



Presbyterian
Support
Northern

Calendar +
Annual Report
2016

Good people doing

GREAT WORK
to help others



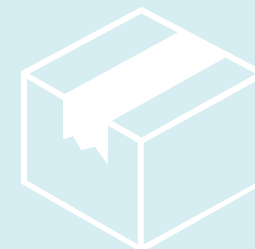
25 service centres serving communities across the upper North Island



94% of children and their families agree that Family Works increases their safety



1,370 separating parents sought help to agree on their children's care arrangements



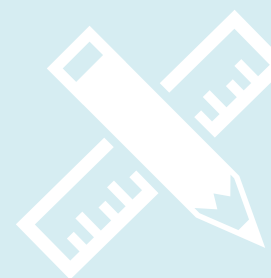
2,324 emergency food parcels given to people living below the poverty line



1,514 people benefited from our budgeting services and advice

\$3 million gap between the cost of services delivered and funding received

“ My family is not hungry or suffering any more. ”



118 low decile schools supported with a social worker



Around **4,145** people supported to live safely and independently in their own homes.



A team of **866** staff working to create a better life for everyone



Around **16,300** children and their families supported annually



507,203 hours of home support help maximise the independence of older people and those with disabilities and injuries

89% of older people supported by Enliven say the service is reliable



“ Enliven helps me in my desire to remain in my own home. ”

Chair and CEO Report

Our annual report calendar tells the story of people whose lives have been changed through the services we provide. Each year there are so many wonderful examples, it is a real quandary choosing which to include. The stories from the 2014/15 year stand out as a testament to the difference we are making in our communities and that our staff really are good people doing great work to help others.

The following pages represent the range of services we provide and the people who deliver them, including:

- Family workers who walk alongside people in traumatic times
- Social workers in schools who provide a listening ear for children and parents
- Counsellors who encourage children to tell their story through art
- Support workers who encourage older people to stay active and involved in their community
- Family workers who inspire mums and dads to be better parents.

These stories make it clear that relationships make the biggest difference, as we walk alongside people, inspiring hope and encouraging them to reach their goals. We continue to build strong families and healthy communities, and foster independence for older people and those with disabilities and injuries. We also work hard to deliver new and innovative services, often in partnership with others. This last year saw:

- the growth of our Family Works Resolution Services
- the introduction of a Plunket Family Worker in Huntly
- the expansion of our Out of Gate service to include the families of women in prison.

In recognition of how important our people and systems are, we have also invested in staff development and reviewed our services and operating systems.

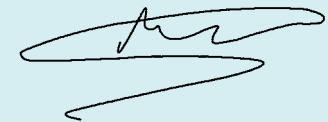
The results based accountability framework we use confirms that we are making a difference. The evidence clearly shows our support leads to positive change. We are helping highly vulnerable people transform their lives or cope well with the circumstances they find themselves in.

As outlined in the financial summary, serving our communities in these ways meant an overall operating loss of \$3.0 million, most of which (\$2.2 million) was incurred in Family Works. While most of our income comes from contracts with district health boards, the Accident Compensation Corporation and the Ministry of Social Development, we rely on the backing of our supporters, donors and volunteers.

This relationship also means a lot to us, and we are very grateful for it because without your support we would not be able to provide the services we do. We consider you part of our team and together we will continue to make a positive difference in our communities.



Margie Apa
Board Chair



Simon Bilton
Acting Chief Executive

Enliven's home services supported **3,219** older people to live independently in their own homes.

Use it or lose it

Betty (right) had a new lease on life after she was encouraged to put on a pedometer and count her steps for six weeks. She was inspired to take part in the 'Count Me In' walking challenge by her support worker Marlene, and is now determined to stay active.

Before taking part, Betty would often become unwell but she now enjoys exercising and, at the age of 88, still plays golf.

“If you don't use it, you lose it. If I feel no good before I start exercising, when I finish I feel absolutely on top of the world.”

Betty recorded her steps carefully every day, and was very proud of her impressive results each week. She says looking for her glasses and playing nine-hole rounds of golf helped her reach her targets.

