



Presbyterian Support
Northern

CALENDAR +
ANNUAL REPORT
2014

Making an *impact*
in your community.



Chairman and CEO's Report

Helping more people experience a better life remains central to all our endeavours at Presbyterian Support Northern.

This past year we have jumped forward in service development and growth. This is due to a number of factors, including: dedicated, skilled staff; high quality services that achieve results; managers who engage with their communities; executives and the Board working well together; and being prepared to extend through innovation.

A number of the stories featured in the report reflect aspects of this large stride in our development, such as:

- An increase in Social Workers in Schools from 28 to 64, in more than 200 primary (and intermediate) schools
- Facilitating parenting programmes on marae as part of extending partnerships with Maori
- Introducing a new mothers and babies service with Plunket in the Auckland Region Women's Prison
- A pilot with two Plunket teams aimed at helping babies and their mothers who are in 'at risk' situations
- Starting a new Family Start service in Waitakere, in conjunction with West Fono Health Trust
- Extending day programmes for older people (Hamilton, Auckland Central and the Coromandel), with a particular focus on those with dementia
- A pilot programme for women on probation

- Extending our community-building initiatives, such as the Heart to Heart Expo and Family Festival in Whakatane.

All of these developments, and others not listed here, are possible because of the foundational strength of the day-to-day services provided by our staff. They are the real heroes who put clients first. Our heart-felt thanks to them for making an impact in their communities.

Financially, there is continued pressure on budgets. We incurred an operational deficit of \$3.2 million. One million of this was due to what we envisage to be the short term costs of extending our home support services for those who are injured.

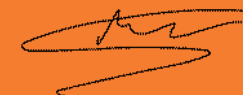
Improving the financial result for our Enliven services will be a major focus for the 2013/14 year. An expected \$1.6 million operating loss was also incurred in Family Works. Our fundraising results are also slipping, so a focus next year will be to increase funds raised. The more support we receive, the more people we can help to realise a better future.

Thank you to the Board – we value our trustees as they continue to donate their time and considerable expertise.

Finally, a big thank you to all who have financially supported us this past year. Without your support, we could not make the impact we do in your community. We hope you stay connected, and encourage others to become part of our family.



Stewart Milne
Board Chairman



Rod Watts
Chief Executive

BACK TO BASICS

Murray Kay's life changed instantly in May 2012 when he and a mate were felling trees on his property.

One minute, he was leaning on a fence, taking a breather. The next thing he knew, a paramedic was leaning over him “belting the life back into me”.

Somehow, Murray had fallen and broken his spine in two places. It was four months before he could return home to Rotorua. He can now use a walker around home, and an electric wheelchair when he goes out, but he can barely lift his arms and has limited movement in his hands. Five Enliven support workers take it in turns to visit him three times a day to help with meals, personal care, housework and anything else that makes life manageable for the 72-year-old.

Murray was the first client to sign up to Enliven's Maximising Independence services for ACC clients, and he is full of praise for the care and attention he receives.

“Things can be a bit tricky to manage, but my support workers make it so straightforward. I can't fault them in any way at all,” he said.

Enliven's rehabilitative approach helps Murray come to terms with his drastically altered circumstances. He was an active sportsman and golfer all his life; now his goals are to become more mobile and as independent as possible.

Murray has had to adjust his expectations, but he enjoys his flower garden and listening to Radio Sport. The neighbour's ginger cat, Haggis, keeps him company most days.



“My support workers make life so straightforward. I can't fault them in any way at all.”

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

A GREAT START IN LIFE

*When baby Awatea was born, both her parents were only 16 years old.
They moved into a house of their own but did not have a fridge or a washing machine.*

That's when Waitakere Family Start stepped in, and the service has proved invaluable for Te Aorangi and Andrew. Family worker Tess Parker was able to help the young couple with their entitlements from Work and Income NZ, including an accommodation supplement, the fridge and washing machine. She continues to visit every week to provide parenting support.

Waitakere Family Start is a free home-visiting service which supports parents and caregivers in the health, development, education and safety of their child.

"Housing is the biggest issue many parents face," says Colin Birch who leads the team of six family workers in the West Auckland service. "Many are in crowded or unsuitable accommodation for a young baby. Other challenges to good parenting include mental health issues, drug or alcohol dependency, and the age of the parents."

