2024—2025

Presbyterian Support Northern

Annual Report

What our Enliven clients have to say about our services.

Enliven Day Services

Enliven staff have shown exceptional care, commitment and communication to my mother, and me and my family. My mother has been able to make close connections and build friendships. It has given her a sense of belonging and has brought her joy and comfort.

Enliven are exceptional, looking after those with disabilities can be frustrating, however, the staff are always cheerful, helpful, consistent, welcoming and patient. They have our family's respect.

My life was being alone, [but] when I joined Enliven, I become more alive. I'm doing things I thought were impossible for me....[Enliven has] given me the opportunity to improve my life for the better; and I don't think I could go back to being without them. They are a great team who have our interests at heart.

Individualised Funding

We've really appreciated the clear and timely communication. Information and advice have always been easy to understand, which has helped me make informed decisions for my son without added stress. Prompt responses to emails have also made a big difference, giving me the confidence that my questions are being addressed quickly.

The processes for claims and payments have been smooth and well-organised, which has made accessing support far less overwhelming. When we enquire about funding courses or activities, you take the time to consider all of my son's needs and the potential benefits for him.

I found [staff] very easy to work with. When she came to visit us in our home, I felt valued, respected and listened to. I felt she took the time to get to know and understand my boy and was very helpful in making sure I understood the process and how to complete the paperwork.

Home and Community Support Services

Every single carer we have had through here has been professional and caring and kind and so lovely. Can't speak highly enough of them all.

Staff [are] always friendly and competent, and nothing is too much trouble. Always encourage Mum to do as much as she can herself, but don't overburden her with too much.

The assistance I have received recently has been carried out much more efficiently and well than previously. Also, the help I am given allows me to use the energy I have to carry out actions and work that is within my ability.

About us

Presbyterian Support Northern is a charitable organisation with more than 140 years' service to communities throughout the upper North Island. Our social services include Family Works, Lifeline and Shine; while our support for those who are ageing or have a health and disability issue is grouped under our Enliven services.

Around 840 staff and volunteers deliver our much-valued services from 24 sites, from Taupō in the south to Whangārei in the north. Some services are national in their reach.

As a large charitable service provider and faith-based organisation, we have a strong sense of social mission, and facilitate innovative, community-level initiatives at the grassroots.

We also provide fee-for-service programmes through Shine Education & Training (Shine RESPOND and DVFREE), that provide external training and consultancy to corporate and community organisations.

Alongside these, we support community food security through our Communities Feeding Communities initiative in Mt Roskill, Auckland.

Our Values

Partnership
We partner with others to bring about change.

Integrity & Trust
We provide trusted services that achieve agreed outcomes.

Tangata whenua
We honour tangata whenua.

Compassion
We act with compassion and respect.

Hope
We give hope by advocating for a better life.

"With my eyes wide open, I seek to do good."

Duncan Macpherson,
Auckland's first Presbyterian City Missioner

Message from the Board Chair

Tēnā koe i roto i ngā āhuatanga o te wā.

When I reflect on the work that PSN does in our communities, it's impossible to ignore the importance and impact of that mahi.

While we have systems and processes to ensure that we undertake this work, it ultimately comes down to our people who work diligently, and with care and compassion.

The organisation relies on our management team and Board to set our direction, set the tone and ensure that we discharge the obligations in our charter to the best of our ability, and safely.

While I am honoured to now chair this organisation, I acknowledge the responsibility that comes with that role. From my early childhood, my family through our involvement in the Presbyterian Church in the Bay of Islands, has supported the work that PSN and its forebears has done. Through the years, the ways in which we consider and deliver impactful service has evolved. This has reflected changes in risk, relevance, straight economics, influence of the change in how our elderly are living at home and the recognition of how we best serve our Pacific and Māori communities.

As a result, governance needs to evolve and respond to change, particularly to changes in legislation. We are now a more complex organisation, involved in a wider range of activities with a more diverse workforce.

The Board now has greater representation from our Māori and Pacific communities through their respective presbyteries. This reflects a strengthening of our relationship with the Presbyterian Church in general. Coincidentally, I am also the Trust Chair for the Saint Kentigern Trust Board. I have been delighted that many of our students support various PSN initiatives that continue to deepen the connection with the Presbyterian community and the mission of both organisations.

While PSN is independent of the Presbyterian Church, we have a strong connection that reflects our common historical relationship. This connection will continue to influence our values of compassion and care.

The Board has a range of responsibilities. One of the most important is working in close partnership with PSN's chief executive, especially when it comes to setting strategy and monitoring its progress.

Our new chief executive, Shaun Greaves, started his second "tour of duty" at PSN in December 2024, and the Board has enjoyed working alongside him.

PSN has a three-year strategic plan, supported by the Board. Since Shaun's commencement, the Board has been working with Shaun and his executive leadership team on developing a longer-term strategic plan.

It is intended that this longer-term plan (10-years plus) will enable the organisation to put actions in place that will take it into the future with more clarity and certainty. Key considerations include impact and fiscal responsibility but never forgetting our overall mission.

What we know is that we are good at what we do; and that demand will always outstrip our resources to meet community needs.

That means, inevitably, that we will need to make choices as to where to invest and potentially where we can't invest. A tightrope to walk and one that the Board takes seriously.

We are well-positioned to continue to deliver impactful services to our communities in the spirit that would have been applied back when my father and I brought clothing to our predecessor organisation all those years ago to ensure that others less able would benefit.

I would like to acknowledge that PSN was involved in the Royal Commission of Abuse in Care, or Whanaketia. While we are no longer involved in the types of residential operations covered by Whanaketia, we have continued to deal with historic cases with care and compassion.

Lastly, I continue to be in awe of the great mahi that is done every day by our people, whether it be our executive leadership team, our Enliven support workers providing in-home visits, our Lifeline and Shine teams responding to frontline cries for help, or our Family Works social workers helping vulnerable families.
All are a true inspiration.

I hope the Board and I can play our small part in supporting the wheels of service at PSN.

To tātou iwi to tātou taonga
Hei konā mai me ngā mihi

Mark Conelly
Board Chair

Board members, L to R:
Kenneth Aiolupotea, Nigel Little, Kate Donley, Rachael Tuwhangai, Yvonne Timaloa (Deputy Chair), Barbara Imlach, Mark Conelly (Chair).

Message from the Chief Executive

Ehara taku toa i te toa takitahi, engari he te toa takitini.

Strength is not found in that of an individual but that of the collective.

As the new chief executive of Presbyterian Support Northern, this whakataukī particularly resonates with me.

I took up my role in December 2024 in what was the organisation's 140th year. This was a major milestone that represents the legacy not only of individuals, but generations of people delivering services that evolve over time to help make a better life for others.

