



Presbyterian Support
Northern

CALENDAR +
ANNUAL REPORT
2015

Investing
in *your*
community



25
service centres
serving
communities
across the upper
North Island

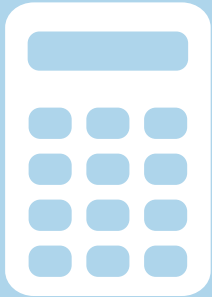


88% of children and their
families agreeing that Family Works
services met their needs

130 years'
experience in delivering
social services



2,106
emergency food parcels
distributed to people living
below the poverty line

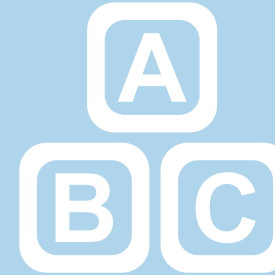


1,488
people better equipped to
manage their own finances
through our budgeting services

Helpful information and
advice inquiries through
social workers in schools
averaging over

130
per school day

810
parents and caregivers
improving skills
through parenting
programmes



126
low decile schools supported
with a Family Works social
worker in schools



2,574
people supported to live safely
and independently in their own
homes in the past year.

Around **15,200**
children and their families
supported annually

413
older people attend Enliven
community support groups

A team of
853
staff working hard to
create a better life for
everyone



563,982
hours of home
support provided
to help maximise
the independence
of the ageing,
disabled and injured

85% of people supported
through Enliven say that they
are respected

\$2.4 million
gap between the cost of
services delivered and the
funding received

Chairman and CEO's Report

Each year we face the dilemma of which of our many services and success stories to feature in our annual report calendar. The 2013/14 year was no different, but what has become clear in putting this material together is the real difference we are making to hundreds of lives. Three themes stand out: First, Presbyterian Support Northern is a reliable provider of effective, high quality services. Second, investment in new developments achieves better results. And third, working with partners creates positive impact.

A number of the featured stories reflect these themes, including:

- Our family workers who consistently provide 'wrap-around' services that address complex issues
- A new joint venture with the Anglican Trust for Women and Children which helps young people stay engaged in school, thus creating a chance for a brighter future
- Helping vulnerable people at home increase their independence through Enliven
- Supporting women released from prison to establish a lifestyle free from offending
- Developing day programmes specifically for people with dementia, while also supporting their carers and partners

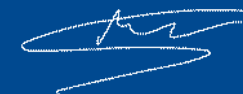
- Extending a joint venture with Plunket that focuses on supporting the parents of high-risk babies to improve their prospects in life
- Empowering people with disabilities so they can be more in charge of their life and the support they require.

All our work is backed by the now well-established Results Based Accountability framework which evaluates the quality of the results achieved by our services. Evidence clearly shows that our support leads to positive change. We are helping an increasing number of highly vulnerable people transform their lives or cope well with their circumstances.

As outlined in the financial summaries, our charitable commitments to serve those in need in our communities meant an overall operating loss of \$2.4 million this past year. Most of this (\$1.5 million) was incurred in Family Works because of the critical need in this area of our work. So a big thank you to every supporter, donor, and volunteer because, without your contribution to our mission, we would not be able to respond as we have. We remain highly motivated and committed to do more to provide for thousands of children, young people, families, older people, and those with disabilities and injuries. Please continue your support. Together, we are making a difference in New Zealand.



Stewart Milne
Board Chairman



Rod Watts
Chief Executive

When you fear for your life



Ali and her four children feared for their lives, moving to another town to escape a violent man. Sometimes the children had to pull their father off their mother to stop him strangling her. The whole family was traumatised.

Three family workers were assigned to provide counselling and support. Ali and two of the children completed programmes especially for women and children affected by violence. More than two years later, the family was transformed. The wrap-around support provided by Family Works gave Ali the courage to believe in herself and change her family's future.

“I’m a stronger woman as a result of what I’ve learnt through Family Works.”

A total of 153 Family Works staff help around 15,200 children and their families each year – more than 40 people every day.