Family workers like Tess support parents in bonding with their child and learning what to expect at each stage of development until the age of five. They also help access the right healthcare and other services.

"Te Aorangi and Andrew are amazing parents and all I have had to do is reinforce what they already knew and are doing. I haven't had to teach them much at all; I've just been there to support them," says Tess.

Waitakere Family Start is a collaborative venture between West Fono Health Trust and Family Works Northern. It's one example of the way Family Works partners with others to provide services for the most vulnerable.



"Housing is the biggest issue many parents face."

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	

RED THOUGHTS ... GREEN THOUGHTS

Children at a tiny Northland school are learning to turn negative thoughts into positives through a programme organised by Family Works social worker Rachael Monaghan.

Using the concept of 'red' thoughts and 'green' thoughts, the FUN Friends programme aims to build emotional resilience in young children by teaching practical strategies for coping with stress, worry, fear and sadness.

Pakotai School is about 45 km northwest of Whangarei and has just 30 students in two classes. After 10 weekly sessions with the junior class, Rachael took the children on a celebratory trip to Adventure Forest where they used their new thinking skills to tackle some physical challenges.

School principal Lana Wolfgram says the programme, which was developed by Lifepaths Charitable Trust, fits well with the school's approach, and she values the service Rachael provides.

"FUN Friends helps the children understand and interpret their feelings, and express them constructively. It reinforces everything we do here. With only one or two teachers, Rachael is another positive adult the children can relate to and trust. She's also been able to arrange counselling for some of the children, which was previously impossible."

Rachael Monaghan is one of three Social Workers in Schools (SWiS) employed by Family Works Whangarei. Along with a team of family workers, they deal with the impact of complex social issues, including unemployment, poverty, addictions and abuse.

Social Workers in Schools help reduce absenteeism and improve children's learning and overall wellbeing. Family Works recently hosted a national SWiS conference and now has more than 60 social workers in nearly 130 schools throughout the region.



"The SWiS is another positive adult the children can relate to and trust."

JANUARY 2014

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

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

FEBRUARY 2014

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	
S	2	9	16	23	

INCREDIBLE YEARS WORKS ON MARAE

Marae-based parenting programmes are transforming the way parents respond to their children.

Tauranga family worker Des Willison co-facilitated an Incredible Years parenting programme at the Huria Marae in Tauranga in 2012.

One woman told Des almost a year later that she was still using strategies she learnt on the 14-week course to deal with her children's annoying and distracting behaviour.

“The programme changed my whole way of thinking. It helped me not to escalate the situation but to stay calm and in control of my own emotions. I learnt how to communicate positively and focus on building a good relationship with my children.”

The marae setting allowed everyone to relax in a family environment. Two extra sessions were arranged so that participants could meet each other first, and then celebrate their achievements and hard work together at the end of the course.

“The marae setting is ideal for our work with Maori families. Whanau feel more at ease, which makes it easier for them to learn,” Des said.

The programme was so successful that it led to two more the following year in partnership with Primary Health Organisation Nga Mataapuna Oranga; one at Haraki Marae in Te Puke and the other at Te Rereatukahia Marae in Katikati.

Incredible Years programmes have also been run successfully at the Orakei Marae in Auckland through connections with Ngati Whatua and the Orakei Health Clinic.



“Incredible Years changed my whole way of thinking.”

FEBRUARY 2014

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	01
02	NELSON ANNIVERSARY 03	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

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	

MARCH 2014

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

MOTHERS AND BABIES DOING WELL

Family Works and Plunket are working together to support mothers and their babies in the Auckland Region Women's Correction Facility.

Te Hononga family worker Pila Wati visits the prison at Wiri every week, working alongside Plunket Nurses to provide healthcare and parenting support. The aim is to help women and babies bond well, enhance parenting skills and prepare mothers for reintegration into the community. Pila says mothers and infants alike are thriving in the programme, which is contracted with the Department of Corrections for three years.

"I build them up as women and as individuals and support them as they work through some of the issues that will arise when they return home."

Women in prison are now able to care for their own children up to two years old. A special mother and baby facility at Wiri houses up to six women with babies in self-care units, where they can manage their own living arrangements.