Good people doing

GREAT WORK to help others

JANUARY 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	New Year's Day 1	Day after New Year's Day 2
3	New Year Holiday 4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	Wellington Anniversary 25	26	27	28	29	30
31	1	2	3	4	5	6

What you can do: You might know someone you could refer to Enliven services. Contact your local Enliven site or visit www.northern.enliven.org.nz



DECEMBER 2015

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

FEBRUARY 2016

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

Family Works staff helped turn despair to hope for around **16,300** children and their families.



A reassuring angel

Riria fell apart when two of her young children were taken from her by her ex-partner and his family. She couldn't see her boys, aged 7 and 9, for six months.

Riria's family worker, Julie, stood by her during this traumatic time. Like a "reassuring angel", Julie listened while Riria poured her heart out. Gradually, Riria felt her burden lift as she and Julie worked through the process of getting her children back.

"I am now stronger. I will never forget how life-changing your support has been for me."

Riria is now married to a supportive man she describes as the "strength and rock" of her blended family and she's determined to show her children a healthier, safer way to live – without violence.



GREAT WORK to help others

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



FEBRUARY 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	Auckland Anniversary Nelson Anniversary 1	2	3	4	5	Waitangi Day 6
7	Waitangi Day Holiday 8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	1	2	3	4	5

JANUARY 2016

S	3	10	17	24	31
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

MARCH 2016

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

Family Works strengthens families and communities by partnering with others to **prevent violence.**

A photograph of two young women performing on stage. The woman on the left is wearing a black jacket and a red cap, holding a microphone to her mouth. The woman on the right is wearing a grey jacket over a striped shirt, also holding a microphone. The background is dark with blue and green stage lights.

Songs against Violence

A song quest for young people is helping spread the anti-violence message throughout the Bay of Plenty. The 'Yeah, Nah, It's Not OK' contest invites teenagers to write original lyrics and music to perform on stage in front of a live audience and panel of judges. Aneska Marks and Te Arahina Webster of the Harmonics won the 2015 contest with their song, *Say NO to Violence*, about the need for respect.

Family Violence Response Coordinator, Helen Holt, heads

the local organising committee. She says the event has grown over the past three years, raising awareness throughout the whole community.

“It's started all kinds of important conversations about family violence and bullying, especially among our local young people.”

Good people doing

GREAT WORK to help others

What you can do: Become a Guardian Angel to help keep families free from violence. Visit www.angel.org.nz or phone 0800 20 50 80.



MARCH 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	Taranaki Anniversary	15	16	St Patrick's Day	18	19
20	Otago Anniversary	22	23	24	Good Friday	26
Easter Day	Easter Monday	Southland Anniversary	30	31	1	2

FEBRUARY 2016

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

APRIL 2016

S	3	10	17	24	
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

Enliven's rehabilitative home services helped **882** people with injuries maximise their independence.

Ruby-Jean's **friendly** helper

When Ruby-Jean broke her ankle playing on wet grass, she had to have surgery and a plaster cast. She couldn't manage crutches so she needed someone to push her wheelchair. ACC referred her to Enliven who matched her with support worker Sisavaii.

Si helped Ruby-Jean get around at school and brought her home every day for about seven weeks. When the cast came off, she stayed until Ruby-Jean felt confident walking again.

Si's support meant Ruby-Jean could retain her independence and stay at school. The time they spent drawing, playing games and making cards together also aided the young girl's recovery. Her mother says Si went "above and beyond" in supporting her daughter.

"Si was productive in her time with Ruby-Jean, who always came in the door bouncing and smiling."

Good people doing

GREAT WORK to help others

What you can do: Find out how Enliven services can help a family member. Phone 0800 365 4836 or visit www.northern.enliven.org.nz.



APRIL 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	1	2
Daylight Saving ends						
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	Anzac Day					
24	25	26	27	28	29	30

MARCH 2016

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

MAY 2016

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

Family Works social workers reach more than **5,000** children through programmes in 118 schools.



