

Welcome to Presbyterian Support Northern



**Presbyterian Support
Northern**

Presbyterian Support Northern (PSN) helps create a better life for everyone. Our social services build strong families, enable older people and those with disabilities or injuries to maximise their independence, and help New Zealanders in crisis.

Quick Facts

- + PSN **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 has provided practical services to New Zealanders for **over 130 years**.
- + PSN's team of over **1,000 qualified and committed staff** work in **28 service centres** across the upper North Island.
- + Nearly **80% of funding comes from government contracts**; for the rest, we depend on grants, donations, bequests, other fundraising, and investment earnings. The gap between government funding received and the cost of services is \$1.5 million.
- + PSN partners with numerous other government and community organisations to coordinate services and develop collaborative initiatives that **acknowledge cultural diversity, enhance lives and strengthen communities**.

Forgotten Boy Smiling Again

When Tristan's* mum moved to Australia, she left him behind. Tristan felt rejected and anxious. Every day, he asked his dad if his mum had forgotten about him. His dad thought counselling might help.

Family Worker Alanah* used sand tray therapy to help Tristan enact his frustrations and feel more 'in control'. The fun, friendly sessions helped him to heal.

Tristan still misses his mum but is no longer preoccupied with feeling rejected. He's more confident and is now making lots of new friends at school.

(*names changed and model used to protect identity)



Safe for the First Time

Sasha's* dad coached the sports team and all the kids loved him. But at home, he was mean and violent to his wife and children. No matter what she did, Sasha could not make her dad love her.

One night he assaulted their mum, but this time was arrested and taken away. Shine helped Sasha, her sisters and their mum to be and feel safe for the first time. KIDshine helped Sasha to understand nothing she did caused the violence and to finally believe she deserves to be safe and loved.

(*name changed and model used to protect identity)

Presbyterian Support Northern



Presbyterian Support
Northern

Our Outcomes for 2017

- + **15,000** children and their families supported by Family Works.
- + **2,045** emergency food parcels given to people living below the poverty line.
- + **1,285** children received the services of Social Workers in Schools.
- + **1,036** people benefited from financial mentoring and advice.
- + **9,577** victims Shine has helped to become safe.
- + **5,192** individuals trained by Shine to improve the response to domestic violence.
- + **159** calls Lifeline responded to every day on average.
- + **4,060** people supported by Enliven to live safely and independently in their own homes.
- + **1,042** separating parents sought the help of Family Works Resolution Service to agree on their children's care arrangements.
- + **707,357** hours of home support from Enliven staff to help maximise the independence of older people and those with disabilities and injuries.

Our heritage

Founded in 1884, PSN shares a common heritage with the Presbyterian Church, but we have been an independent incorporated society since 1954. PSN continues to deliver services based on values sourced in our Christian tradition. Today, PSN's staff reflect the diverse population of our service area and our services continue to inspire hope and to support thousands of New Zealanders every day across the spectrum of age, ethnicity and religious beliefs.

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 nine general managers.

Connection is Key

George, who is 76, has never liked to sit still. So when he was hospitalised for six weeks after a car crash, he didn't want to be isolated while recovering at home.

Enliven Support Worker Maraea visited George at home and helped with tasks like shopping and housework. She supported George during his recovery and kept him connected with the community. Through six weeks of visits, the two have developed a trusting relationship.

George felt happy and hopeful through his recovery, is now walking again and is almost fully independent.



Our Services & Locations

- ➡ **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.
- ➡ **Family Works Northern** helps children and their families overcome the consequences of poverty, lack of adequate housing, and living with violence. It helps families to stay safe, strong and connected so they can make positive and lasting changes in their lives.
- ➡ **Shine** helps victims of domestic abuse to be safe, supports men who've used abuse to change their behaviour, and trains and supports others, including employers, to respond effectively to domestic abuse.
- ➡ **Lifeline** provides 24/7 phone counselling and support to New Zealanders who are in crisis or at risk of suicide. Calls to helplines are free and confidential.
- ➡ **Foodbank*** parcels give emergency relief to families and individuals in serious need.
- ➡ **Financial Mentoring*** services provide longer term solutions for those who struggle with poverty.

*Auckland only



Throughout NZ with Shine
and Lifeline Helplines & training