In this vein, I would like to acknowledge my predecessor, Interim CE and former Board member Pam Elgar, who guided the organisation during the first six months of the financial year. I thank her for her service and for guiding PSN through a transition phase.

As a broad and diverse organisation with many services offered across Enliven, Family Works, Lifeline and Shine, we continue to deliver on our promise under the PSN banner, despite the challenges faced by many in the NGO sector.

Our Enliven aged care and disability support services play a huge role throughout our region and are our largest service offering.

With thousands of older adult and disabled clients, Enliven is a major pillar for PSN and plays an important role in Aotearoa New Zealand's health system. By caring more for older people in their own homes, we can help relieve pressure on emergency departments and other health services, particularly in winter.

It's heartening to see high rates of client satisfaction among our Enliven services, which reflects the investment we've made in developing our Enliven workforce.

As the cost-of-living crisis deepens, we continue to see strong demand for our social services – particularly our Shine family violence services and refuges. Calls and texts to our Lifeline Aotearoa helplines remain high.

Against this backdrop, Oranga Tamariki cut contract volumes and reduced our Family Works funding by $1.4 million, affecting some 800 clients and resulting in frontline redundancies.

This is a concern. At PSN we are contracted by the Government to deliver a wide range of services. However, the level of financial income from Government contracts does not keep up with the annual increase in the direct costs of running these contracts.

In the case of Lifeline, we receive no Government funding at all.

That's why our supporters and donors are incredibly important – whether you are a personal donor, a corporate partner or major community trust grantor. Every dollar donated goes towards ensuring we continue supporting some of society's most vulnerable people.

It's adding to our social return on investment, which is producing worthwhile dividends. For example, our service evaluation team found that for every dollar invested in our Social Workers in Schools service across 96 schools, $3.50 of social value was created.

This is important in today's financially constrained environment. It clearly shows that investing in NGO health and disability and social services is beneficial for Aotearoa New Zealand.

Our dedicated staff are another important piece of the picture. I've travelled extensively throughout our northern region (as well as to our Lifeline Christchurch office) during my first few months in office. Wherever I have gone, I have been deeply impressed by the skills, experience, dedication and passion of our staff. It is this collective spirit that makes us strong in the face of ongoing challenges that ultimately allows us to continue towards our vision of A better life for everyone.

Nāku noa, nā,

Shaun Greaves
Chief Executive

Executive Leadership Team, L to R:
Tom Dodd (GM Engagement), Craig Brown (CFO), Wendy Hoskin (GM H&D Services), Grenville Hendricks (GM Social Services), Joe Waru (Kaitohu Matua / GM Māori), Lisa Rudolphe (GM Fundraising & Social Enterprise), Shaun Greaves (CE).

The Year in Review 2024/2025

Social Services

4736
Lifeline plans created to ensure someone at risk of suicide or self-harm was safe.

1046
clients were supported through Family Works budgeting services.

3048
food parcels provided to families (reaching 6482 adults and 6439 children).

At the end of service, 9 out of 10 Family Works clients feel they are able to meet their basic needs (eg. access to food, budgeting services, government assistance).

106
non-violence assessments completed with Shine clients.

64
of these individuals went on to complete our non-violence programme.

40,114
calls responded to by Lifeline.
(100,332 calls received)

94%
of Family Works clients were satisfied with the service they received.

3824
Family Works clients were supported through school-based interventions.

2830
Family Works clients were supported through other interventions.

2241
Family Works and Shine clients were supported to be safe from family violence (648 Family Works clients and 1593 Shine clients).

KIDshine supported
121 Children
108 Parents

82%
of Family Works clients achieved the goals they set with their social worker.

166
women and children stayed in Shine refuges over the last financial year.

182,603
text messages sent and received by Lifeline and Tautoko.

92%
of children supported by KIDshine achieved their goals.

Health and Disability Services

2670
clients with disabilities were supported to manage their own funding.

3292
Enliven clients were supported to remain in their own homes.

449
clients were supported by Enliven Day Services.

99%
of family/whānau using our Day Services were satisfied with the service they received.

87%
of home-based support clients would recommend the service to others.

20,223
visits to Enliven Day Services.

517,191
hours spent supporting clients to remain in their own homes.

86%
of home-based support clients were satisfied with the service they received.

Community Training

207
training sessions.

2849
people attended organisation and individual training workshops.

65
organisations received training.

195
DVFREE and Shine RESPOND trainings.

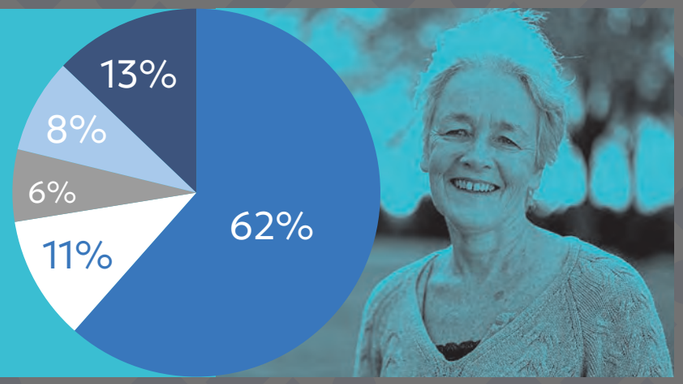
15
DVFREE Partner organisations.

12
Lifeline Connect wellbeing workshops.

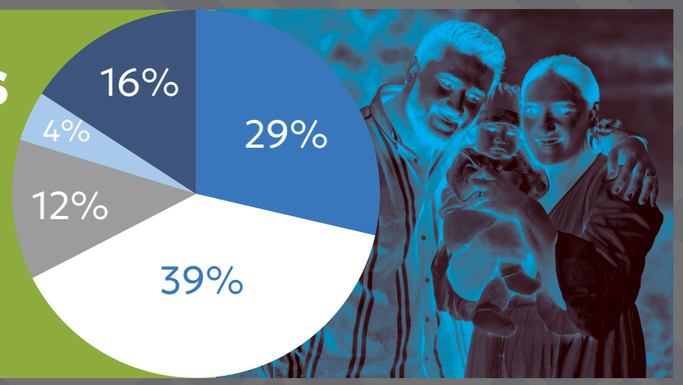
Supporting a diverse client base

Across our rohe, PSN supports a diverse range of clients. The ethnicity data below captures a snapshot of who we provide service to in Enliven, Family Works and Shine.