Most of the women also have other young children at home and are concerned about how family dynamics will change once they are released. However, feedback about the programme has been very positive: "It's made me a stronger person, physically and mentally."

"I'm learning how to be a better role model for my family and my kids and how to raise them in a safe and healthy environment."

"I want to be the best mum I can be for my kids and always put them first. I look forward to bringing my two girls together to be a family. This is my dream."



Pila Wati with Liz Thomas,
Service Manager

"I want to be the best mum I can be for my kids and always put them first."

MARCH 2014

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

FEBRUARY 2014

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	
S	2	9	16	23	

APRIL 2014

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

A LIFE-CHANGING PROGRAMME

Stacey Russell was serving nine month's home detention when she attended a course that transformed her life.

A year ago, Stacey faced three and a half years in prison for drug dealing, and had lost the care of three of her five children. Today, she is a changed woman, thanks to the “amazing journey” she’s been on. Now free of drugs, she has regained custody of her children, obtained her full driver’s licence, and is working on new goals.

“The positive changes I have made in my life since starting this course are having a snowball effect. I want to be a community social worker so I can help other people to overcome the bad times I went through,” she said.

Stacey was one of 11 women on probation to graduate from Whakamanahia Wahine – Strengthening Foundations for Women, a pilot programme developed and facilitated by Presbyterian Support Northern’s Family Violence Prevention Advocate, Jude Simpson (pictured), through the Corrections Department’s Innovation Fund.

Jude said the course celebrated the women themselves, and focused on identifying their skills and building self-esteem, with the ultimate goal of reducing reoffending. Each woman achieved three NZQA unit standards during the intensive six week, four days a week programme.

“It’s all about being the best they can be. It was such an affirming environment and they loved it,” Jude said.

St Andrew’s Presbyterian Church in Mt Maunganui generously hosted the programme and sponsored the hoodies the women received at graduation. A number of Auckland churches donated money for a personal gift for each graduate.

Jude Simpson, Family Violence Prevention Advocate



“The positive changes I have made in my life are having a snowball effect...”

APRIL 2014

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

MARCH 2014

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

MAY 2014

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	

PARTNERSHIP STRENGTHENS FAMILIES

A visit to a young mum in difficulty resulted in a successful outcome, thanks to the partnership between Plunket and Family Works.

Alanoy was caring for four children, including a one-year-old baby. She was worried about finances and felt unable to give her eldest son, aged 10, the attention he needed. When a Plunket Kaiawhina (health worker) visited, Alanoy got talking to her and shared some of her worries.

The Plunket Kaiawhina referred Alanoy to Christine Morey-Ballard, the Family Works social worker who is integrated into the Plunket team. Concerned that Alanoy was feeling very low and not receiving much in the way of support, Christine immediately arranged counselling for Alanoy and her eldest son. She also supported Alanoy in enrolling the boy in an after-school programme at the library. He loves the programme and particularly enjoys having an activity that is 'special' for him.

These arrangements have made a big difference to Alanoy and her family. She is much more hopeful now that she is getting the help she needs for herself and her son.

"I really appreciate everything Christine and the Plunket workers have done for me. Just having someone to talk to has been a big help. They've shown me that there are ways to cope, and made me more confident in myself."

Alanoy's story is an example of the difference the Plunket Family Works partnership makes to vulnerable families in targeted areas of South and East Auckland. The joint pilot scheme recognises the value of deliberate early intervention, and offers extra support for housing issues, benefits, budgeting or early childhood education.



"Just having someone to talk to has been a big help."

MAY 2014

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	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

APRIL 2014

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

JUNE 2014

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	25	26
S	1	8	15	22	29

PUKEKOHE'S RESOURCE CHAMPION

A father of two young children assaulted his wife after returning from work to find her intoxicated and abusive.

She called police who granted a safety order. The man felt remorseful and confused at being isolated and displaced from his family. Desperate to go home again, he sought help from a family worker who advocated for him in the legal process, arranged counselling, and supported him until he was reunited with his family.

Cases like this are all in a day's work for Rachel de Thierry, Te Hononga's family worker in Pukekohe. She provides services three days a week in the rural town, 50 km south of Auckland.