Conrad's clever ideas

Conrad's school was about to stand him down. He was getting into fights and his school work was deteriorating. The Family Works social worker in his school, Wendy, worked with him on skills to manage his behaviour and keep him in school.

Conrad has since helped Wendy develop a programme for other boys about respect and manners. Conrad named it *Tongariro Megaminds*. He also invented a friendship game to use as an icebreaker and helped make tools for the programme.

The teachers have congratulated him on his ideas and Conrad is starting to make better choices at school.

“He was beaming – so proud of himself. Being included in developing this programme has empowered him enormously,” says Wendy.

Good people doing

GREAT WORK to help others

MAY 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	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	1	2	3	4

What you can do: Help Family Works build strong families by becoming a Guardian Angel. Visit www.angel.org.nz or phone 0800 20 50 80.



APRIL 2016

S	3	10	17	24	
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

JUNE 2016

S	5	12	19	26	
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	

Family Works counselling and social work helps around **16,300** children and their families each year.



Art from the heart

Children and young people who come to Family Works are learning to tell their stories through art. Family worker Meg uses art sessions alongside counselling to encourage them to express their worries, hopes and dreams without using words.

Meg says children and youth who have experienced trauma or challenging circumstances often don't want to talk about their experiences. Art provides a way for them to be heard.

“We use colour, symbols and metaphor to help them externalise the pain and lighten the load.”

The result is vibrant, life-sized artworks that tell stories of resilience, strength and hope. Several paintings were displayed in an ‘Art from the Heart’ exhibition last year.

Good people doing

GREAT WORK to help others

What you can do: Become a Guardian Angel and help support children's counselling sessions. Visit www.angel.org.nz or phone 0800 20 50 80.



JUNE 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	1	2	3	4
5	6 <small>Queen's Birthday Matariki</small>	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

