



SPRING 2025

THE PSN POST

Hope in Bloom!

After the struggle of winter, spring reminds us that growth is always within reach – even after the hardest times.

Spring quietly reminds us of what is possible: light returning, warmth re-emerging and new shoots breaking through the soil. At Presbyterian Support Northern, we see that same transformation every day – in the renewed hope of someone reaching out; in the courage to begin again.

Thanks to your generosity, this spirit of renewal is more than just a season – it's a reality for the people and whānau we support.

Your kindness during our Family Works Winter Appeal made a real difference. Thanks to your support, families facing tough times had access to the wrap-around care they needed to enable them to get through the colder months. We're so grateful to everyone who contributed – thank you for walking alongside us.

Now, as we move into spring, we continue supporting parents, families, young people and older adults with dignity, compassion and care. These are the new beginnings you make possible.

It's a privilege to share this journey with you, and I hope the stories in this issue of *The PSN Post* inspire you as much as they do us.

Thank you for being part of our PSN whānau.

With gratitude,

Shaun Greaves – Chief Executive, Presbyterian Support Northern



Be in to Win a Spring Goodie Box!

Spot the spring-themed items hidden in this issue, then email us at supporter.relations@psn.org.nz to let us know how many you found – or simply let us know you'd like to enter!

The winner will be drawn on 1 November 2025.



A Game-changer for Jay:

How One Social Worker Helped a Child Find His Place at School

 Familyworks

Eleven-year-old Jay* was only attending school half the time when he was referred to Sam*, a Family Works Social Worker in Schools (SWiS). His parents were exhausted, unsure how to help him. Every morning felt like a battle for them.

Sam quickly saw that there was more behind Jay's reluctance than just not wanting to go to school. Through building a genuine, trusting relationship, Sam gently helped Jay open up. As trust grew, Jay bravely confided that he was being bullied and that he felt deeply anxious and alone. School didn't just feel hard – it felt unsafe as well.

Sam acted quickly, working with the principal, the Special Educational Needs Co-ordinator and Jay's teachers to address the bullying. He also ensured that the student responsible received support through a specialised programme, so they too could learn healthier ways to relate to others.

Sam also made a commitment to Jay – to be a regular, trusted presence in his school week.

When Jay mentioned a love of basketball, Sam, a former coach, saw an opportunity. Together, they built a simple routine. If Jay came to school, he'd earn some basketball time. Slowly, it worked. Jay began attending school more often and even practised at home; he also started making friends through the game he loved.

On rainy days the two would paint or draw instead – creating safe, quiet moments where Jay felt supported.

With the bullying resolved, Jay's confidence growing and friendships forming, his attendance soared from 50% to nearly 100%. He was even awarded a certificate at assembly. After six months Sam was able to step back, knowing Jay was on a strong path forward.

Jay's journey shows the power of SWiS: trusted relationships, a holistic approach, and support that meets tamariki where they are.

** Names and details have been changed for privacy reasons.*



SWiS make a difference in young lives every day, and your support makes this possible.

Please consider making a donation today: familyworksnorthern.org.nz/donate

A Fresh New Home for Enliven and Family Works in Tauranga!

Enliven

In May this year we officially opened the doors to our beautiful new Enliven and Family Works office in central Tauranga, and we couldn't be more excited welcoming clients and whānau into the space.



Julie Peake, Heather Mitchell, Shaun Greaves, Lisa Rudolphe, Grenville Hendricks, Wendy Hoskin, Janette Third

Around 60 people joined us for a blessing and opening celebration, led by PSN Chief Executive Shaun Greaves and Kaitakawaenga (Māori Cultural Advisor) Karaitiana Maxwell, with support from Tim Tahapehi. The warmth and excitement made it clear: this new space is more than just an office – it's a fresh start, and a positive boost for our mahi in the Bay of Plenty.

"It is a great step forward for our clients, the community and PSN," says Shaun. "This is the first time we've brought Enliven and Family Works together under one roof in Tauranga."

Purpose-designed to support working with children as well as the well-being of older adults and those recovering from injury or illness, the space features bright, open work areas, special counselling rooms for children, meeting spaces, a training room, and easy ground-floor access – plus dedicated client parking directly out front.

PSN is extremely grateful to TECT Community Trust for generously funding 50% of the total fit-out.

Family Works Bay of Plenty Area Manager Julie Peake says the new office, located at 126 Eleventh Avenue, is central and close to key arterial routes.

"It is also close to public transport, which is important as it's more accessible for our clients and the families we support."

It is handy for our staff too, as our social workers regularly travel to schools in areas like Te Puke and Maketu.

"We are thrilled with the move, as it reflects our ongoing dedication to the growth, connection and the well-being of our team and clients," says Enliven Southern Area Manager Heather Mitchell.