Rachel makes home visits and is based at Pukekohe North Primary School, where clients can easily drop in to see her. Two Family Works social workers are also based there. Such accessible services make a big difference in an area where lack of public transport, poverty, or long waiting lists make it difficult for many families to engage with healthcare and social services.

Many clients experience housing problems and financial hardship, but poor health, addictions, unemployment, single parenting and family violence can all feed into each other and add to the complex mix of challenges clients face, creating a domino effect.

Rachel lives in Pukekohe and knows the community well. She maintains close links with other community agencies and keeps plenty of information on hand for those who drop by her room at the school.

The outcome is clients who are increasingly confident about approaching social service providers and accessing the support they need.



“Complex social issues have a domino effect on people’s lives.”

JUNE 2014

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
01	QUEEN'S BIRTHDAY 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	02	03	04	05

MAY 2014

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	

JULY 2014

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	

HEART TO HEART OPENS DOORS

Community transformation is central to Presbyterian Support Northern's mission and the Heart to Heart events in Whakatane are a great example of how agencies and churches can work together for the good of the community.

The Heart to Heart Expo and Family Festival has been hosted twice now by Whakatane Presbyterian Church, with support from Family Works and Presbyterian Support Northern's Community Mission Advisor, Anne Overton.

The event is designed to build community connections and raise awareness of the support groups available, as well as to provide a safe, fun place for families to bring their children at no cost.

This year, more than 500 people turned up for free food and activities for the whole family, including a treasure hunt which linked 18 different community agencies.

"It was a great day," said Whakatane's minister, Rev Chris Barnard. Two gang leaders told him, "We came just to drop off the missus, but it was so much fun we stayed the whole day."

A team from the Waimana Pastorate served 285 hangi meals, while church members from Ohope and Whakatane barbecued 500 sausages and prepared hundreds of scones for the Devonshire teas. Enliven's Pohutukawa Day Programme facilities were used for morning tea, and local probation officers and their boys helped set up and pack down the site.

"The whole day was a great way to continue breaking down barriers and allow meaningful conversations between people. The church went out of their way to make people feel welcome," Anne said.

Family Works continues to work with the church and other agencies during the year, especially through the Eastern Bay of Plenty Family Violence Network and the It's Not OK campaign.



"We came just to drop off the missus, but it was so much fun we stayed the whole day."

JULY 2014

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	25	26
27	28	29	30	31	01	02

JUNE 2014

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

AUGUST 2014

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

STANDING ON HER OWN TWO FEET

Mya Willie is a playful, engaging little girl who is very matter-of-fact about her disabilities.

“I have cerebral palsy and sometimes I have seizures,” she tells people.

Now aged 7, Mya was a premature baby. The brain damage she experienced at birth means she has trouble with motor skills, coordination and balance, but her speech is fine and the epileptic seizures are mild and infrequent.

She attends her local primary school, uses leg splints or a walker to get around, and has a wheelchair for longer distances. She loves singing, drama and drawing and is a ‘whiz’ with her iPad.

Mya has been receiving support from Enliven Maximising Independence services for the last three years. Support worker Natasha Bates visits the family home for an hour a day, four times a week to help bath and change Mya. If there’s time, she’ll play games or help feed her too.

“She has her good days and bad days, but she always greets me with a hug and a smile,” Natasha said. Enliven’s support is encouraging Mya to become more independent and learn new skills. It also makes life easier for her mother Natashia (pictured right), who works fulltime as well as managing the home for Mya and her teenage sister.

“Mya wants to do more on her own now. She tries different ways of doing things and there’s been a big improvement in what she can do. The support is a huge help for me too. I’m more relaxed because I’m not caring fulltime for Mya and there’s more time for other things,” she said.



“Mya wants to do more on her own now...and there’s been a big improvement in what she can do.”

AUGUST 2014

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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

JULY 2014

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	

SEPTEMBER 2014

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	

A PASSION FOR INDEPENDENCE

Cathie Richardson was delighted with the all-round support her father received from Enliven Waikato when he was living in his own home.

Joe Keenan lived on his own until the age of 94 when, after a series of hospital stays, his family decided to move him to a rest home. "Up until that time, he was passionate about his independence," says Cathie. Enliven's Maximising Independence home care and day programme activities enabled him to maintain that freedom, in spite of some health challenges.