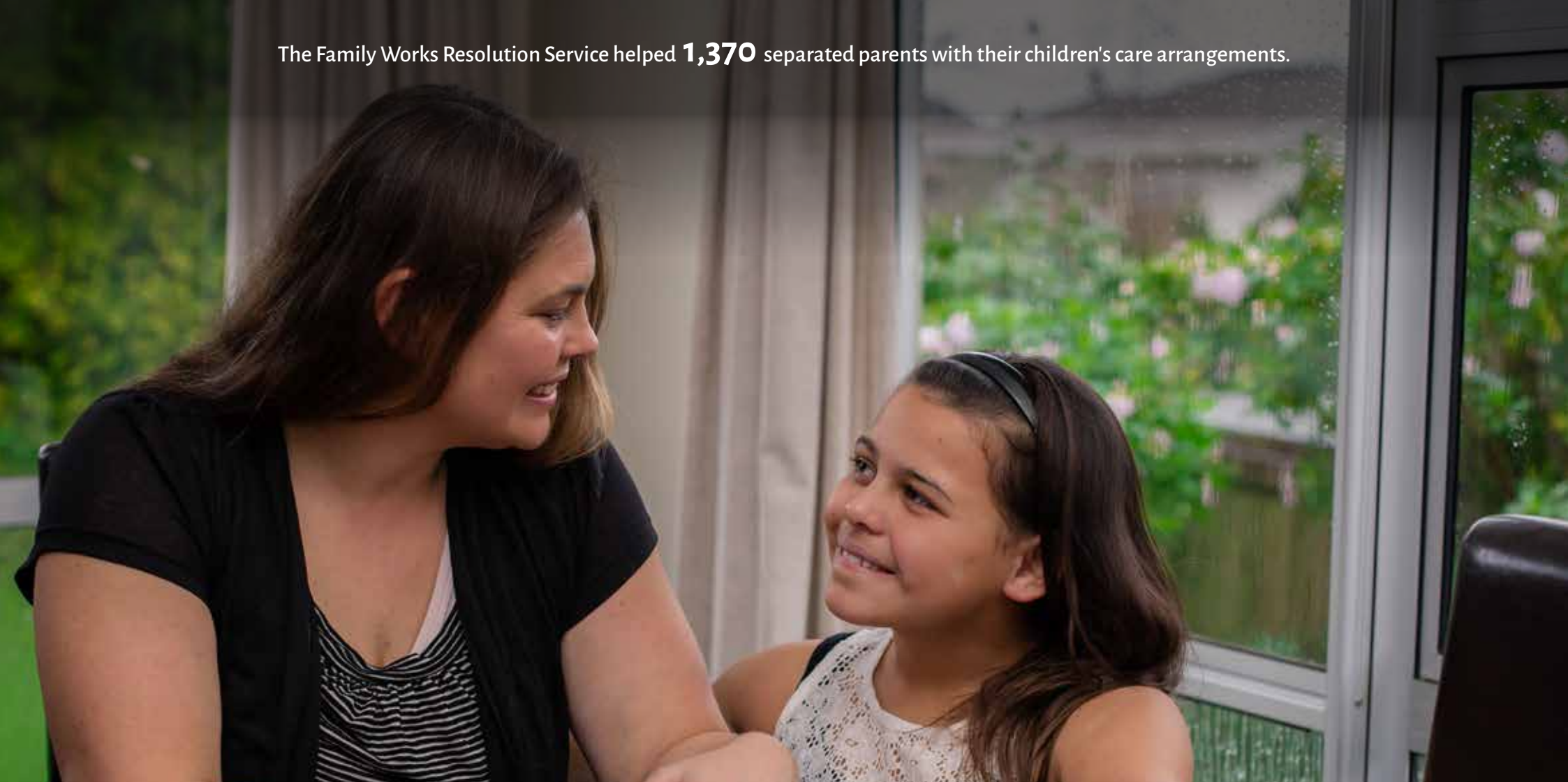
MAY 2016

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

JULY 2016

S		3	10	17	24	31
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	

The Family Works Resolution Service helped **1,370** separated parents with their children's care arrangements.



Putting children first

Marci first contacted the Family Works Resolution Service because the child care arrangements she and her ex-husband had in place were not working well for the family anymore. She thought it would be a simple matter of changing their routines.

A family mediator encouraged Marci to attend a *Parenting through Separation* course and facilitated the mediation sessions with her ex-husband. The process was an eye-opener – Marci realised the biggest problem was the way they were treating each other

and that she needed to change how she thought and spoke about her children's dad.

“This process wasn't about me getting what I wanted. Rather, it was about figuring what was best for the kids. I'm so grateful for the way it turned out – honestly, it's a miracle.”

Good people doing

GREAT WORK to help others

JULY 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	1	2
3	4	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	1	2	3	4	5	6

Know someone who could use the family dispute resolution service? Visit www.resolution.org.nz or phone 0800 RESOLVE (0800 737 6583).



JUNE 2016

S	5	12	19	26	
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	

AUGUST 2016

S	7	14	21	28	
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	

Family Works helped **280** women and children overcome the effects of abuse through special programmes.



Hey stranger, hey neighbour

Everyone can do something to help prevent family violence and support its victims. That's what students from Glen Innes School learnt when they joined Rev Malcolm Gordon to record the final chorus of *Hey Stranger, Hey Neighbour*, a song he wrote to raise funds for Family Works.

The song is written from the perspective of a vulnerable, unloved child who pleads for others simply to notice and offer hope.

“Hey stranger, hey neighbour, you don't need wings to be my angel. Just see me, just hear me, let me know that I am truly worthy.”

Hundreds of people have now become Guardian Angels through regular donations, payroll giving, business sponsorship or by making and selling 'angel cakes'. Their support helps Family Works keep children safe.

Good people doing

GREAT WORK to help others

What you can do: Support Family Works by becoming a Guardian Angel. Visit www.angel.org.nz or phone 0800 20 50 80.



AUGUST 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	1	2	3	4	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	1	2	3

JULY 2016

S	3	10	17	24	31
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

SEPTEMBER 2016

S		4	11	18	25
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	

Family Works social workers in schools give **123** pieces of helpful information and advice every school day.



