



Presbyterian Support  
Northern



# THE PSN POST

SUMMER 2023/24

## Season's Greetings!

We extend our heartfelt wishes for a Christmas filled with joy, and a summer that is safe and happy.

Thank you for your incredible support during 2023. Your donations make an impact on the lives of children and families within our communities.

We are excited to share this Christmas/Summer edition of *The PSN Post* with you, and have a fresh collection of heart-warming stories and updates that demonstrate the great work of the dedicated PSN team.



## GIFT A BRIGHTER FUTURE FOR KIWI FAMILIES

Please be part of our mission to share love and goodwill with those in need.

Your donation helps people experiencing challenges including trauma, food shortages, housing problems, family violence, anxiety, and health and well-being issues.

Family Works Northern supports over 3000 local families across the year in your community.



**DONATE TODAY!**  
Scan here or visit: [www.familyworksnorthern.org.nz/donate](http://www.familyworksnorthern.org.nz/donate)

### Will you change lives this Christmas?



Christmas Appeal



# FROM PSN CEO, DR. BONNIE ROBINSON

*My very best to you for the Christmas and summer season!*

Christmas does seem to come around quickly these days! Christmas and summer marks the end of my first year as CEO of PSN and it has been a busy, challenging, and enjoyable journey. I have been so impressed with the commitment and skill of the whole PSN team. Working together, we reach so many people, of all ages, to help them realise our vision of “A Better Life for Everyone.”



People often ask me “What is the most important work that you do?” My answer is “everything”. Because if you need counselling, home care, budgeting advice, parenting support, kai, or help with family violence right now - then that is the most important service. Every person, whānau, and community has different needs so there is no single service that can solve everything. We are called to meet people where they are and provide what will be most effective support for them, in their situation.

We have recently completed our organisational planning, and 2024 looks even busier as we increase our commitment to improving our services to reach more people.

The cost of living pressure over the last 12 months, coupled with the cumulative impact of years of COVID-19 has increased the stress on families. Our Christmas Appeal is therefore focusing on Family Works, our child and family service.

Family Works offers counselling and social work support along with a range of impactful group programmes. We work in communities and schools throughout the upper North Island from Northland to Tūrangi.

**We recognise that every family has its strengths, but may need help now and again. Family Works Northern provides confidential, practical help for:**

- children who have experienced trauma
- families who want to build a stronger family life through building better parenting skills
- victims of family violence
- families trying to put the next meal on the table, or budget with very little income.

This Christmas, your support is crucial. Your generosity can help us to reach more children and families to provide the support they need so that 2024 can be the beginning of their transformative journey towards a ‘better life.’

**PLEASE DONATE TODAY  
TO SET THE STAGE FOR  
A BRIGHTER AND MORE  
HOPEFUL FUTURE.**



Scan the QR code or visit:

[www.familyworksnorthern.org.nz/donate](http://www.familyworksnorthern.org.nz/donate)

Many people also enjoy the ability to sign up as a regular donor, showing they care throughout the year by making a monthly donation as a PSN Angel. To become a PSN Angel, please visit [www.psnangel.org.nz](http://www.psnangel.org.nz) and sign up today.

Wishing you and your loved ones a wonderful holiday season. May the spirit of Christmas bring peace to your home. Here’s to a bright and successful New Year ahead.

With warmest regards,

**Bonnie**



If you need to update your details; you wish to opt out of receiving The PSN Post; or you wish to speak to someone in our fundraising team – please call **09 520 8608** or email [supporter.relations@psn.org.nz](mailto:supporter.relations@psn.org.nz)

# RECENT HIGHLIGHTS FROM COMMUNITIES FEEDING COMMUNITIES



## Summer garden updates

**With the summer months come increased garden growth and productivity at Communities Feeding Communities (CFC), thanks to the longer daylight hours and warmer temperatures.**

In spring, we carefully nurtured seedlings for both our allotment and produce gardens using this as an opportunity to share knowledge and skills with people in our community. We were fortunate to receive generous donations of seedlings from Saint Kentigern College and Saint Cuthbert's College. These contributions have really enriched the variety in our gardens. Thank you!

Throughout the summer, our community green thumbs are hard at work growing fresh vegetables based on what our community has said they like to eat and want to grow at home.

These have included daikon radishes, eggplants, and Asian greens, such as bok choy, kai-lan and Chinese cabbages.

We aim to bolster our food parcels with an even greater supply of produce from our gardens. This initiative will reduce our reliance on external providers for fresh produce, ensuring we can continue serving our community sustainably.