What you can do:
Donate to help keep children safe.
Visit www.angel.org.nz
Phone 0800 20 50 80

JANUARY 2015

Investing in *your* community – through reliable services

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	31	NEW YEAR'S DAY 01	PUBLIC HOLIDAY 02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	WELLINGTON ANNIVERSARY 19	20	21	22	23	24
25	AUCKLAND & NORTHLAND ANNIVERSARY 26	27	28	29	30	31

DECEMBER 2014

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	31
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

FEBRUARY 2015

M		2	9	16	23
T		3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	

What about the kids?

Kimi and Tama were stuck. They were in the process of separating, but making arrangements for their children's care was difficult. Fortunately, they heard about our new Family Dispute Resolution service and were able to avoid the stress and expense of going through the Family Court to resolve their differences.

"It was so straightforward and saved us a heap of hassle. We now have a plan that suits everyone, and the children are happy and settled."

Each partner completed a Family Works Parenting through Separation course, and after an initial meeting, they had a couple of sessions together with a family mediator. Both Kim and Tama appreciated the child-centred focus of our service.

The Family Disputes Resolution service launched in April 2014 and 120 families made use of the service up to the end of June.

(Names and photo identities changed)



FEBRUARY 2015

Investing in *your* community – through new developments

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	NELSON/ BULLER ANNIVERSARY				WAITANGI DAY	
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
01	02	03	04	05	06	07

JANUARY 2015

M		5	12	19	26
T		6	13	20	27
W		7	14	21	28
T	1	8	15	22	29
F	2	9	16	23	30
S	3	10	17	24	31
S	4	11	18	25	

MARCH 2015

M	30	2	9	16	23
T	31	3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29



Back on track at school

Sam, aged 14, didn't feel he belonged at school, and couldn't connect with his teachers or his subjects. That began to change when the school referred him to a Family Works Check and Connect mentor, Stephen.

Sam was an avid Minecraft player and Stephen was able to use their shared interest in gaming to build a relationship and encourage Sam, with support from the school. One highlight was a weekend Sam spent with others at the Auckland Museum, constructing scenes from Gallipoli.

Now Sam has a goal and a reason to persevere with his learning.

"Through my mentor I've been able to discover what I need at school to get into game design."

The Check and Connect mentoring programme is run in partnership with the Anglican Trust for Women and Children.

Family Works has four youth workers mentoring students in seven South and West Auckland secondary schools.

What you can do:
Consider becoming a 'buddy'
to a young person in
your neighbourhood.

MARCH 2015 *Investing in your community* – through partnerships

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
01	02	03	04	05	06	07
08	TARANAKI ANNIVERSARY 09	10	11	12	13	14
15	16	17	18	19	20	21
22	OTAGO ANNIVERSARY 23	24	25	26	27	28
29	30	31	01	02	03	04

FEBRUARY 2015

M	2	9	16	23
T	3	10	17	24
W	4	11	18	25
T	5	12	19	26
F	6	13	20	27
S	7	14	21	28
S	1	8	15	22

APRIL 2015

M	6	13	20	27	
T	7	14	21	28	
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	
S	4	11	18	25	
S	5	12	19	26	

Never say can't

A photograph of an elderly woman, Jean Benson, sitting in a wheelchair. She is wearing a pink jacket over a floral patterned top. She is smiling and looking towards the camera. Two women, presumably support workers, are standing behind her. One is on the left, wearing a light-colored jacket, and the other is on the right, wearing a grey hoodie. They are all outdoors, with a chain-link fence and trees in the background under a clear blue sky.

Jean Benson was brought up never to say “can’t”, in spite of a lifetime of pain and disability. Her limited mobility has not stopped her leading a full life, with support from Enliven support workers. Describing herself as “fiercely independent”, Jean makes her own meals, shops, and has an active social life, getting about in her electric wheelchair.

“I couldn’t do without Enliven. My support workers’ encouragement and practical care gives me the energy to get on with living.”

Enliven provides high quality home-based support services for older people and those with disabilities and injuries. Our aim is to support people to achieve their own goals and maximise their independence.

Enliven’s home services supported more than 2,500 people to live independently in their own homes.