Chat group builds **bridges**

A cup of tea and a friendly chat are helping build bridges for Indian families in South Auckland. Shyam Grover, a Family Works social worker in schools, developed 'Chat and Chai' to help parents strengthen family relationships, support their children's education, and overcome cultural isolation.

The group attracts 20 or more to Manurewa Central School each month. Discussion is often conducted in a mixture of languages; questions range from how to manage children's

behaviour and talk to the teacher to where to go for advice on marital relationships.

Parents are now more confident about communicating with the school and finding the resources they need.

"This group has given me a sense of belonging and I have met many new people – it is very helpful for me."



GREAT WORK to help others

What you can do:
 Make friends with someone new in your community and help them feel at home.



SEPTEMBER 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
Daylight Saving starts 25	South Canterbury Anniversary 26	27	28	29	30	1

AUGUST 2016

S	7	14	21	28	
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	

OCTOBER 2016

S	2	9	16	23	30
M	3	10	17	24	31
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

A total of **460** parents and caregivers improved their parenting skills through *The Incredible Years* programme.



Creating awesome families

Barbara wanted to be a better parent for her five children, aged 9 to 24. Her daughter Maude was finding it hard to manage her own two children. When the social worker in their local school, Ben (above centre), told them about *The Incredible Years* programme facilitated by family workers Des and Riwa, both mothers welcomed the chance to improve their parenting skills.

“I loved it. When I apply what I’ve learnt it really helps me and my family,” Barbara said.

Linking with primary schools to run parenting programmes is a successful arrangement – parents feel more comfortable in the familiar environment of school; social workers in schools, family workers and teachers collaborate to provide seamless support for families and strengthen relationships in the community.

Good people doing

GREAT WORK to help others

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



OCTOBER 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	Hawke's Bay Anniversary	21
23	Labour Day	24	25	26	27	28
30	Marlborough Anniversary	31	1	2	3	4
						5

SEPTEMBER 2016

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

NOVEMBER 2016

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

We partner with social service agencies, businesses, schools and more than **100** Presbyterian parishes to transform lives.

Love
IS NOT
VIOLENT

Family Works
Presbyterian Support

You can stop violence towards women

Agents for change

Several Presbyterian churches have now 'put a stake in the ground' over family violence by displaying billboards outside their buildings and inviting members of the public to join them in planting white ribbons.

The White Ribbon project, held annually in November, is one example of the way Presbyterian Support Northern resources local churches and other groups to speak up about social justice issues like family violence and child poverty.

We also contributed to the *Justice and Action* booklet on social transformation that was produced jointly by Presbyterian Support New Zealand and the Presbyterian Church last year.

Community Advocate, Anne Overton, says everyone has a part to play in building stronger families and communities.

"Together we can stand up for a safer, more equal New Zealand."

Good people doing

GREAT WORK to help others

What you can do:
 Become an agent for change in your community. Phone 09 520 8624 or email anne.overton@psn.org.nz.



NOVEMBER 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	1	2	3	4	5
6	7	8	9	10	11 <small>Canterbury Anniversary</small>	12
13	14	15	16	17	18	19
20	21	22	23	24	25 <small>White Ribbon Day</small>	26
27	28 <small>Westland & Chatham Islands Anniversary</small>	29	30	1	2	3

OCTOBER 2016

S	2	9	16	23	30
M	3	10	17	24	31
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

DECEMBER 2016

S	4	11	18	25	
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

Enliven's 12 day programmes and groups help keep **older people** in touch with their community.



Good growing times

Older people in Whakatane are enjoying the company and stimulation of the Enliven Pohutukawa Day Programme, four days a week. About 55 men and women take part in activities and outings designed to help them keep active and overcome social isolation.

The programme is supported by almost 50 volunteers, some of whom are as old as the members and have been serving for 20 years or more. One brings her little dog along every Tuesday. Another organised the relocation of an old garden

shed and paid for its refurbishment as a craft and gardening space where members can 'potter'.

Older people and their families appreciate the friendly welcome and care they find at the day programme.

“Your thoughtfulness and generosity we can never repay with mere words – our sincere thanks.”