The time we spend in the gardens creates a unique and special opportunity to experience our community and its diversity. Our family gardens are a space where children help mulch, harvest, and sow seeds. This creates a safe space full of hope for the future and full of meaningful conversations where we are growing more than just food, but friendships.

## Empowering young entrepreneurs

**The delightful Kids' Market at CFC has been an absolute blast! We hosted our first one in June, and then another in November.**

This is a space where children experience the excitement of running their very own market stall, where they can explore upcycling, recycling, bartering, buying, swapping and fundraising for their school. This unique opportunity has empowered children to let go of old toys, books, and other items they've outgrown.

We look forward to hosting more of these wonderful events in the future. If you're a local resident in the Mount Roskill area, we invite you to stay tuned to our Facebook page for updates on our upcoming Kids' Markets: [www.facebook.com/CommunitiesFeedingCommunities](https://www.facebook.com/CommunitiesFeedingCommunities). Your support means the world to these young entrepreneurs, and we can't wait to see you at our next event!



**Donations from people like yourself help us carry out this significant community work.** With your support we can keep the wonderful CFC activities going. Please contribute by visiting [www.psn.org.nz/donate](https://www.psn.org.nz/donate) or by scanning the QR code.



**TOGETHER, WE ARE CREATING POSITIVE CHANGE IN THE COMMUNITY**



# COOKING CLASSES A RECIPE FOR SUCCESS AND UNITY

Following the success of the inaugural CFC Community Cooking classes in June, led by the talented Jane Rangiwahia – we're pleased to share that three further cooking courses have been completed and we have more planned for 2024.

These classes impart essential life skills and foster a sense of community among our local residents. They also serve as a unifying experience, bringing individuals from diverse backgrounds, ages, and cultures closer together.

We are committed to continuing these classes and eagerly anticipate the opportunity to host them in our newly refurbished Victoria Hall in the near future.



## TRANSFORM TOMORROW WITH YOUR LEGACY



**Did you know you can make a positive impact on the causes you hold dear, even beyond your lifetime?**

An easy way to do this is to include PSN in your Will through a bequest. Your legacy will continue to support the causes you're passionate about, ensuring that your values carry well into the future.

PSN is dedicated to supporting and enhancing the well-being of individuals, families, and communities. Our work is made possible by the generosity of individuals like yourself who believe in our mission of "a better life for everyone".

Some recent examples of how bequest gifts have been used for the betterment of New Zealanders and the communities we serve:

- Family violence prevention programme for those involved with gangs
- Community cooking classes
- Family Works sand-play starter kits for social workers use
- Social food pantry (Pātaka Kai)
- PSN Scholarship Programme

### FOR MORE INFORMATION

Including PSN in your Will is straightforward and can be tailored to your specific wishes. Your gift – no matter the size – will help continue to inspire and transform lives with a ripple effect of positive change.

**Please contact me, Vivienne Riddell, Planned Giving Coordinator on 09 520 8628 or 021 329 938, or email [vivienne.riddell@psn.org.nz](mailto:vivienne.riddell@psn.org.nz).**

I am happy to discuss any questions you may have, and rest assured, your enquiry will be handled in confidence with no pressure or obligation.

*Thank you for your support, and for being a part of our mission to make a better life for our communities!*



# LIFELINE'S IMPACT DURING THE CHRISTMAS SEASON AND BEYOND



Every day 15-20 people at high risk of suicide call Lifeline, and a further 300 calls and 1000 texts are sent and received through our National 24/7 counselling service.



**Christmas represents a time of hope and joy... but sadly, for some Kiwis, it can be something quite the opposite.**

Lifeline has been providing mental health support to Kiwis for nearly 60 years, and over that time loneliness and isolation remain the most common reasons people call or text around this time of year.

For some Kiwis, a call to Lifeline on Christmas Day will be their only human connection on that special day.

The Christmas and New Year period can also often be a very stressful time due to family conflicts or tricky dynamics, financial challenges, end-of-year exhaustion, and an array of life pressures.

Some may even face sad and painful reminders of family and loved ones they cannot spend time with.

**Lifeline receives no government funding.** With the help of kind donors, we are there for those who really need support during moments of vulnerability and distress.

**At a cost of \$36 per call, please consider a Christmas donation to Lifeline.**

To learn more about what we do at Lifeline, or to get involved in fundraising initiatives you can implement in your local community – please contact [leanne.newland@lifeline.org.nz](mailto:leanne.newland@lifeline.org.nz), or visit us at [www.lifeline.org.nz](http://www.lifeline.org.nz)

If you need our support, please call **0800 LIFELINE (0800 543 354)** or text **4357**.