Joe had three visits a day from his support workers. They assisted him with showering and dressing, helped prepare meals, and made sure he was organised for the Enliven day programme he attended four days a week.

The St Andrew's Day Programme made a big difference to Joe's quality of life. He enjoyed singing and chatting with other people, while activities like outings and bowls improved his fitness and mobility.

For Cathie, the system "worked like clockwork" and the high level of care Joe received gave her peace of mind about her father.

"The whole organisation was incredible. The staff were fantastic – I always knew where and how he was and they let me know if there was anything amiss."

"His needs have now changed and we've had to make other arrangements, but I couldn't have wished for a better scenario for him at the time. To be able to stay in his own home was what he always wanted."



"I couldn't have wished for a better scenario for my father."

SEPTEMBER 2014

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

AUGUST 2014

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

OCTOBER 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	

RESTORING FAMILY RELATIONSHIPS

When Donna's son Luke misbehaved, she couldn't cope. The 8-year-old was angry and defiant, and his tantrums and swearing made their home an unhappy place.

Donna separated from her abusive partner six years ago. When Donna's son Luke misbehaved, she couldn't cope. Donna discussed Luke's behaviour with his school counsellor, who referred him to the Restore children's programme run by Family Works in Tokoroa.

The programme is for children and their caregivers who have experienced family violence. It encourages children to express their emotions, teaches them to resolve problems, and helps with safety plans. They learn to respect others and develop a healthy self-esteem.

Donna also attended the WAVE course for women affected by violence and says both programmes made a huge difference to her relationship with her son.

"They taught me different ways to look at the situation. Luke knows about consequences now and I've been dealing with him more calmly. I'll just walk away or ignore his bad behaviour. Now that there's no arguing or yelling and fighting, there's a more peaceful atmosphere in our home."

Luke can now tell his Mum when he's feeling sad and they sit down and talk about it together. He accepts that he can't always have what he wants straightaway.

"I had to show him the right way but I worked hard on myself as well. My hopes are that he turns out to be a really good adult. I want nothing but the best for my son."



"I had to show him the right way but I worked hard on myself as well".

OCTOBER 2014

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 HAWKES' BAY ANNIVERSARY	25
26	27 LABOUR DAY	28	29	30	31	01

SEPTEMBER 2014

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	

NOVEMBER 2014

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

HOMESHARE ADDS MEANING TO LIFE

Harold loves meeting his mates Bill and Jim once a week for a good old natter.

The trio are part of Enliven's new HomeShare scheme in which older people in the Coromandel area meet in an individual's home for support, social contact and conversation.

At first, Harold attended the Kuaotunu Day Service group which meets weekly in the local hall (another new Enliven service), but he found it difficult to interact with others due to his hearing impairment. It was agreed that a smaller group would suit him better. To his delight, the men in the HomeShare group share similar interests and experiences.

"I invent things and I can talk to the other guys about scientific and engineering feats that we have all been involved with in the past," he said.

Harold lives in Whitianga with his daughter Christine after moving from Hamilton at the end of 2012. He is pleased that his attendance at the group gives her a break.

"I have seen a huge change in Dad. He can't wait until Tuesday to catch up with the others and always comes home in a good mood as he feels wanted and included. I don't like leaving Dad home alone but when he's with the group I know he is safe and happy," Christine said.

Support worker Lizzy Leckie transports the men to their host's house, plans activities or trips that are suited to their interests, and organises meals. "It's great in terms of social and mental stimulation. The group adds meaning to life for all three of them," she said.



"The group adds meaning to life for all three of them."

NOVEMBER 2014

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

OCTOBER 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	

DECEMBER 2014

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

BACK ON THE DEBT-FREE ROAD

Fiona can now drive her car with a clear conscience, thanks to help from our Budgeting Services.

She drove it for six years without a warrant of fitness or registration, and racked up almost \$4,000 in fines as a result. With two small children to care for, life was a huge financial struggle until she met Linda McCallum, a budget advisor based at Family Works Te Hononga and the Leslie Centre.