GREAT WORK to help others

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



DECEMBER 2016

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	1	2	3
4	Westland Anniversary 5	6	7	8	9	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

NOVEMBER 2016

S	6	13	20	27	
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	

JANUARY 2017

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

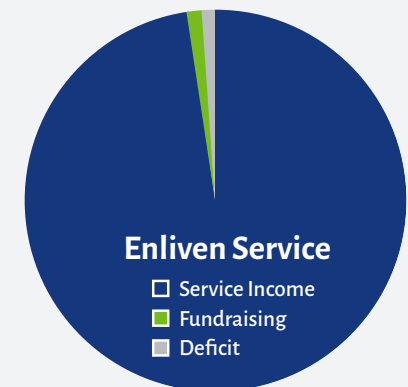
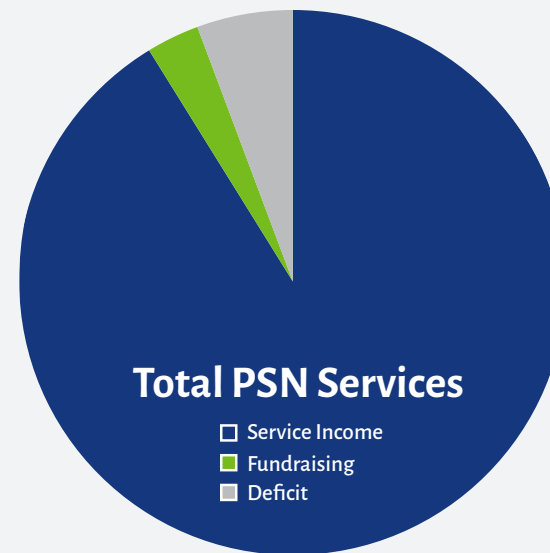
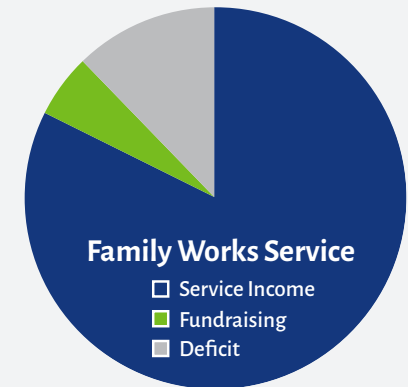
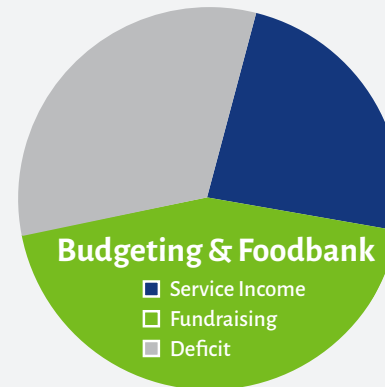
Financials

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

The financial accounts for the 2014/15 year show a deficit from the provision of services of \$3.0 million, due mostly to the net cost of providing Family Works services (\$2.2 million). Compared to last year, with revenue from government contracts increasing from \$29 million to \$32 million, Presbyterian Support Northern has again achieved strong growth in services during the year. Total expenditure also increased, from \$34 million to \$35 million.