What you can do:
You might know someone you could refer to Enliven services.
Phone 0800 365 4836 or visit www.northern.enliven.org.nz

APRIL 2015 *Investing in your community* – through reliable services

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	01	02	GOOD FRIDAY 03	04
EASTER SUNDAY 05	EASTER MONDAY 06	SOUTHLAND ANNIVERSARY 07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	ANZAC DAY 25
26	27	28	29	30	01	02

MARCH 2015

M	30	2	9	16	23
T	31	3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

MAY 2015

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	31

No turning back



When Esmeralda learnt that she was going to have her own personal mentor, she was absolutely rapt. The Tauranga mother of eight was on home detention and about to graduate from an intensive rehabilitation course for female offenders.

“I don’t want to go back. I want to go forward, not just for my sake but for the sake of my children and grandchildren.”

With support from weekly meetings with her mentor, Esmeralda is determined to make the most of her second chance at life. She plans to revive her former skills as a motivational speaker, volunteer at a community law centre and write her own story in order to give back to other women what she’s learnt herself.

A total of 21 former offenders have now graduated from the Whakamanahia Wahine: Strengthening Foundations for Women course, and there are hopes to extend it to other areas.

What you can do:
Create a lasting legacy by leaving a
bequest to Family Works in your will.
Phone 09 520 8628.

MAY 2015 *Investing in your community* – through new developments

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31					01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

APRIL 2015

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	
S	4	11	18	25	
S	5	12	19	26	

JUNE 2015

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	



One of our social workers in schools was working with a young boy who talked about feeling safer at home because a “nice lady” had come to his house and put in a “button thing”. He meant the Shine Safe at Home Advocate who works alongside Family Works to help protect families from violence.

“He talked about the safety alarm, the safe room and what to do if he felt scared. He knew the plan far better than the adults involved.”

A family worker supported mum, the social worker in schools was there for the children, and safety devices were installed in the home. As a result, the family felt safer and stronger and was able to make future plans.

Family Works strengthens families and communities by working with others, like Shine.

Safe at home and school

(Photo identities changed)

What you can do:
Become a Guardian Angel to help children feel safe at home.
Visit www.angel.org.nz.
Phone 0800 20 50 80.

JUNE 2015 *Investing in your community* – through new developments

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	QUEEN'S BIRTHDAY 01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	01	02	03	04

MAY 2015

M	T	W	T	F	S	S
		4	11	18	25	
	5	12	19	26		
	6	13	20	27		
	7	14	21	28		
1	8	15	22	29		
2	9	16	23	30		
3	10	17	24	31		

JULY 2015

M	T	W	T	F	S	S
		6	13	20	27	
	7	14	21	28		
1	8	15	22	29		
2	9	16	23	30		
3	10	17	24	31		
4	11	18	25			
5	12	19	26			

The hardest job in the world



Christy turned to Family Works after years of struggling with her daughter's behaviour. The eight-year-old was very aggressive, kicking and biting her mother almost daily. Christy knew she was a competent parent but had lost confidence in her ability to cope.

Through working with a Family Works counsellor, Christy realised that although she was never physically violent towards her child, the language she was using was violent. So she changed the way she spoke to her daughter, focusing instead on positive behaviour, and celebrating small successes.

“My daughter now invites me to play makeovers with her. I am enjoying my time with her in ways I seldom had a chance to before.”

Family Works' group programmes encourage parents and caregivers to build healthy relationships with their children.

Last year Family Works delivered 25 Incredible Years parenting programmes attended by 361 people.

What you can do:
Treasure the children in
your life, or refer someone to
a parenting programme.
Visit www.northern.familyworks.org.nz.

JULY 2015

Investing in *your* community – through reliable services

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	01

JUNE 2015

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

AUGUST 2015

M	31	3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

Eva's baby, Cortez, was born one week before she was released from prison. Now, with support from Family Works and others, mother and son are thriving in a healthier environment. Eva is one of 128 women benefiting from our new 'Out of Gate' service which supports released offenders as they reintegrate into the community.

Eva lives in a community house and attends a parenting course. She's determined to do what's best for her baby son, and hopes eventually to help prevent other young people going down the same path she did.

"I want to do what I can to help break the cycle."