Linda negotiated with Fiona's creditors and helped sort out her bills and benefit entitlements. Then she supported Fiona's application for an interest-free loan of \$2,300 from the Nga Tangata Microfinance Trust so that she could repair her car and get it warranted. An emergency food parcel helped when she had to pay for registration and insurance.

Now Fiona is enjoying the freedom of being able to drive to the supermarket or the doctor without the fear of being pulled over.

"It's unbelievable – a dream come true for me. Linda has been a great help. The budgeting works and I'm rapt," she said.

Microloans are one of the tools Linda uses to assist clients in South Auckland. She spends one day a week at Finlayson Park School in Clendon where it's handy for clients to drop in to see her, and also visits the prison at Wiri once a month. Her work is part of a deliberate policy to provide a range of accessible budgeting services throughout the greater Auckland area.

To the end of June 2013, the Budgeting Services team saw more than 900 new clients with debts totalling more than \$22 million.



"It's unbelievable – a dream come true for me... The budgeting works and I'm rapt."

DECEMBER 2014

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	WESTLAND & CHATHAM ISLANDS ANNIVERSARY 01	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

NOVEMBER 2014

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

JANUARY 2015

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	

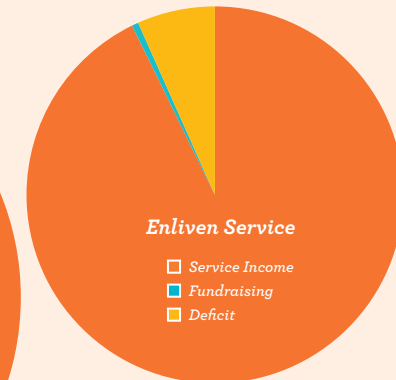
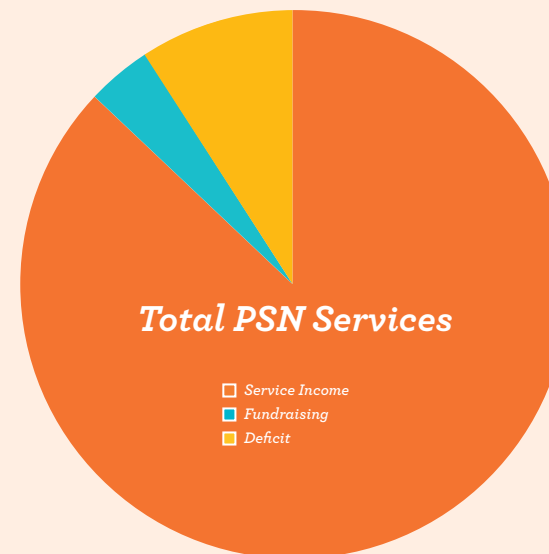
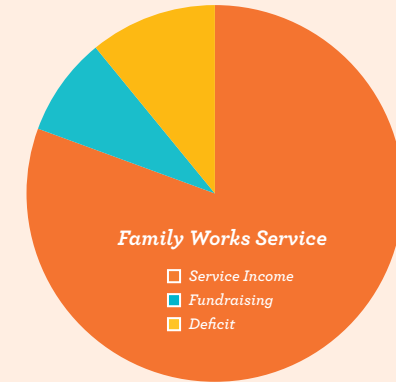
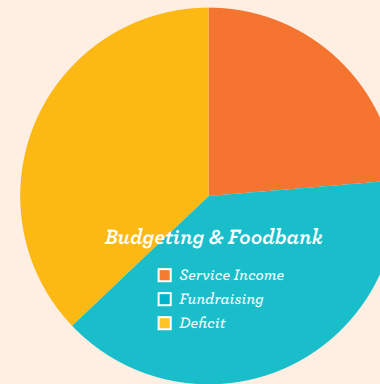
Financials

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

The Financial results for the 2012/13 year show a deficit from the provision of services of \$3.2 million, due mostly to the expected net costs of providing Family Works services (\$1.6 million), and the higher than expected costs associated with commencing a home and community service contract with ACC (loss of \$1 million). Compared with last year, with revenue from government contracts increasing from \$22 million to \$25 million, Presbyterian Support Northern has achieved extensive growth in services during the year. Total expenditure also increased, from \$25 million to \$30 million.