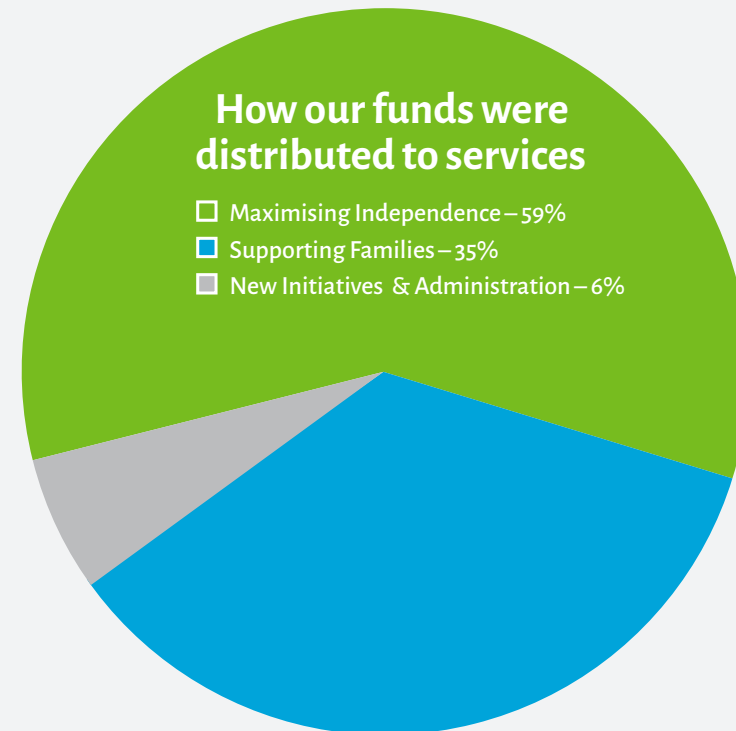
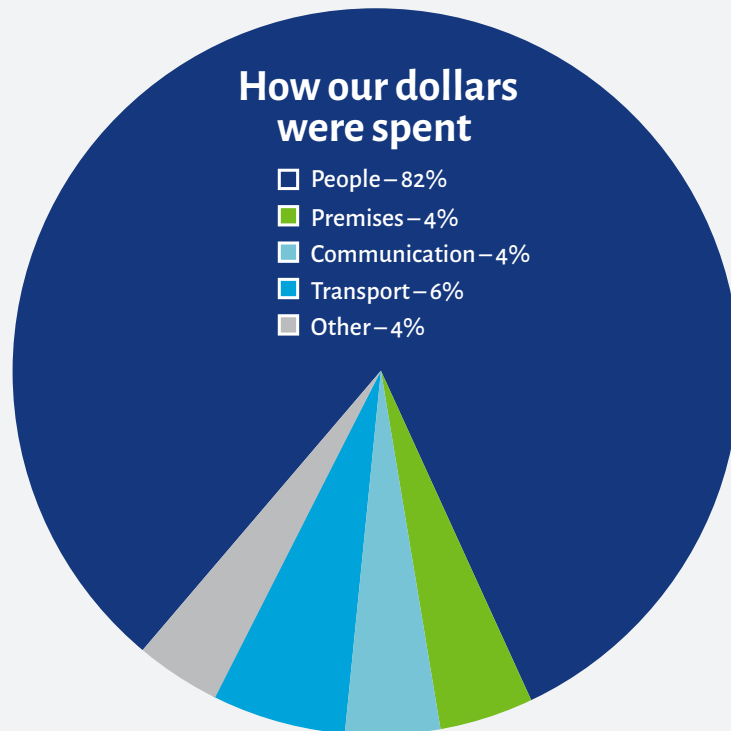
Thankfully, \$1.2 million was raised through fundraising and other contributions. Investment returns also exceeded budget to improve the total result from an operating deficit of \$4.9 million to an overall surplus of \$3.3 million. This enabled the real value of investments to be preserved, which is essential to ensure sufficient investment returns are generated each year to help us meet the costs of responding to the needs of those most vulnerable.

The charts below give a summary of how our expenditure of \$35 million was funded and utilised. 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 Presbyterian Support Northern, we want to do our best with every dollar we receive. The following charts show that we are very efficient at targeting our funds directly for service delivery.



Our Supporters 2014-2015

Our sincere thanks to our supporters for their financial provision

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Estate of Audrey H. Baron
Estate of Gladys J. Beater
Estate of H. M. Brown
Estate of Jean M. L. Hagan
Estate of Doreen Harper
Estate of Molly Jeffries
Estate of Evan Rockel
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Four Winds Foundation
Oxford Sports Trust
SKYCITY Auckland Community Trust
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WEL Energy Trust
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Fonterra
Food Link
Mercy Hospice
Samex Ltd
St Cuthbert's College
Saint Kentigern College
Saint Kentigern Girls' School
Saint Kentigern Boys' School

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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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