Family Works Northern partners with six other Presbyterian Support regions to deliver the Out of Gate service nationwide. The service is already reducing reoffending.

Up to June 2014, 16 women out of 19 remained conviction-free and out of prison six months after their release.



Walking
out of the
prison gate

What you can do:
Reach out to someone new in your community this month and help them feel at home.

AUGUST 2015 *Investing in your community* – through new developments

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31					01
02	03	04	05	06	07	08
09	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

JULY 2015

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	31
S	4	11	18	25	
S	5	12	19	26	

SEPTEMBER 2015

M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	

Feeding through seeding



A community garden is beginning to sprout in Auckland, thanks to a scheme that includes Enliven's Day Programme and members of the local church.

'Feeding through Seeding' brings together families, older people and neighbours in Onehunga. Older people who attend the day programme raise seedlings in a greenhouse and garden beds which were funded through philanthropic grants. The plants are then given to neighbours and members of the Onehunga Cooperating Parish so they can start their own vegetable gardens. At harvest time, produce is shared around the community.

"It's great to see the joy on people's faces when they receive the produce. Everyone can benefit from the gardens."

Working with others strengthens communities and gets the best results.

We partner with social service agencies, businesses, schools, and more than 100 Presbyterian parishes engaging in local community projects.

SEPTEMBER 2015 *Investing in your community* – through partnerships

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	SOUTH CANTERBURY ANNIVERSARY	29	30	01	02	03

AUGUST 2015

M	31	3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

OCTOBER 2015

M		5	12	19	26
T		6	13	20	27
W		7	14	21	28
T	1	8	15	22	29
F	2	9	16	23	30
S	3	10	17	24	31
S	4	11	18	25	

Doing what blokes do

David looks forward to Thursdays. That's when he joins nine other men at the Enliven Waikato Blokes' Club for activities and outings. They share an interest in engineering and often visit workshops, play darts or bowls, and have a meal together.

"I like the fact that we go out and see a variety of things. It's excellent and I enjoy all that."

David lives on his own at a retirement village with daily visits from Enliven support workers who help him manage his diabetes, prepare meals, and organise his day.

The Blokes' Club provides vital friendship and interest for men like David with younger onset dementia. It's one of a number of different Enliven day programmes that provide an opportunity for older people to interact with others in their local community.

At the end of June 2014, 413 people were attending Enliven day programmes, conversation cafés and home share groups.



What you can do:
Volunteer at a day programme near you and help people like David.
Contact your local Enliven site or visit www.northern.enliven.org.nz.

OCTOBER 2015 *Investing in your community* – through reliable services

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	LABOUR DAY	27	28	29	30	31

SEPTEMBER 2015

M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	

NOVEMBER 2015

M	30	2	9	16	23
T		3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

Bridge over troubled waters...



Lesieli and her family struggled after the birth of their sixth child. They had very little income for everyday needs, let alone paying off their debts. Lesieli was stressed and feeling overwhelmed until a Plunket nurse referred her to the Family Works family worker integrated into their team.

The family worker helped Lesieli access food parcels and budgeting support. She also supported Lesieli in enrolling her preschooler at kindy and encouraged her with regular visits.

“The support we got was excellent and it gave me peace. It took a big hard rock from off my back.”

Lesieli feels stronger now and life is much better. She has a job and is prepared to fight for the support she knows is there for her family.

We hope to extend the Plunket Family Works partnership to other areas after the success of a pilot scheme for 40 vulnerable families in South and East Auckland.

NOVEMBER 2015 *Investing in your community* – through partnerships

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
01	MARLBOROUGH ANNIVERSARY 02	03	04	05	06	07
08	09	10	11	12	CANTERBURY ANNIVERSARY 13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
WESTLAND & CHATHAM ISLANDS ANNIVERSARY 29	30	01	02	03	04	05

OCTOBER 2015

M	T	W	T	F	S	S
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

DECEMBER 2015

M	T	W	T	F	S	S
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



Flexible support for busy people

Virginia has brought up her grandson James since birth. Now aged 22, he has Asperger's and a mild spinal condition. Virginia herself has reduced mobility due to chronic arthritis. Both are grateful for the support they receive from Lata, a support worker who has been with the family for more than nine years and knows them well.