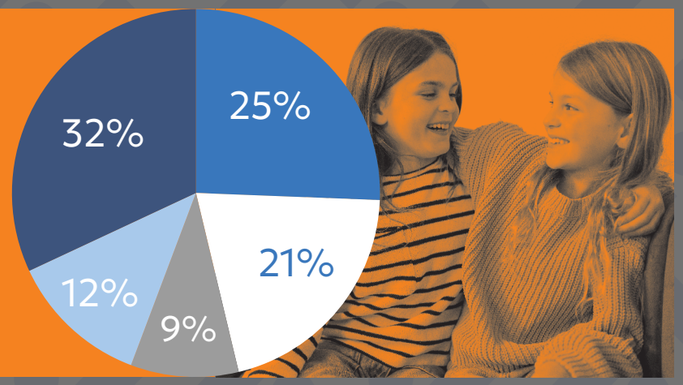
Enliven



Family Works



Shine



Enliven

Enliven continues to provide a range of valuable client support through our three main service areas: Home and Community Support Services, Individualised Funding and Day Services.

While each of our service areas has its own challenges, we are pleased with our ongoing high service levels and positive client feedback.

Our annual 'Enliven Celebrates' events across our region continue to be a success. The initiative brings together Enliven employees to showcase highlights of the year and recognise staff excellence. The events celebrate the valuable contributions all Enliven staff bring, which is important for developing a team culture focused on enhancing the quality of the services we provide to clients.

Home and Community Support Services

Our Home and Community Support Services had 3292 clients through the year, cared for by about 450 Enliven staff. We cover an area from Taupō to just north of Auckland.

A major focus over the past year has been on measuring service coordinators' client assessments and reviewing statistics. We want to ensure clients are seen within expected timeframes, that we are responsive to referrals, and continue to provide quality care that meets client needs. An updated dashboard to measure client visits has allowed Enliven to track progress over time and use a team approach to prioritise this work.

Responding to needs is important. New Zealand's health targets include shorter stays in emergency departments and shorter wait times for elective treatments. While these are not directly related to Home and Community Based Services, we have a great influence on them as keeping people well in the community means that emergency department visits and hospital admissions are avoided, thereby creating capacity in the hospital sector.

We have also implemented a new call centre telephone system in Enliven's Regional Resourcing Hub, based in Penrose. With more than 12,000 calls per month, the system is supporting Enliven to improve communication and response times for clients and their whānau.

Often called the hidden backbone of the healthcare system, the impact of support work extends much further than the daily tasks undertaken.

Mum has established a very special bond with her Enliven support worker. It is heart-warming for me to see their interaction and the genuine affection they have for each other. All of the Enliven staff we have met so far are helpful, professional and friendly. But the relationship and trust the support worker has been able to build with my mum in such a short time is incredible.

Enliven client family member.

Individualised Funding

Individualised Funding (IF) allows people living with a disability to manage their disability support funds flexibly and in a way that works best for them. They choose and employ the support workers they want to provide personal care and household management. They can also use the funding for respite care and to support clients to be involved in their community.

The number of our Individualised Funding clients grew to reach a peak of 2670. However, changes in Government settings have seen volumes reduce to 2370 clients, mainly due to to funding criteria being tightened, excluding some people from purchasing items they had been able to in the past.

As such, the IF team has been working to support clients on how to use their funds while still meeting the new funding rules.

Enliven has also advocated for better management of expectations regarding what people can get and when, especially around funding and improved access to information.

To make things easier for clients, our IF team has been developing an online client portal, which will allow people to load claims directly into the system and have access to their budgets 24/7.

The new portal is due to be launched in the new financial year.

Helen-Mary with her violin in the grounds of Waikato University.

Dreams come true for young musician

Being diagnosed with autism at an early age is not easy, but it's no barrier for talented young musician Helen-Mary Healey-Pratt thanks to help from Enliven's Individualised Funding service.

Now aged 23, Helen-Mary has been on an incredible journey that has seen her embrace her uniqueness in a world where being different is not only accepted but celebrated.

Her music journey started at age seven when a violin teacher saw something special and sparked an interest in music that Helen-Mary openly embraced.

It marked the beginning of a structured and supported path towards independence and professional achievement – that ultimately led to university.

With the flexibility and support of Enliven's Individualised Funding service, Helen-Mary and her family were able to use her funding in a way that supported the following.

- Engaging high-calibre music tutors who enhanced Helen-Mary's learning style and neurodiversity.
- Providing caregivers to support Helen-Mary's emotional and sensory needs.
- Supporting her through various music and performance exams for violin and classical singing, including Trinity College Grade 8, before going to university.
- Enabling her to become a qualified swim coach, including teaching children with disabilities and helping her with social interaction.
- Prior to purchasing rule changes in March 2024, buy equipment, such as a laptop, to ensure Helen-Mary is not disadvantaged.

Helen-Mary is currently enjoying her second year at Waikato University studying for a Bachelor of Music.

While she is well supported, there are always challenges to overcome, including further changes to funding rules.

Her journey is ongoing and is a testament to what is possible when the right support is in place.

Enliven's Individualised Funding team is proud to be part of Helen-Mary's journey and will continue to advise and support her as she pursues her musical dreams – and who knows, perhaps one day conquer the world stage.

The Blokes Club members commemorate Anzac Day.

Day Services

Enliven provides Day Services from 10 sites throughout the upper North Island region. In the 24/25 financial year, our Day Services supported around 450 older people connect with their community, through social interaction, activities that matter and outings.

Overall, our client volumes have been increasing, but there's always room for more.

Preserving quality of life for longer at home with appropriate supports benefits families, assists care partners and helps mitigate the government funded cost of residential care.

Key statistics:

Almost 70,000 people in Aotearoa New Zealand are living with dementia mate wareware today.

Almost 170,000 Kiwis are likely to be living with dementia mate wareware by 2050.

The total cost of dementia mate wareware to Aotearoa New Zealand is now around $2.5 billion and will reach around $5.9 billion by 2050.

Residential care currently accounts for around half of the economic cost of dementia mate wareware, borne by the Government ($1.21 billion).

Care partners provide more than one million hours of unpaid care every week.

Hamilton programmes a success

Based in Hamilton, the Blokes Club and the Women's Circle are programmes run by Enliven with assistance from volunteers.

They are great examples of how early support and advice for people living with dementia can preserve quality of life for longer while living at home.

There is always afternoon tea and a hot meal cooked on-site, while activities vary depending on members' choices on the day. It could be a game of mini-golf, ten-pin bowling, hacky-sack, target bowls or croquet. Memory games and crafts are also popular.

Getting out for walks by the Waikato River, outings to Hamilton Lake or Hamilton Gardens or a van drive with a stop for ice-creams are popular.

A dementia diagnosis does not mean going into full time care if the right support can be accessed at the right time for the person and caregivers. Supportive communities can develop to help out if someone is having a bad day.

The Blokes Club and Women's Circle programmes are free for people referred by their needs assessment service and are also open to private paying clients.

www.enlivennorthern.org.nz

Familyworks

Researcher Dr Sheri Zeng and team leaders Isabella Mirzaabbasi and Jenny Sheppard celebrate the release of the Social Workers in Schools SROI report.