Here are some recent examples of how one meaningful conversation can help turn things around during a dark moment:

*"I called your helpline at 13:48 today to speak to someone, as I was feeling completely hopeless. The counsellor listened to me and helped me to see a bit of light again when I was in a very dark place. Thank you so much for the help and for the vital work you do with people like me every day."*

*"Tonight I texted the Lifeline helpline and I'd like to give feedback on a really positive experience I had talking to a counsellor. I texted the service feeling quite scared as I struggle to trust a lot of mental health professionals due to bad past experiences. But I reached out about some relationship issues I was needing a second opinion on, and the counsellor was really good at helping me unpack my emotions and also giving me reassurance on the things I was doing well. My experience talking to them helped me to take a step back and their positive feedback made me shed a tear - it was much appreciated. They helped a lot and it helps me feel more comfortable reaching out for help in the future. Thanks so much and amazing work!!!"*



## THOUGHTFUL CHRISTMAS GIFT IDEA

Please consider our Lifeline fundraiser candles as a unique gift with extra meaning. **\$20 from every candle sold goes to Lifeline.** Purchase by scanning the QR code or visit: [www.luxcreations.co.nz/lifeline-fundraiser](http://www.luxcreations.co.nz/lifeline-fundraiser)



SCAN ME

# THE IMPACT OF FAMILY WORKS



Family Works Northern is dedicated to making a difference to the lives of individuals and families in the heart of our community – offering care, compassion, and the right resources to support positive transformation.



*Last year...*

## 3388

Family Works clients were supported through school-based programmes

## 3493

Family Works clients were supported through other programmes (such as Parenting in Prison, The Incredible Years, Parenting through Separation, and Building Financial Capability)

## 2111

Family Works clients were supported to be safe from family violence.

**But it's not just the numbers that speak about Family Works Northern's impact; it's the voices of those who have been touched....**

*"Helped me feel safer to share my feelings and to communicate with people around me."*

*"I learnt more about myself, grateful for the programme and what it teaches me about being a proud brown Poly girl. Made me more confident in myself. The programme was a good help and got me out of my comfort zone. Thank you for helping me and giving me a brain. Loved the mentors, they were able to create a safe and inclusive space that empowered every single one of the girls."*

*"Coming on this programme, I was a little worried about how it would help or if it would be any good. I was blown away right from the start. Fantastic programme! Keep doing what you are doing! We will always remember this – Thank you x"*

*"I feel I have accomplished my goals. I want to say thank you so much for helping me on this programme. I like how I got advice that helps me stay positive at all times."*

*I am thankful for everything you did for me."*

*"I learned how to be kind and how to make friends."*

*"Helps me through tough times."*

*"An awesome programme to be a part of and an absolute privilege to have attended."*

*"I learned a lot more. Helped me a lot with my mental health."*

*"I have used the skills we learnt when stressed and it works."*

## Will you change lives this Christmas?



Family Works Northern supports kiwi families experiencing challenges including trauma, food shortages, housing issues, family violence, anxiety and health and wellbeing.

**YOUR DONATION MAKES A DIFFERENCE!**

Please scan the QR code, or visit [www.familyworksnorthern.org.nz/donate](http://www.familyworksnorthern.org.nz/donate)





**Shine** (Safer Homes in New Zealand Every day) is a specialist family violence service provider and has been offering a range of services since 1990, all with the primary aim of supporting people experiencing family violence to become safer.

**Shine also offers several other services:**

- **Shine Helpline:** a free-to-call national family violence support line staffed by trained professionals where callers receive information, support and help with safety planning and referrals to appropriate support services.
- **Advocacy and Education:** programmes and workshops to raise awareness and promote social change regarding family violence.
- **Emergency Accommodation:** safe refuges for individuals and families escaping abuse.

- **Legal Support:** guidance on legal matters related to family violence, including protection orders and legal aid services.
- **Professional Training:** a variety of training and education services which include the DVFREE workplace programme and Shine RESPOND training for professionals and community organisations.

*We'd like to focus on two of Shine's training programmes, and expand on how they help to support our communities to respond to family violence more effectively.*

## DVFREE WORKPLACE PROGRAMME

**Shine's DVFREE programme is designed so employees experiencing violence feel safe and supported at work.**

DVFREE provides training, policy and workplace development on the workplace response to family violence. The DVFREE goals are that employees impacted by violence feel safe and supported at work and all employees know what to do if a work colleague is experiencing or perpetrating violence, as part of a best-practice workplace response.