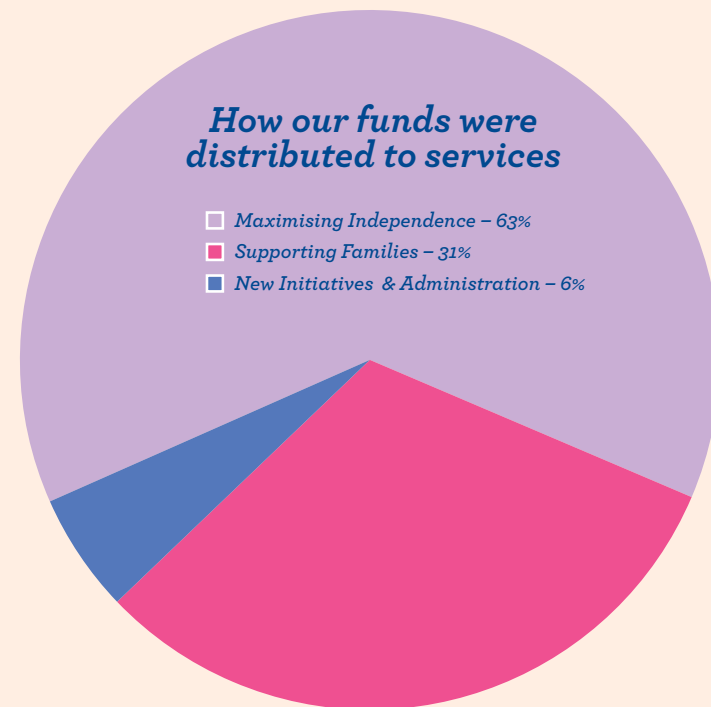
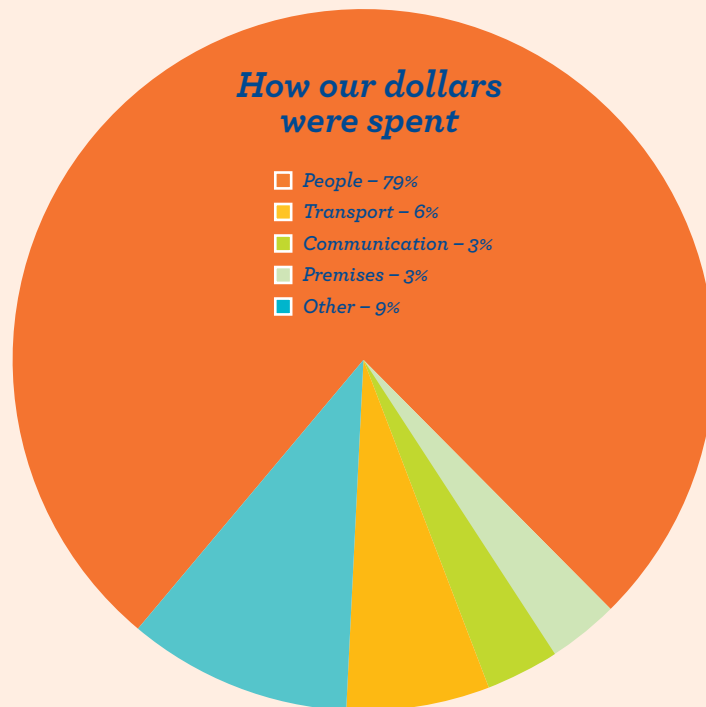
Thankfully, \$1.3 million was raised through fundraising and other contributions. Investment returns also exceeded budget to improve the total result from an operating deficit of \$3.2 million to an overall surplus of \$2 million. This enabled the preservation of the real value of investments, which is essential to ensure sufficient investment funds are generated each year to assist meeting the costs of responding to the needs of those most vulnerable.

The charts shown give a summary of how our expenditure of \$30 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.



Financials

At PSN we want to do the best with every dollar we receive, and the following charts show that we are very efficient at targeting our funds directly at service delivery.



Our Supporters 2012-13

Our sincere thanks to our supports for their financial support

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Maria Louise Denee-Sieger
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Churches
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St Cuthbert's College
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Calendar printing kindly sponsored by **RICOH**

A special thanks to the many individuals, corporates and organisations that continue to give generously to Presbyterian Support Northern.

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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(from June 2014)

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