A highlight of the year has been the release of our Social Workers in Schools (SWiS) Social Return on Investment (SROI) report, which shows that every dollar invested in the service generates $3.50 of social value. This is in addition to positive, life-changing impacts on tamariki and their whānau.

Using the internationally recognised SROI framework and NZ Treasury tools, this important finding aligns closely with the Government's drive for clearer returns from social investment.

Our Social Workers in Schools help address issues such as poor learning and achievement, low attendance, behavioural challenges, bullying, and a lack of essentials like food and winter clothing. Many of these challenges stem from deeper issues, often including financial hardship and sometimes family violence, and abuse.

The report is based on research involving 2981 children who received individual support and those who attended group sessions across 96 schools in the upper North Island between April 2024 and March 2025.

The number of clients supported through school-based interventions has increased by 30% from 2939 last year to 3824 this year reflecting the huge need in the community.

The cost-of-living crisis has had an impact on Family Works through increased referrals, higher than usual demand and greater community need. Many whānau who come to us lack the essentials most take for granted—sufficient food, warm bedding, winter clothing, or secure housing. Increasingly, families are also facing complex challenges such as meth addiction, mental health issues, and insecure housing or homelessness. This places additional pressure on our teams.

To remain eligible for Government contracts, social service providers like Family Works must be re-accredited to national standards every two years. This rigorous process took place this year. Spanning three to four months, it includes visits to every Family Works office across the region to ensure our sites and staff meet national standards.

Over the past year, our service has celebrated several milestones:

In Whangārei, we were contracted to deliver two evidence-based Incredible Years parenting programmes following an exceptional 95% attendance rate in our first 14-week programme. This demonstrates the quality of our delivery.

Our Family Start programme caseloads remain consistently higher than the national average, reflecting the trust placed in our services.

Over 50% of Family Works clients are Māori and Pasifika, emphasising the importance of our alignment with PSN's Te Ao Māori strategic pou and the delivery of culturally appropriate services.

Our Building Financial Capability team supported more than 1000 people, helping whānau secure basics like food, housing, and often assisting with second or third KiwiSaver hardship withdrawals. Each budgeter now supports more than 400 clients.

We celebrated the co-location of our Tauranga Family Works and Enliven teams into a purpose-built office space in May 2025. Conveniently located on a main road with good public transport access, the new site offers dedicated client parking and ground floor access. It has specially designed, child-friendly counselling rooms including a sensory counselling room where neurodivergent children can feel safe and calm and learn to make sense of and manage their behaviours—ensuring a welcoming space for the people we serve.

Supporting access to the basics

Chloe* walked into a Family Works office looking for counselling as she was profoundly depressed following the third anniversary of the death of her mother.

Pregnant with two children - a toddler and a six-year-old, she had moved cities a few months before to flee a violent relationship. There was a protection order in place.

She and her children were staying with her sister who had addiction issues and was waiting to get into a rehab centre. Chloe had little money. They often had no food and were living in a flood-damaged rental home that was infested with insects, chronically damp and had extensive mould.

Both children were extremely anxious following the family violence and were socially isolated. The children were not in daycare or school as they did not have the birth certificates required to enrol. Getting these was problematic.

Family Works immediately wrapped support around Chloe and her whānau. She was provided with fleece PJ's, socks, gloves, hats, jumpers, draught stoppers, hot water bottles, hand warmers and boxes of kai that included ingredients to make porridge and soup.

We supported Chloe to access the mental health support she needed and enrolled her six-year-old into a KIDshine programme that supports children who have experienced family violence. Family Works also supported her to check that she received the correct benefit entitlements and helped her secure healthy and safe housing for her and her children.

With her agreement, Family Works referred Chloe to other agencies and worked through the issues to obtain birth certificates for her children. Her eldest child was then enrolled in a local school.

* name changed to protect privacy.

www.familyworksnorthern.org.nz

PSN Strategic Plan 2023 - 2026

Significant progress has been achieved across all strategic projects in the latter half of the 2025 financial year. We are on track to achieve our three-year strategic plan and have begun work on a new 10-year strategy.

Some examples of achievements for each pou of our three-year strategic plan are highlighted below.

Kia pai te orangā mō te katoa
A better life for everyone

Empowered & Capable People

Launched refreshed Health and Safety critical risks programme.

Our leadership development programme has been strengthened.

Refreshed our staff communications programme.

Implemented a new employee assistance programme.

Progressed the implementation of our new HR Information System (Humanforce).

Voice

We have made several submissions to Government, eg, Treaty Principles, Taxing Charities, Funding and Support for Disabled Clients, Relationship and Sexuality Education Framework, Access to Basic Banking Transaction Accounts, Health and Safety Legislation, Dementia Support.

Good level of advocacy interactions, including 20 individual meetings with MPs.

Strong advocacy for improved Lifeline funding.

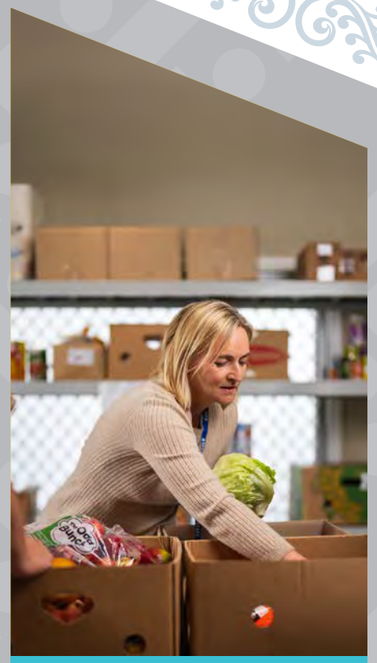
Whānau Centred

Service evaluation studies confirm the positive impact of our services.

The implementation of a new client management system for our Family Works and Shine social services is making good progress.

A new client system that enables our Individualised Funding service to grow.

Implementation of a new Enliven telephone system that's more responsive to kiritaki (clients).



Connected to Community

Improved connection with the Presbyterian Church.

Regular opinion editorials in the media that share our views on key topics.

Continued use of digital media channels promoting our mahi (work) and services.

Increase in schools involved with service projects.

Increase in businesses and organisations volunteering their time.

Te Ao Māori

We have progressed integrating Māori health frameworks into our services.

We have launched a Kete series of Māori cultural training for our kaimahi (staff).

A Cultural Competency Framework has been developed for our kaimahi.

Stewardship

We have strengthened our financial position in challenging conditions.

Improved corporate and large donor relationships.

Started work on new 10-year strategic plan.

Lifeline

Lifeline plays a vital role in primary mental health counselling by providing free confidential helpline and text support to people at high risk of suicide or self-harm or struggling with their mental health.