Shine has supported hundreds of employers – businesses, government agencies, Crown entities and not-for-profit organisations of all sizes – to create or update their policies and procedures, successfully train key family violence contact people and leaders, and raise awareness around domestic violence across the whole organisation.

The programme promotes awareness about family violence through training sessions that educate participants about its prevalence and impact. By understanding the signs of family violence and their impact, individuals are better able to recognise it and respond with empathy and compassion, and know how to refer to appropriate services if required.

In 2017 Shine created the DVFREE Tick employer accreditation programme to recognise and partner with employers who implement and sustain a best-practice workplace response.

The DVFREE Tick is a mark of confidence that an employer has taken meaningful steps to create a domestic violence-free workplace. To become a DVFREE Tick partner, they must meet certain criteria. These businesses and organisations play a vital role in helping Shine continually improve our understanding and approach to improving the workplace response to domestic violence.



DVFREE partner organisations are helping to create a culture shift in New Zealand so that people who hear about or see domestic violence are equipped and prepared to offer help and support. Therefore, it becomes easier and safer for people experiencing domestic violence to access the support they need and ultimately results in fewer people perpetrating domestic violence.

*"It stands out to me that nearly half of the people experiencing violence at home are likely to talk to a work colleague. That makes it all the more important that our employees know we are an organisation that is approachable and will be understanding through tough times. Our DVFREE Tick is an ongoing commitment to our people that we will show care in their time of need."*

**– Catherine McGrath, CEO, Westpac NZ**

*"The DVFREE customer response training reinforces being the bridge to help our customers, opens our eyes to signs and provides real-life examples that we can apply to our job. It was very practical, with great facilitation."*

**– Team member training evaluation, IAG Care**

**WANT TO KNOW MORE?** 

**For a coffee and a confidential chat about what that could look like in your workplace, please email: [dvfree@zshine.org.nz](mailto:dvfree@zshine.org.nz)**

## SHINE RESPOND

Shine RESPOND was relaunched in late 2021, and the programme has been developed with the insights and experience from Shine's 30 years of working first-hand with people experiencing family violence.



Shine RESPOND offers progressive levels of family violence response training designed specifically for professionals and community workers, businesses and organisations that work with people so they can be in a position to better recognise and respond safely and effectively to people experiencing family violence.

Shine RESPOND provides training for a wide range of organisations such as family violence practitioners, or those working in social agencies, justice, health, education or other non-governmental organisations, and community-serving organisations.

There is a need for specialist training and ongoing professional development in this sector, as research shows that one out of every two women in New Zealand experience intimate partner violence.

Shine RESPOND meets the critical need to bridge this void by helping to ensure that all front-line professionals in New Zealand can be thoroughly prepared to respond safely and effectively to people experiencing family violence.

Shine programmes are recognised for offering innovative and up-to-date content that addresses contemporary challenges in the field of family violence response.

Shine Education and Training Manager Marg Fitzgibbon says: "We frequently hear through our clients that they have received unsafe and unhelpful responses when they have reached out for help, which has then prevented them from seeking further support."

The training programme accommodates community professionals with varying levels of expertise and is accessible across New Zealand, either in person or online. It covers a range of topics, from general awareness to

introductory sessions and foundational skills, as well as advanced topics such as working with people who use violence and supporting children experiencing violence.

In addition, Fitzgibbon highlights that Shine RESPOND closely aligns with Te Aorerekura, the recently released government strategy to eliminate family and sexual violence. This approach involves collaboration with communities to drive improvements and cultivate skilled and capable workforces capable of offering comprehensive responses.

*"I attended the Level 1 – Introductory Training at Shine. It was an extremely informative day. The trainers were great, providing good resources and challenging material for consideration. Attendee participation, with questions and discussions, was encouraged, making it not only a useful training but also an enjoyable day."*

**– Training participant**

*"Excellent training packed with practical knowledge blended with the latest research. The facilitators were friendly, welcoming, inspiring and very good at guiding us through the course. I think everyone should do the family violence courses given the prevalence of this issue in our communities. Together we can create the changes we want to see and uplift one another."*

**– Training participant**



### WANT TO KNOW MORE?

Together, we can make a difference and build a future free from family violence. To find out more about Shine RESPOND, please email: [trainer@zshine.org.nz](mailto:trainer@zshine.org.nz).