"Individualised Funding means we can live in our own home, relatively normally."

Virginia enjoys the flexibility individualised funding gives her to organise or change Lata's hours to suit. Lata helps with personal care, meals and housework, and spends time with James.

Individualised Funding allows disabled people to choose and organise their own support staff. Enliven offers three levels of Individualised Funding to make sure people get the maximum benefit.

DECEMBER 2015 *Investing in your community* – through new developments

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	CHRISTMAS DAY 25	BOXING DAY 26
27	28	29	30	31	01	02

NOVEMBER 2015

M	30	2	9	16	23
T		3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

JANUARY 2016

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	31

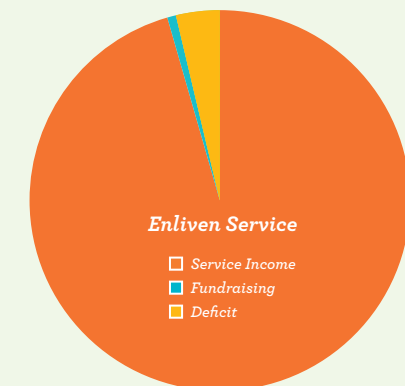
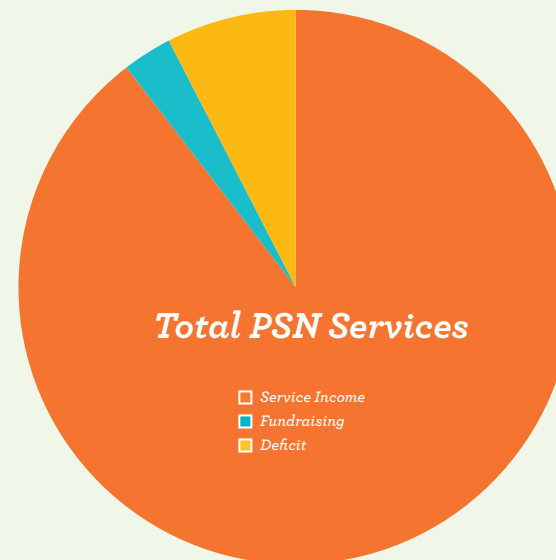
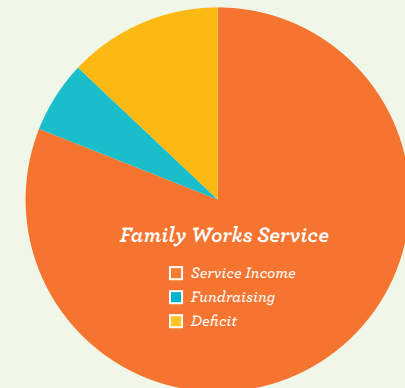
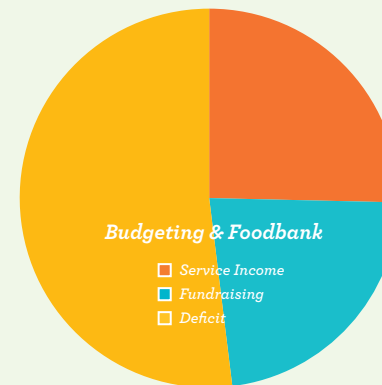
Financials

The following information has been extracted from the audited financial statements, which can be made available upon request.

The financial results for the 2013/14 year show a deficit from the provision of services of \$2.4 million, due mostly to the net costs of providing Family Works services (\$1.5 million), and the higher than expected costs associated with our home and community service contract with ACC. Compared with last year, with revenue from government contracts increasing from \$25 million to \$29 million, Presbyterian Support Northern has again achieved extensive growth in services during the year. Total expenditure also increased, from \$30 million to \$34 million.