Enliven and Family Works services in Tauranga are already making a meaningful difference in the lives of New Zealanders and their families – and this new space gives us the perfect base to build on that impact.



Fit out of the new offices, complete with new branding.

Sky Tower Lights Orange to Shine a Light on Family Violence

Shine

Light It Orange is Shine's annual fundraising and awareness campaign, raising crucial funds to help create a future where New Zealand homes are free from violence.

This July, supporters dressed in orange, hosted events and took action to help fundraise to stop family violence and support thousands of affected adults and children.

For the first time, Auckland's iconic Sky Tower was lit orange on 2 July in support of Light It Orange. A bright symbol on the skyline, the Sky Tower raised awareness and stood in solidarity with families impacted by violence.

Thank you to everyone who made it happen – your support raised awareness, sparked vital conversations and helped spread the message that help is available and change is possible.

Light It Orange made a powerful impact – bringing hope to families and helping pave the way to safety, healing and a better future.



A Lifeline in the Darkest Moments

Lifeline

Every day across Aotearoa New Zealand, people call Lifeline because they have no one else to turn to. They're neighbours, friends, colleagues, whānau – each facing a moment of crisis. When that call or text comes through, a trained counsellor answers with calm compassion and connection. They listen. They support. Sometimes, they help save a life. Here are just a few stories that show the impact of this work:

Maya's Story

After years of childhood abuse, Maya grew up feeling ashamed and broken. Her pain led to self-harm, addiction and suicidal thoughts.

"That night, I was ready to end it. But I called Lifeline. The counsellor's voice was so gentle. She didn't freak out – she just listened and stayed with me. After the call, I

told my family... and they wrapped me in love."

That call marked the start of Maya's healing.

Jim's Story

Jim called Lifeline in the early hours of the morning. After losing his wife of 49 years the silence in his home had become unbearable.

"I'd been sitting in the same chair for days. I didn't see the point anymore."

Our counsellor listened as Jim shared stories about his wife and the emptiness he now felt. Together, they identified small routines to help reconnect him with his community.

"That call reminded me I still matter. I wasn't ready to give up – I just needed someone to hear me."



If you or someone you know needs support, Lifeline is here: call **0800 LIFELINE** or text **HELP** to **4357**.

Service in Action:

St Cuthbert's at Communities Feeding Communities (CFC)



At St Cuthbert's, service is part of everyday life. Guided by the 110-year-old motto "By Love, Serve", students are encouraged to lead with compassion, kindness and purpose.

Since February 2024 all Senior School students have taken part in weekly service trips to CFC. Each week, 15 to 22 students help with tasks like gardening, stocking the pantry, preparing meals, and decorating the centre – bringing energy, humour and many hands to lighten the load.

"It was such a cool experience and for a great community. We'd love to come back."

— Year 12 student



These trips also connect to classroom learning. Science classes and the gardening club grows seedlings, which are either planted at CFC or harvested and donated toward food parcels. Students apply what they've learnt – like plant development – in real, purposeful ways.

The learning goes beyond the garden. Students have cooked meals from scratch, cleaned the kitchen, sorted donations, and supported sustainability by repurposing materials and labelling seeds.

For many, it's their first time encountering worm farm or facing food insecurity up close. Students are encouraged to reflect on what it means to live without basics like sanitary products or toilet paper – and to give in ways that protect dignity and show care.



"It was awesome to get to help, hands on, and to see how much St Cuth's foodbank contributions help... Our trip made us want to continue helping CFC with their mission of feeding families in need."

— Year 12 student

Whether planting, packing or preparing food, students are learning that service is a powerful teacher. Van rides home are often full of laughter, stories and a deeper sense of connection.

This partnership with PSN brings St Cuthbert's service values – in particular, Excellence, Integrity, Collaboration and Empathy – to life. Students aren't just learning about service; they're becoming young women ready to make a difference.



Students working hard in the CFC gardens.



A Time to Reflect, Act, and Leave a Lasting Legacy

September is New Zealand Wills Month – a reminder of how important it is to have a Will and ensure it reflects the legacy you want to leave.

Almost half of New Zealanders don't have a current Will, yet it's one of the most powerful ways to care for the people and causes you value most. This Wills Month, we invite you to reflect on what matters to you – and how your values can live on.

By including PSN in your Will, you become part of a compassionate legacy that's been changing lives for more than 140 years. Your support helps provide vital services to vulnerable children, families and older people throughout our communities.

Bequests to PSN help fund critical services, early intervention programmes, aged care, and professional scholarships for our front-line staff – helping build better lives for everyone.

A gift in your Will is a powerful way to leave a legacy of kindness, hope and social justice. Rooted in our Presbyterian heritage, PSN's work is guided by compassion, integrity and care for others.



This September, we warmly encourage you to:



Create or update your Will



Consider including a charitable gift to PSN



Speak with your legal advisor for guidance.