Due to police responding less to mental health calls from July 2024, Lifeline has worked on enhancing our client risk assessments, creating dynamic safety plans and responding appropriately to the needs of emergency services.

We continue to support staff development in risk assessment to increase our capacity and capability in the primary mental health space.

Our Lifeline and Tautoko suicide crisis helpline teams responded to more than 40,000 calls and 182,603 texts in FY25.

Additionally, the team has created 4736 safety plans for people at high risk of suicide or self-harm.

We also operate Warmline, a peer-to-peer support line for users of Te Whatu Ora Te Toka Tumai Auckland Mental Health Services.

In addition, we continue to partner with the Suncorp family of insurance companies on offering emotional support to their clients, for example, when natural disasters such as floods and slips occur.

The current lack of government funding for Lifeline's helplines continues to be a challenge, particularly since community need for support from Lifeline remains high.

Access to mental health support remains a big issue in New Zealand especially in rural or marginalised communities. As a national provider operating for 60 years, Lifeline is well placed to respond to anyone, no matter which part of New Zealand they're from.

We are here to listen.

PSN Social Services GM Grenville Hendricks and Lifeline Operations Manager Lisa Braid at a Lifeline celebration event.

Brought back from the brink thanks to Lifeline

"Earlier this year after an incident with police left me deeply ashamed. [I was] on the brink of drinking after 14 years in recovery but always too scared to do that. I was on the brink of taking my life, panicked, shaking, feeling trapped, [but] I somehow knew to call Lifeline.

I … was drawn to Lifeline. I was struggling to gather my thoughts and pacing my house.

I spoke to a calm man who listened and offered short sentences of advice that I could manage to absorb. He talked me down to a point I could manage to get off the phone - still very shaken, but much more manageable.

He was even able to get me to laugh a little.

I have wanted to give feedback to this gentleman for months, but how do you put into words [the] gratitude to someone that saves your sobriety and life in a moment where you could have made a permanent decision for a temporary problem?

I returned to AA the following day and am working on myself. I'm sorry I don't know his name but in my moment of despair he sat with me in the mud so I wasn't alone, I will forever hold him in my memory and gratitude. Thank you, Lifeline for saving my life."

www.lifeline.org.nz

Shine

The need for family violence support has risen sharply over the past year. For example, we've had a 58% increase in the number of women and children staying at our refuges.

A growing number of clients are contacting Shine with complex issues, including mental health issues, methamphetamine and other addictions, and homelessness, which is increasing the pressure on our teams.

Most families needing support are struggling with the rising cost of living and financial stress, not having enough food, poor housing or increased housing instability.

Finding affordable housing for women and their children who are ready to leave refuge is challenging due to a lack of emergency housing and high rental costs.

Children coming into our Shine refuges often enrol in our KIDshine programme, where appropriate.

The KIDshine programme was developed by Shine and is also run by Family Works, Whangārei. It focuses on risks and needs assessment, and safety planning. Supporting children to process the impact of family violence is vital as it can have far-reaching effects on their lives.

A recent KIDshine outcomes evaluation highlighted the programme's success. Both clients and their caregivers reported that it created a safe and supportive space to process trauma, while also equipping them with practical skills and knowledge to enhance their physical and emotional safety.

Shine has invested in further training for some of our team on top of their qualifications and experience in accord with the new Family Violence Entry to Expert Capability Framework and Specialist Family Violence Organisational Standards introduced by Te Aorerekura, the 25-year national family violence strategy.

In alignment with this, Shine was proud to host the MSD Te Huringa o Te Ao Networking Hui, fostering collaboration and shared learning within the sector.

Our new social services client management system, TUI, will create a single platform that will remove barriers to service.

Thanks to a generous donation of $117,904 from the Community Broker Network (CBN) Shine Conference Gala Dinner Auction, we have been able to replace furniture in both our refuges, including beds and bedding, sofas, refrigerators and dishwashers.

Smart TVs have also gone into each bedroom to provide women the opportunity to enjoy a private space with their children separate to the shared living room.

From the minute whānau come into one of our refuges to the moment they leave, our Shine advocates provide a full wraparound wellbeing support system. This includes receiving new casual clothes, and underwear and safety-to-go bags.

These bags contain a new phone that they can use to safely connect with loved ones without being tracked and a Safelet watch that can trigger an alert to help prevent them being harmed again.

www.2shine.org.nz

Shine there for Nola

When Nola* met Jake*, he was charismatic, attentive, and before long, he told her he was deeply in love with her. He swept her off her feet with romantic messages at all hours, endless compliments, surprise gifts, and constant attention, saying "I've never felt this way before, you're my soulmate."

Jake wanted to be with her all the time and disliked her going out with friends. He said it was only because he missed her. If Nola didn't answer her phone right away, he would send her messages every five minutes until she replied.

Before long, Jake started questioning what Nola wore, who she spoke to, and what time she got home. He also monitored what Nola ate, belittling her if she put on a little weight, and telling her it was because he wanted her to be healthy.

One night, after Nola bought herself a new phone, Jake grabbed her wrist - just for a second, but hard enough to leave a red mark. Apologising immediately, he promised it would never happen again. Although she believed him at the time, she realised she was growing afraid of disagreeing with him.

He became more manipulative and controlling. Nola started throwing away receipts after buying things and not telling him about seeing her friends.

"He'd say, 'If you really loved me, you'd do this for me,' or 'After everything I do for you, this is how you treat me?'", said Nola.

Nola was reluctant to talk to friends and family about it because she was afraid they would judge her. Jake told her it was all her fault. When she finally did, she was sorry she had, her best mate said Jake was a good guy and Nola just needed to put in a bit more effort. Feeling increasingly trapped, she tried to break up, but he threatened to upload nude photos he had of her. Nola felt like she had run out of options and called the Shine helpline for help.

* names changed to protect privacy.

Shine Education and Training

Over the last year, Shine Education and Training has expanded its reach, delivering training nationwide across the community, health, justice, and workplace sectors. All services align with Te Aorerekura – The National Strategy to Eliminate Family and Sexual Violence and are grounded in practical, evidence-based approaches.

Through our Shine RESPOND and DVFREE trainings and SAFTINET meetings, we have strengthened partnerships with social services, corporates, and community organisations. Our work continues to dispel harmful myths, promote safe and effective responses, and guide towards appropriate pathways for support.

The team remains active in many different networks. These relationships enhance community capacity, strengthen cultural responsiveness, and build shared understanding of effective family violence responses.

Through delivery of the Ministry of Justice contract, our team consistently provides impactful training nationwide, improving responses within the court system for both family violence and sexual violence.

Shine Education and Training has been contracted by Health NZ since 2007 to provide national training for the Violence Intervention Programme (VIP) across 19 health districts. This initiative supports health practitioners to identify and respond to patients and whānau experiencing family violence.

