

Welcome to Presbyterian Support Northern

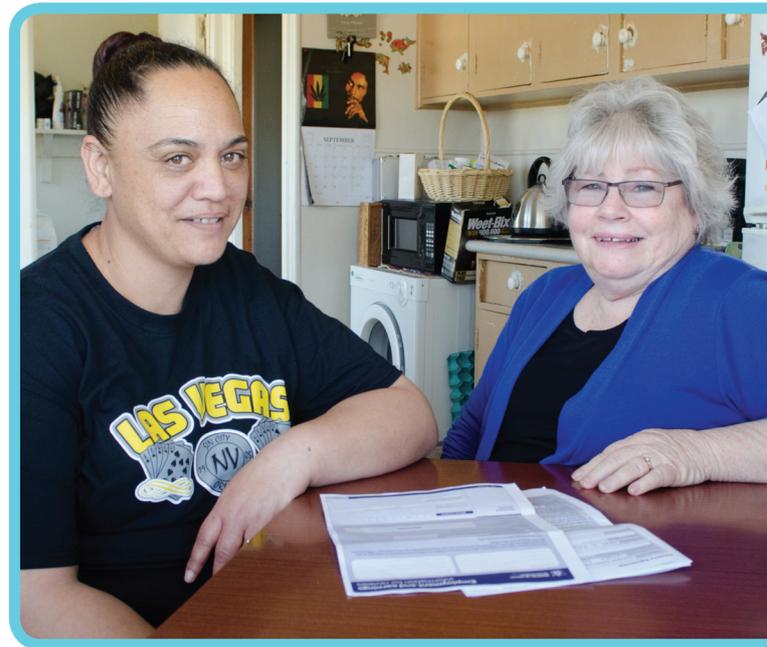


A BETTER LIFE FOR EVERYONE

“NO LONGER SPENDING MONEY WE DON’T HAVE”

Kelly used to have a gambling problem. Now, she’s happy to turn the household finances over to our budgeting services to manage, after she arranged to have herself barred from the places she used to go to gamble, and gave up smoking. PSN has also helped with food parcels, with her daughter’s high health needs and in the family’s ongoing struggles with Housing New Zealand.

“I’ll never turn away from budgeting now because it really takes the pressure off. It’s been a long, hard road, especially the first year but since we got help everything has been on the up. We’re no longer spending money we don’t have.”



PUTTING CHILDREN FIRST

Marci first contacted the Family Works Resolution Service when she wanted to change the child care arrangements she and her ex-husband had in place. A family mediator encouraged Marci to attend a Parenting through Separation course and facilitated the mediation sessions with her ex-husband. The process was an eye-opener – Marci realised the biggest problem was the way they were treating each other and that she needed to change how she thought and spoke about her children’s dad.

“This process wasn’t about me getting what I wanted. Rather, it was about figuring what was best for the kids. I’m so grateful for the way it turned out – honestly, it’s a miracle.”

A GOOD PLACE TO BE

Enliven day programmes and groups provide stimulus and social interaction for older people and help them keep in touch with their community. They also provide a form of respite for families who appreciate the welcome and care their loved ones find at Enliven programmes. One grateful family sent a card with this message:

“We would like to thank everyone for their acceptance of and care for Bob during the times he spent with you. The last few months had become increasingly difficult for him to communicate. Your thoughtfulness and generosity we can never repay with mere words – our sincere thanks.”

Presbyterian Support Northern

Presbyterian Support Northern helps create a better life for everyone. Our social services build strong families and enable older people and those with disabilities or injuries to maximise their independence.

QUICK FACTS

- + PSN is a charitable social service organisation that supports vulnerable people and enhances local communities throughout the upper North Island.
- + PSN is one of the largest charitable social service providers in New Zealand.
- + PSN offers a range of services for children and their families, older people and people with disabilities or injuries.
- + PSN has provided practical service to New Zealanders for over 130 years.
- + PSN's service expenditure in 2014/15 was \$35 million. Including administration and support costs, the total expenditure was **\$37 million**.
- + Nearly **80%** of funding comes from government contracts; for the rest, we depend on grants, donations, bequests and investment earnings.
- + A team of **866** qualified and committed staff work across **25** sites from Whangarei to Taupo.
- + PSN partners with others to develop initiatives that acknowledge cultural diversity, enhance lives and strengthen communities.

OUR SERVICES

- + **Family Works Northern** helps children (0-17 years) and their families overcome complex social issues like violence and conflict so they can make positive and lasting changes in their lives.
- + **Enliven** maximises the independence of New Zealanders who are facing the everyday challenges of ageing disability or injury by enabling them to thrive in their homes, stay healthy and engage in their communities.
- + **Foodbank** parcels give emergency relief to families and individuals in serious need.
- + **Budgeting** and **Total Money Management** services provide longer term solutions for those who struggle with poverty and debt.

OUR HISTORY

- + Over 130 years providing social services that make a difference for people and communities.
- + We share a common heritage with the Presbyterian Church, but have been an independent incorporated society since 1957.
- + Our roots go back to 1884 when Duncan Macpherson became city missionary for Auckland.

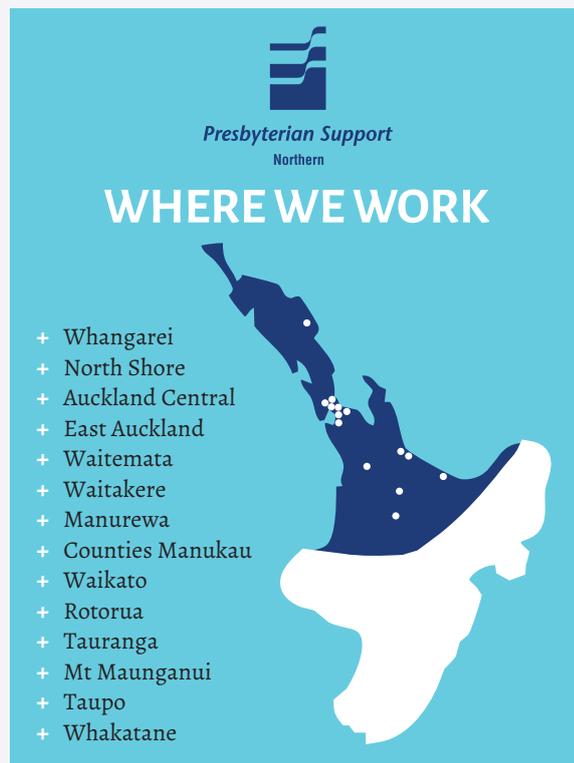
GOVERNANCE

- + PSN has a voluntary Board consisting of Presbytery representatives from locations across our region, a representative from Te Aka Puaho (the Maori Synod), one from the Pacific Island Synod and a number of independent trustees.
- + The organisation is led by an experienced and committed board, CEO and six general managers.

MEASURING OUTCOMES

Results Based Accountability (RBA) provides vital client feedback to help us improve the way services are delivered, to view trends, and to demonstrate the positive impact of our services over the last year. www.psn.org.nz

- + **96%** of children and families using Family Works services say we met their needs.
- + **90%** of clients felt that Enliven staff were friendly, listened to them and made them feel safe and comfortable.
- + **16,300** children and their families are supported by Family Works.
- + **4,145** clients maximise their independence through Enliven services.
- + **1,514** adults are better equipped through budgeting services.
- + **2,324** emergency food parcels given to people living below the poverty line.



Presbyterian Support
Northern