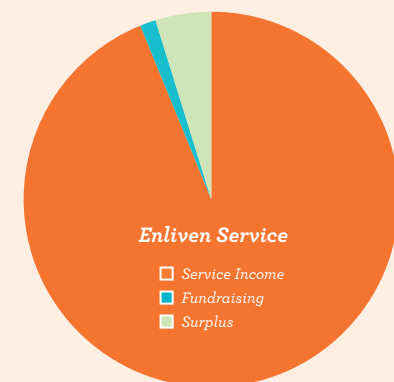
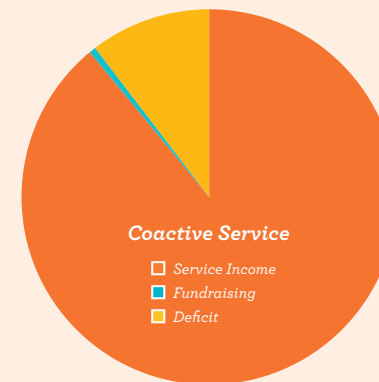
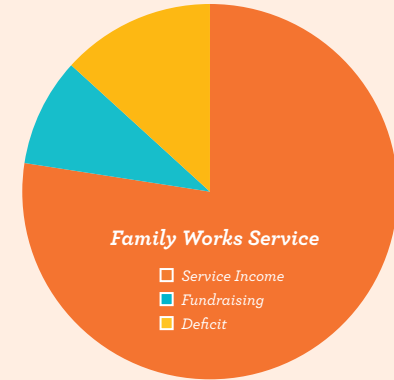
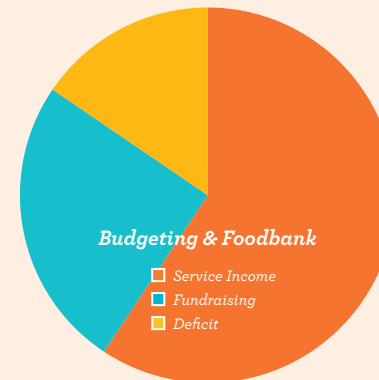
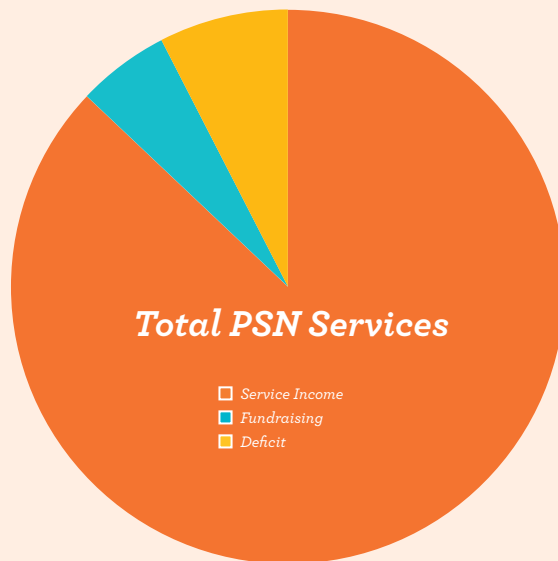
# Financials

*The following information has been extracted from the audited financial statements, which can be made available upon request.*

The financial accounts for the 2011/12 year show a deficit from the provision of services of \$1.5 million. Thankfully our gifted income combined with the increase in the market value of our investments exceeded this deficit and produced an accounting surplus of \$1.4 million. Despite this result we still incurred a \$2.0 million operating cash flow deficit.

The charts below give a summary of how our expenditure of \$25 million was funded and utilised. It is important to emphasise that without grants, donations, bequests and also careful stewardship of our investments, we would not be able to provide our current level of services or expand to provide for the many unmet needs in our communities.

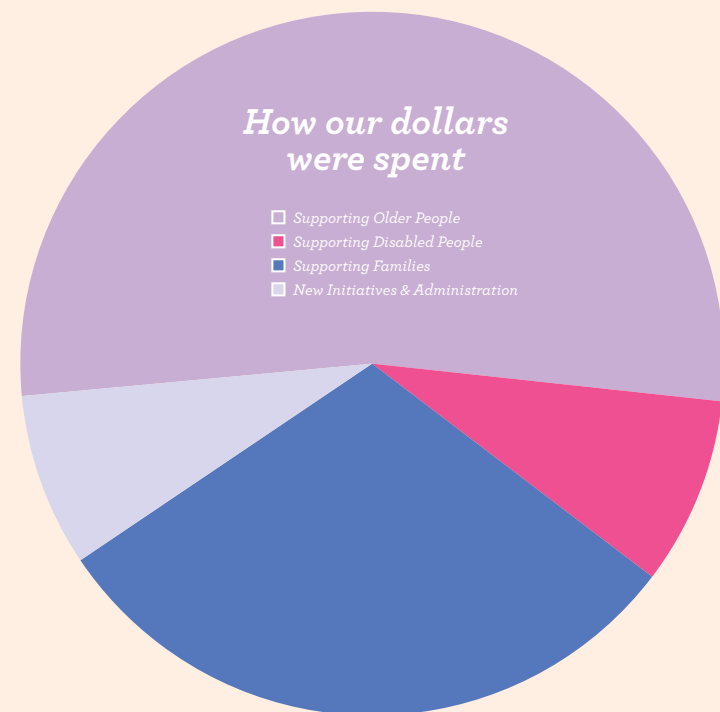
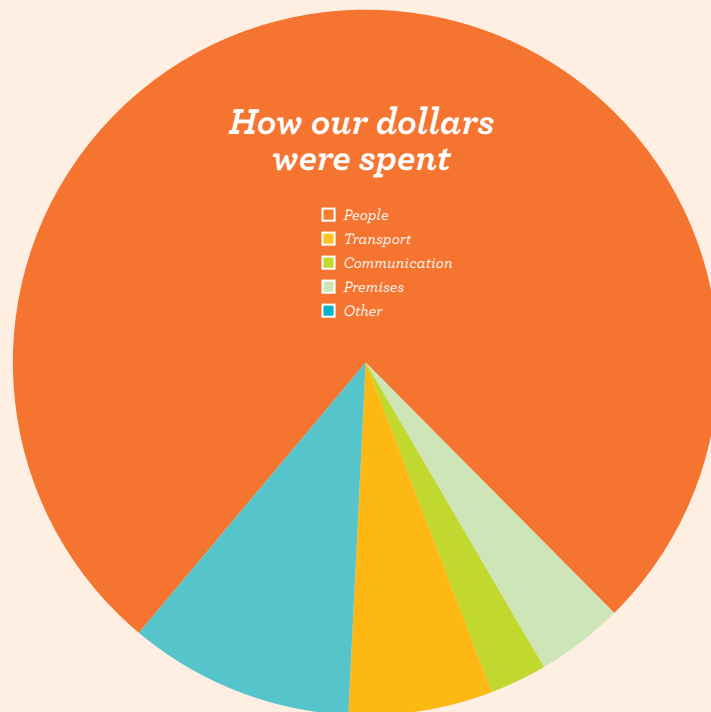
Investment returns this year have been satisfactory and have helped restore our reserves against the eroding effects of inflation. Nevertheless, we continue to require government funding and donor support if we are to meet our service commitments and reach our target of securing our future by being able to preserve the value of our capital.





# Financials

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*Presbyterian Support Northern covers the Upper North Island, working with communities from Turangi to Whangarei. For more information on services in your area contact:*

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Ph: 09 309 2054 Fax: 09 302 0954

**Opportunity Shop**

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