Through education, collaboration, and trusted relationships, Shine Education and Training is equipping communities and organisations across Aotearoa New Zealand to respond safely, confidently, and compassionately to people experiencing family violence.

www.2shine.org.nz/shine-education-training

Te Ao Māori progress

He waka eke noa.
We are all in this waka together.

Over the past year, meaningful progress has been made in advancing Māori development, grounded in our value of Tangata Whenua and our commitment to honouring Te Tiriti o Waitangi, across PSN.

Māori principles and development goals are now woven through key organisational frameworks including our change management model (which is anchored in the pōwhiri process) and leadership development (te whakatipu tangata). This integration ensures Māori development is not siloed but central to how we work and lead.

Participation and engagement with Waitangi, Matariki, karakia and waiata activities have increased dramatically.

The review of internal policies and procedures to align with Te Ao Māori and meet contractual obligations such as Ngā Paewera and cultural supervision has progressed. This mahi ensures culturally responsive practice is embedded throughout the organisation.

Our internal kaimahi Māori roopu has become a key voice in our Māori development journey, providing a safe space for connection, leadership, and influence. We run a regular pulse survey to track engagement and wellbeing ensuring we remain responsive to the needs and aspirations of our kaimahi Māori.

Our Te Ao Māori knowledge hub, Pātaka Mātauranga was launched as a living resource on the PSN intranet. This supports all kaimahi in deepening their understanding of Te Ao Māori. It includes iwi and hapu profiles, tikanga guides, te reo Māori resources, whakataukī, and cultural competency materials, making it accessible and relevant to everyday work.

We have begun formalising how we measure engagement and progress, including developing KPIs and utilising our new People and Culture information system (HRIS) to better understand our kaimahi Māori profile. This will support more accurate reporting and targeted development.

Briana Puckett (Tautoko-a-Roopū Māori) and Joe Waru (Kaitohu Matua / GM Māori) helping drive Māori development within PSN.

Strong demand for food at CFC

Our Communities Feeding Communities (CFC) initiative in Mt Roskill, Auckland, continues to see a high demand for food parcels and food support.

Established in 2022, CFC is focused on food security for those in need in the Mt Roskill area. As well as a Social Food Pantry (foodbank), it has community gardens, a commercial kitchen, a green house and a pātaka kai (community food pantry).

Food support is available on Tuesdays and Fridays with 100-120 food parcels distributed on these days. Emergency food parcels are also available for people in need across Auckland for those referred by PSN social services, other social services, churches, schools, the Police and community organisations.

Those in need represent a wide cross-section of ethnicities, including some of our most vulnerable, eg, people on work visas who have no work and are not eligible for income support, refugees, immigrants and locals who are struggling to feed their families.

A strong focus of our food parcels is ensuring that families have sufficient fresh fruit and vegetables along with the staples needed to meet basic needs.

Food parcels are made up of fresh produce from our food gardens supplemented with donated food items, meals cooked in our kitchen and rescued fresh produce from KiwiHarvest.

A hot meal is available every day our Social Food Pantry is open, offering healthy sustenance to those in need of food.

We are also grateful for the food donations and support from a range of organisations - New World, St Cuthbert's, Saint Kentigern and Youthtown schools, Wilcox growers, Good Bitches Baking, Presbyterian churches – and many others.

Furthermore, charitable grants to purchase food have been received from the Sir John Logan Campbell Residuary Estate, Brian & Sue Picot Charitable Trust, Manuka Trust and the Presbyterian Church Property Trustees – Elsie Steele Trust.

The community gardens play a crucial role in our efforts to enhance social cohesion and create inclusive intergenerational communities. The process of sharing skills and experience in the gardens for many in our community provides a safe space where life slows down and the gratification and reward of their efforts is seen over time.

Every contribution helps as we continue to see high levels of stress among families.

Thank you

to all our supporters

Without the support of our philanthropic community, Presbyterian Support Northern (PSN) could not do all the work we do.

A heartfelt thank you to the many individuals, corporates, peer-to-peer fundraisers and organisations who financially support our services. Together we are working towards breaking the cycle of disadvantage and helping those in need of support.

PSN is grateful to the following Trusts and Foundations that have generously contributed to our services:

- Acorn Foundation
- Aotearoa Gaming Trust
- Auckland Council – Waste Minimisation and Innovation Fund
- B Moss S Dunbier Charitable Trust Board
- Barney & Patsy McCahill Charitable Trust
- BayTrust
- Belron Ronnie Lubner Charitable Foundation
- Bowen Trust Board
- Brian & Sue Picot Charitable Trust
- Charities Aid Foundation America
- Charles Rupert Stead Trust, proudly managed by Perpetual Guardian
- Clements Charitable Trust
- Community Trust of Mid & South Canterbury
- D V Bryant Trust
- David Ellison Charitable Trust, administered by Public Trust
- David Levene Foundation
- Eastern & Central Community Trust
- Eldaroma Charitable Trust
- Elizabeth Ball Charitable Trust
- Foundation North
- Four Winds Foundation Limited
- Freemasons Foundation
- Gallagher Charitable Trust
- Glenice & John Gallagher Foundation
- James Mutch Foundation
- JBS Dudding Trust, administered by Public Trust
- Jones Foundation
- Kiwi Gaming Foundation
- L W Nelson Charitable Trust, administered by Public Trust
- Lois McFarlane Charitable Trust
- Lottery Grants Board - National
- Manuka Trust
- Maurice Paykel Charitable Trust
- Nikau Foundation
- Otago Community Trust
- Page Trust, administered by Public Trust
- Peter & David Picot Charitable Trust
- Rātā Foundation
- Rotorua Trust
- Roy & Val Allen No. 1 Charitable Trust
- Sir John Logan Campbell Residuary Estate
- Strathlachlan Fund, proudly managed by Perpetual Guardian
- Te Tai Tokerau Family Law Charitable Trust
- TECT Community Trust
- The Bruce Carter Fund (Taranaki Foundation)
- The Presbyterian Church Property Trustees - Elsie Steele Trust
- The Snowden Watts Charitable Trust, proudly managed by Perpetual Guardian
- The Stewart Charitable Trust
- The Tindall Foundation (PSNZ)
- The Trusts Community Foundation
- Tidd Foundation Incorporated
- Toi Foundation
- Trust Waikato
- Walker & Hall Trust
- WEL Energy Trust
- Whanganui Community Foundation

TECT's grant to fit-out new PSN Tauranga facility

A generous grant of $94,275 made by the TECT Community Trust has enabled PSN's Enliven and Family Works teams to move into a new Tauranga facility.

Located at 126 Eleventh Avenue, the site is in an area of Tauranga that is an emerging hub for community services.

TECT is a community-focused Trust whose vision for 'thriving caring communities in the Western Bay of Plenty' aligns well with PSN's vision of 'a better life for everyone.' They generously funded 50% of the total fit-out from its Community Facilities Fund – for which we are so grateful.