Why your Bequest Matters

A bequest is a powerful act of generosity, offering deep satisfaction knowing your legacy will make a real difference to others for years to come.

Much of the work featured in this edition of *The PSN Post* is made possible because of the thoughtful bequests left by those who came before. We remain eternally thankful for those whose kindness helps sustain vital, life-changing services.



For a confidential conversation about leaving a bequest, please contact Vivienne Riddell, Planned Giving Co-ordinator, at **09 520 8628**, **021 329 938** or Vivienne.Riddell@psn.org.nz.



A Better Life for Everyone:

Spotlight on PSN Services



Here is a snapshot of the vital support PSN provides across our five core services.

Familyworks

Supporting children and families to grow, heal and thrive.

Family Works provides counselling, social work, and group programmes for those facing hardship, trauma or big life changes. Our team takes a personalised approach, adapting services to suit each client's needs and working seamlessly across services to deliver the support and results families need. This includes providing confidential support for:

- Children impacted by trauma
- Families under stress
- Those experiencing family violence
- Parents on tight budgets or experiencing financial challenges.



Learn more here:
familyworksnorthern.org.nz

Enliven

Supporting independence, connection and well-being in later life.

Enliven supports older people and those with disabilities to live independently, stay connected, and thrive.

We work with families and professionals to provide flexible, personalised care and support through our:

- Home-based Services which help clients maintain their independence in their own homes for as long as they are able
- Day Services which include group activities and specialised dementia care
- Individualised Funding, where our specialised team helps people with disabilities and their agents manage government-funded disability support to meet their responsibilities.

Learn more here: enlivennorthern.org.nz



Shine



Walking alongside people experiencing family violence and working towards ending family violence.

Shine is one of Aotearoa New Zealand's leading specialist family violence services. We help thousands of adults and children to be safer each year.

Our work includes:

- Promoting a free and confidential crisis helpline and live webchat, both available 24/7
- Access to emergency accommodation for women and children, including two Auckland-based refuges
- Providing one-to-one advocacy for families and individuals, including support to create safety plans, navigate housing and financial instability, access counselling, support services and more
- Specialist programmes for children and families
- Non-violence, behaviour-change programmes for those who use violence
- Education and training services throughout Aotearoa New Zealand to support and improve the quality of services, as well as workplace and community responses to family violence.

Crisis helpline at **0508 744 633**
Live webchat at **2shine.org.nz**



Learn more here: 2shine.org.nz



Lifeline

Always here when someone needs to talk.

For over 60 years Lifeline has provided free, confidential phone counselling and text support to people in need.

We support people with suicidal thoughts, self-harming tendencies, anxiety, depression and more. Lifeline offers a safe space to talk, without judgement, and helps people find hope, clarity and connection in their hardest moments. s

Our team of highly trained counsellors provide the following national services:

National Lifeline Helpline
– **0800 LIFELINE (0800 543 354)**

Suicide Crisis Helpline
– **0800 TAUTOKO (0800 828 865)**

Text Support Service – **HELP (4357)**



Learn more here: lifeline.org.nz



Communities
Feeding
Communities
— INITIATIVE —



Providing judgement-free access to nutritious food and restoring dignity for the Mt Roskill (Puketāpapa) community and beyond.

CFC is a collaboration between PSN and Northern Presbytery. From our vibrant location at 1207 Dominion Road, we provide a:

- **Foodbank:** Serving around 80 to 90 households each week with choice-based food parcels
- **Pātaka kai:** A free community food pantry kept well stocked with necessities for anyone to access at any time.

Learn more here: facebook.com/CommunitiesFeedingCommunities



Together, these services reflect PSN's deep roots in community and faith – and our ongoing commitment to compassionate, practical support for people at every stage of life. We're here to help build *a better life for everyone*.



I would like to donate to PSN!

First and Last Name: _____

Email Address: _____

Phone Number: _____

Postal Address (optional): _____

Please accept my gift of \$ _____ *All donations for \$5 or more are tax deductible.*

Please use my: ☐ Visa ☐ MasterCard

Card number:

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CVV:

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 Name on card: _____ Signature: _____

Please debit my monthly gift on the

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 of each month (or the next working day).

My authorisation to regularly debit the specified amount from my credit card account will continue after the expiry date of the credit card and with the issuance of a new card until further notice. I may terminate this authority at any time by giving written notice to Presbyterian Support Northern (PSN) at least 5 days before any due date. My payment will be processed through the Flo2Cash payment gateway and PSN will not disclose the above credit card information to any other party or use it for any other purpose without my consent. PSN aims to preserve the confidentiality of all personal information it holds in accordance with the NZ Privacy Act 2020. Personal card details will only be used for the purposes of this donation.



Please return this form to us in the post to: PSN, PO Box 99890, Newmarket, Auckland 1149, or take a photo and email: supporter.relations@psn.org.nz