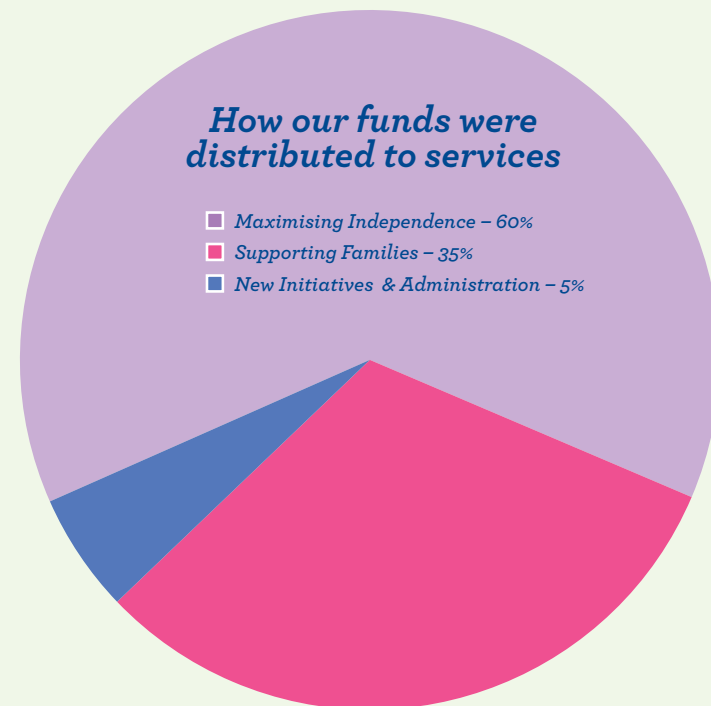
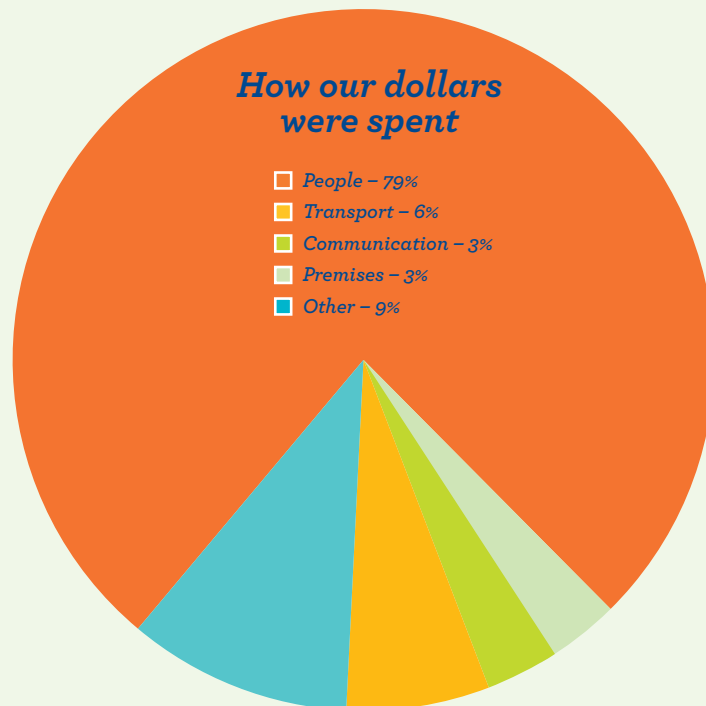
Thankfully, \$1.2 million was raised through fundraising and other contributions. Investment returns also exceeded budget to improve the total result from an operating deficit of \$3.4 million to an overall surplus of \$2.1 million. This enabled the real value of investments to be preserved, which is essential to ensure sufficient investment funds are generated each year to help us meet the costs of responding to the needs of those most vulnerable.

The charts summarise how our expenditure of \$34 million was funded and used. It is important to emphasise that without grants, donations, bequests and also careful stewardship of our investments, we would not be able to provide our current level of services or expand to provide for the many unmet needs in our communities.



Financials

At PSN we want to do the best with every dollar we receive, and the following charts show that we are very efficient at targeting our funds directly at service delivery.



Our Supporters 2013-2014

Our sincere thanks to our supporters for their financial provision

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Estate Rona M. MacKenzie
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A special thanks to the many individuals, corporates and organisations that continue to give generously to Presbyterian Support Northern.

Presbyterian Support Northern covers the Upper North Island, working with communities from Turangi to Whangarei. For more information on services in your area contact:

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