The move to the new facility, which took place in May 2025, is strategic and will generate substantial savings through a reduction of floor space and less duplication of services.

Another benefit is a purpose-fit internal design, accommodating client-facing services along with back-office support staff.

There are three therapy rooms, one being a dedicated sensory room for children with neurodiversity; an interview room where the teams meet with clients one-on-one; a large meeting room and a training room which is bookable by the community.

The community facility is also handy to public transport with plenty of parking in the vicinity.

It is already benefitting children, young people, whānau and older people experiencing the highest need, by being able to access proven quality support services that increase their well-being.

PSN was delighted to host TECT representatives to an afternoon tea and tour of its new facility in July 2025. L to R, rear TECT representatives Mark Arundel (Chairperson), Tane Phillips (Funding & Systems Administrator) and Paula Hudson (Community Impact Manager) Front: Julie Peake, Heather Mitchell and Margaret Hudson from PSN.

Bequests enhance PSN services

Each year, our services are enhanced and supported by people who leave PSN a gift or bequest in their will or donate to honour the memory of a loved one to support the work we do to help create a better life for everyone. This has a lasting impact while ensuring their values and beliefs live on to benefit others.

Sometimes people specify a particular service they want to support or opt to allow us to use these gifts where they are most needed.

Throughout the past year, bequests have enabled Enliven, our community foodbank, money management and other services to go the extra mile in supporting the people we serve. These have positively benefited the lives of thousands of people, and we are so grateful for this incredible support.

Lottery Grants Board multi-year grant

Supported by Lotto New Zealand — Funded by NZ Lottery Grants Board

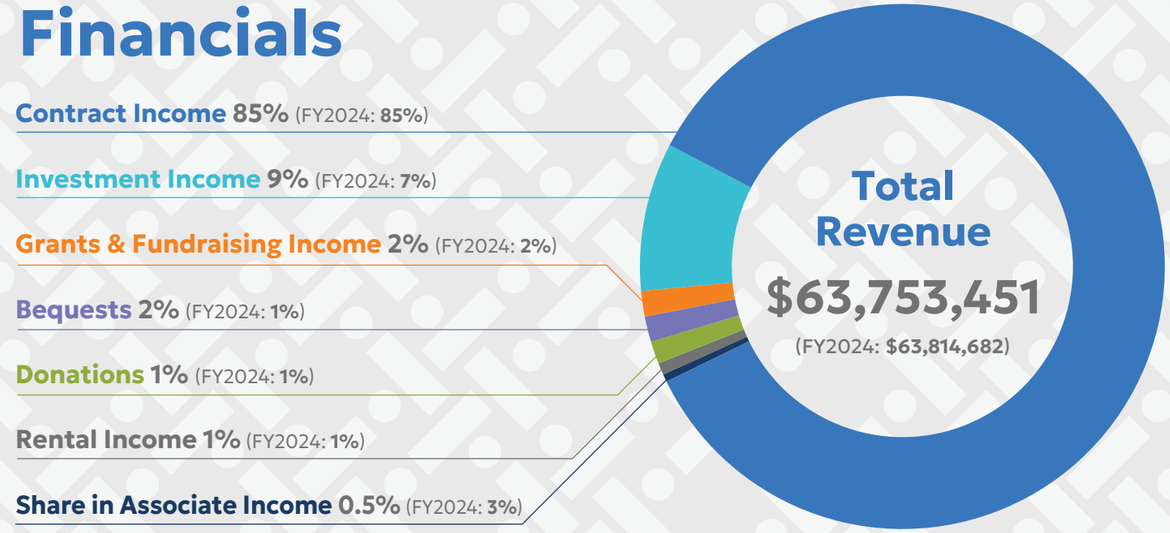
Lifeline Aotearoa is a grateful recipient of a multi-year grant from the Lottery Grants Board of $149,500 per annum for two years. The grant is a significant boost, ensuring that people of all ages can access the support they need from Lifeline's free community helplines, no matter where they live or who they are.

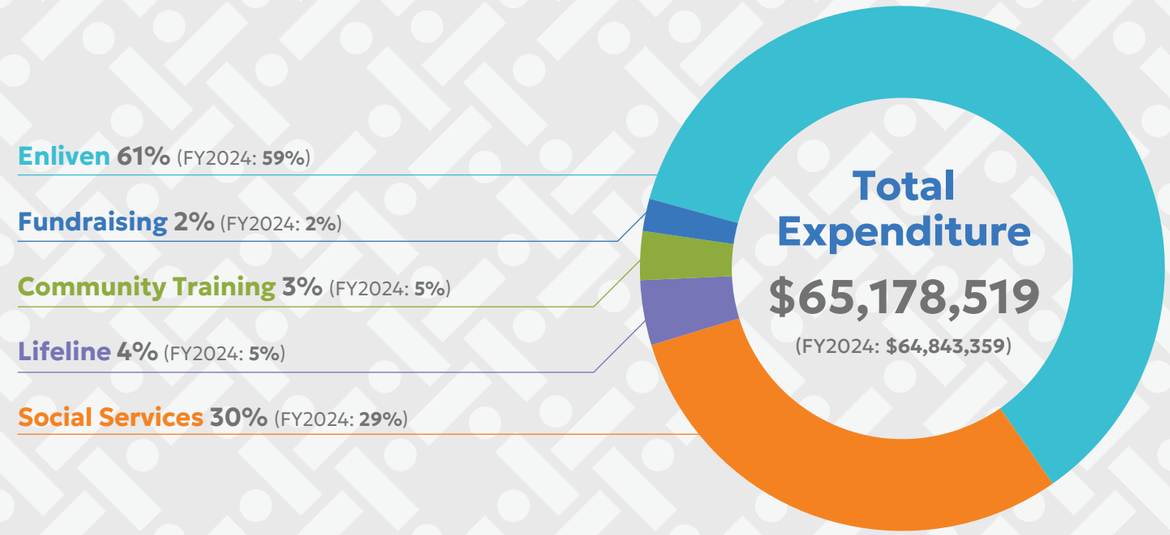
The Lottery National Community Committee acknowledged that Lifeline's national counselling service for people in distress or crisis aligns with their priority to encourage rerekē mō te pai (change for the better).

It noted that Lifeline is an example of community-led development which has supported people from all ages, genders, backgrounds and socio-economic status for over 60 years. Furthermore, the Committee recognised that Lifeline's services are available to all who are socially isolated or who feel marginalised.

Lifeline thanks the Lottery Grants Board for its generous support.

Financials





This analysis of our finances provides a snapshot of the sources of income and the related expenditure on core activities. More detailed reports are included in our audited financial reports.

If you would like a full set of these accounts please email **supporter.relations@psn.org.nz**

Presbyterian Support Northern Board of Trustees 2024 - 2025

Mark Conelly
Chair (appointed June 2025) and Presbyterian Trustee

Yvonne Timaloa
Deputy Chair (appointed June 2025) and Pacific Presbytery Liaison

Nigel Little
Independent Trustee (Chair until June 2025)

Barbara Imlach
Trustee and Northern Presbytery Liaison

Rachael Tuwhangai
Independent Trustee

Kate Donley
Presbyterian Trustee (appointed October 2024)

Kenneth Aiolupotea
Presbyterian Trustee (appointed October 2024)

Pam Elgar ONZM
Trustee and Kaimai Liaison – took leave of absence as acting CEO, July 2024 - December 2024, and served on the Board until April 2025.

Presbyterian Support Northern covers the upper North Island, working with communities from Taupō to Whangārei.

For more information on services in your area, contact:

Presbyterian Support Northern

Support Services
Central Auckland,
111 Great South Road,
Epsom, Auckland 1051

Central Auckland,
409 New North Rd, Kingsland,
Auckland 1021

PO Box 99890, Newmarket,
Auckland 1149
P: 09 520 8600

Communities Feeding Communities Initiative
1207 Dominion Rd, Mt Roskill
P: 021 390 748

Enliven

Home and Community Support Services
Waitematā, Auckland, Counties Manukau, Waikato, Bay of Plenty, Rotorua and Taupō.
0800 ENLIVEN
or 0800 365 4836
Email: enliven@psn.org.nz

Individualised & Enhanced Individualised Funding
All areas 0800 433 654 836
Ifenliven@psn.org.nz

Enliven Day Services
0800 373 654

Locations
Enliven Day Services are available in:

Auckland
The Centennial Hall, 79 Grey Street,
Onehunga - Tuesday to Friday

Counties Manukau
St Pauls Presbyterian Church,
217 Weymouth Road,
Manurewa - Monday to Friday

Coromandel
Colville - Thursday;
Whitianga - Tuesday and Thursday;
Whangamatā - Thursday;
Thames - Wednesday

Hamilton
St Andrews, 22 Delamare Road - Monday to Friday; Hillcrest Te Ara Hou Village 100 Morrinsville Road - Monday to Friday

Tauranga
Bethlehem Community Church, 183 Moffat Road, Bethlehem - Tuesday to Friday

Whakatāne
Knox Presbyterian Church,
83A Domain Rd - Tuesday to Friday

Financial Mentoring Services

Auckland Central - Leslie Centre
37B Dornwell Road, Mt. Roskill
09 520 8600
budgeting@psn.org.nz

Auckland West
2171 Great North Road, Avondale,
Auckland 0600
P: 09 835 1288
budgeting@psn.org.nz

Family Works Northern

Auckland Central - Leslie Centre
37B Dornwell Road, Mt. Roskill
09 639 2016
admin.lesliecentre@fwn.org.nz

Auckland North Shore Mairangi & Castor Bays Presbyterian Church
10 Penzance Road, Mairangi Bay
09 835 1288
admin.waitakere@fwn.org.nz

Auckland South - Te Hononga
10 Mahia Road, Manurewa,
Auckland 2102
09 269 1009
admin.tehononga@fwn.org.nz

Auckland West
2171 Great North Road, Avondale,
Auckland 0600
09 835 1288
admin.waitakere@fwn.org.nz

Rotorua
48 Biak Street,
Mangakakahi, Rotorua
07 349 0990
admin.rotorua@fwn.org.nz

Taupō
Waiora House, 100 Kaimanawa St,
Taupō 3330
07 378 6480
admin.rotorua@fwn.org.nz

Tauranga
126 Eleventh Avenue, Tauranga 3110
07 575 9709
admin.tauranga@fwn.org.nz

Waikato
Te Ara Hou, 100 Morrinsville Road,
Hamilton
07 858 4413
admin.waikato@fwn.org.nz

Whakatāne
156 The Strand, Whakatāne
07 307 1133
admin.whakatane@fwn.org.nz

Whangārei (Genesis Centre)
16 Mair Street, Regent,
Whangārei 0112
09 437 6729
admin.whangarei@fwn.org.nz

Shine

Social Services
09 815 4601
Helpline: 0508 744 633
enquiries@2shine.org.nz

Shine refuges in Auckland
For information call 0508 744 633

Lifeline Aotearoa

Social Services
09 909 8750
Helpline: 0800 543 354
info@lifeline.org.nz
www.lifeline.org.nz

Services by Location

1 Whangārei
- The Incredible Years parenting programme
- Social Workers in Schools
- Parenting in Prison
- Individualised Funding
- Counselling for children and adults
- KIDshine

2 Auckland
- Enliven home based services
- Enliven Day Services
- Enliven Individualised Funding
- Social work support
- The Incredible Years parenting programme
- Social Workers in Schools
- Parenting in Prison
- Counselling for children and adults
- Financial mentoring
- Warmline
- Family violence advocacy
- KIDshine
- Family violence safety programmes
- Safe housing
- Whānau Resilience
- Non-violence programmes
- Shine Education & Training
- Communities Feeding Communities

3 Waikato
- Enliven home based services
- Enliven Day Services
- Enliven Individualised Funding
- The Incredible Years parenting programme
- Social Workers in Schools
- Parenting in Prison
- Women Against Violence Education
- Restore
- Parenting in the Community

4 Tauranga
- Enliven home based services
- Enliven Day Services
- Enliven Individualised Funding
- Family support
- Social work support
- Social Workers in Schools
- Counselling for children and adults
- Women Against Violence Education
- Parenting Through Separation
- Restore

5 Rotorua
- Enliven home based services
- Enliven Individualised Funding
- Family support
- Social work support
- The Incredible Years parenting programme
- Social Workers in Schools
- Counselling for children and adults
- Women Against Violence Education
- Parenting Through Separation
- Restore

6 Taupō
- Enliven home based services
- Enliven Individualised Funding
- Family support
- Social work support
- The Incredible Years parenting programme
- Social Workers in Schools
- Parenting in Prison
- Parenting in the Community
- Women Against Violence Education
- Restore

7 Whakatāne
- Enliven home based services
- Enliven Day Services
- Enliven Individualised Funding
- Family support
- Social work support
- The Incredible Years parenting programme
- Social Workers in Schools
- Women Against Violence Education
- Restore

National Services
- Lifeline Helpline
- Tautoko Suicide Crisis Helpline
- Shine Helpline
- Shine Education & Training

Presbyterian Support Northern

Ki te kotahi te kākaho ka whati,
ki te kāpuia e kore e whati.

When we stand alone we are vulnerable,
but together we are unbreakable.

Presbyterian Support
Northern

Enliven Familyworks Lifeline Shine