

Annual Report 2021



Presbyterian
Support
Northern

Our Family Start service was able to work with a mother to ensure her tamariki were enrolled in Oral Health and able to attend other Wellchild appointments. We were also able to support the mother around her parenting guilt of taking self-care time. It was important for Mum to recharge herself and find understanding and peace within this often overlooked part of the parenting process.

FAMILY START SOCIAL WORKER



Presbyterian Support Northern has been gifted a taonga in the form of a kōwhaiwhai (a Māori design).

A kōwhaiwhai is not a random design chosen for its aesthetics alone. Each koru represents a different part of PSN and recognises whakakotahitanga.

Whakakotahitanga

All working together for the same goals



Te Ao Pai Ake mō te Katoa — A better life for everyone

Left fronds

Space in the large Koru = Te Ōhākī
Past members of PSN who have left their legacy

Large Koru = Te Mana
PSN Board past and present

First Koru next to the large one = Te Kaihautū
The Leadership of PSN

Second Koru = Te Kaihoe
All Kaimahi at PSN together

Third Koru = Te Mahere
Programmes and practices at PSN

The last Koru at the top is = Te Hau
To nurture all services across PSN

Te Waiora

The centre space is all the whānau PSN serve.

Right fronds

Space in the large Koru = Tūpuna
o te Whānau involved with PSN

The large Koru = Tangata Whenua
84 Iwi and 445 Hapū and 543 Marae

First Koru = Onamata Past Iwi and Hapū who have helped PSN

Second Koru = Ringawera
Current Kaimahi Māori and the Hau Kāinga rōpū

Third Koru = kaimahi still to come

The last Koru = Anamata
To “future proof” PSN

About us

Presbyterian Support Northern provides clients with a unique combination of social services through our well-regarded brands of Family Works, Lifeline and Shine. We also have a long history of supporting those who are ageing or have a health and disability issue to live their best lives through our Enliven service.

Over 1000 PSN staff deliver our much valued services from 25 sites throughout the upper North Island from Taupō to Whangārei.

As a large charitable service provider and faith-based organisation with a proud 135-year heritage, we have a strong sense of social mission, and facilitate innovative, community-level initiatives at the grass-roots.

We also provide social enterprise services, including Lifeline Connect and Shine Family Violence Education Services, that provide external training and consultancy to corporate and community organisations.

Our doors are always open to anyone whose life has been impacted by harm, distress, loneliness or instability.

Our Vision

A better life for everyone.

Our Mission

To enable positive change in our communities by:

- providing high-quality services that achieve results
- working effectively with others
- actively supporting community initiatives.

Our Purpose

To be there for whānau and communities when they need us. With the goal of together, transforming generations.

Our Values

Our Values are at the heart of how we work:

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



The Year in Review

1691

Individualised Funding clients supported to manage their disability finances.



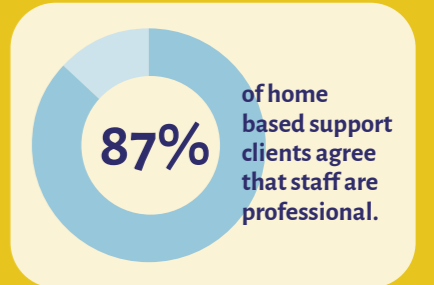
3928

Enliven clients supported to remain in their own homes.



87%

of home based support clients agree that staff are professional.



91%

of Individualised Funding clients agree that the service respects their privacy and confidentiality.

145

non-violence assessments completed with Shine clients.

130

of these individuals went on to complete at least one non-violence programme session.

145,239

calls received by Lifeline and Tautoko.



771

clients feel safer as a result of Family Works Northern casework.

5050

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

62

clients stayed in Shine refuges over the last financial year.



91%

of Family Works Northern clients will continue to use what they have learnt.



94%

of Family Works Northern clients are satisfied with the service they received.

3383

visits to the Enliven Day Services.



9 out of 10 Family Works clients feel they have what they need following service. eg. home, food, doctor visits.



1499

clients supported through Family Works Northern Budgeting Services.

2666

food parcels provided to families.



10,150

families supported by Family Works Northern.



Message from the Chair & Chief Executive

Ngā mihi mahana kia koutoa katoa

Greetings to you all

Titiro whakamuri, kōkiri whakamua

Look backwards to move forwards

Our whole world has changed. The COVID-19 pandemic means our lives are very different from the past. External pressures are above and beyond what we've ever experienced – and the situation does not appear likely to change any time soon.

What does this mean for Presbyterian Support Northern, our employees, partners, clients and the communities we work with?

If anything it reinforces our mission and purpose – to be there when people need us and to strive to make a difference.

During the first lockdown in 2020, we saw a massive upswing of people in crisis, distress and experiencing harm. This trend did not lessen throughout the 2020 – 2021 year and, if anything, was exacerbated by subsequent lockdowns.

We are extremely proud of how our employees across all our service areas responded to these challenges.

Whether it was Enliven support workers continuing to deliver services to home-based clients, Lifeline counsellors taking extra calls, social workers assisting distressed families and children or Shine advocates working on more complex family violence cases, all of our PSN whānau went the extra mile to do their very best during extraordinary times.

In turn, our PSN Support Services stepped up their support for employees. We implemented an internal communication tool – WorkPlace by Facebook, and put in place wellbeing check-ins; and launched a peer support line utilising our own counsellors, financial mentors and social workers.

Despite the challenges of the COVID-19 pandemic, we made significant progress on realigning our organisation and working through our strategy refresh.

Our focus is now very clear as we work towards integrating our social services and making them more accessible, while at the same time optimising how we work and improving our infrastructure.

We continue to look for innovative opportunities in Dementia care and respite as well as building our social enterprise activities – Lifeline Connect and Shine Family Violence Education Services, including the DVFREE Tick.

Underscoring all this is a drive to create an empowering culture and develop our leaders.

Furthermore, we completed the formation of a new Leadership Team to focus on implementing our strategy and driving our organisation forward. We are already starting to see results and some of these are highlighted in this report.

Looking back, we have achieved much during a difficult year – rolling out tablet devices to 600 Enliven support workers; a new computer system for Lifeline; 24/7 service provision for our Shine clients; ongoing development of leading-edge practice frameworks in Family Works; rolling out debit cards to our Total Money Management clients; and establishing Kaitakawaenga roles – to name a few. Our financial stewardship remains strong, with a better than budgeted operating result for the year, and strong investment management.

Looking forward, we expect to complete our strategy refresh in the next year as well as working more closely with our Presbytery stakeholders. In Auckland, we are joining with Northern Presbytery in an exciting project to start a new community hub in Mt Roskill. Beyond this, we will look to be prepared for the new New Zealand health system and work on upgrading and integrating our IT systems to help make us a more agile and responsive organisation.

We have continued to be impressed by the unwavering dedication and commitment of PSN's staff to their clients and their colleagues. It is a testament to them all that PSN has been able to continue to 'be there' when whānau and communities need us, especially when their own lives have been disrupted. We are privileged to have such a team of values-led people working with us, and we thank them all for their efforts.

COVID-19 is going to be around for a while longer, but let us assure you, it will not prevent us from continuing to innovate, to work with communities and other providers to deliver services that ultimately help foster a better life for everyone.

Ma te Atua hōe e manaaki



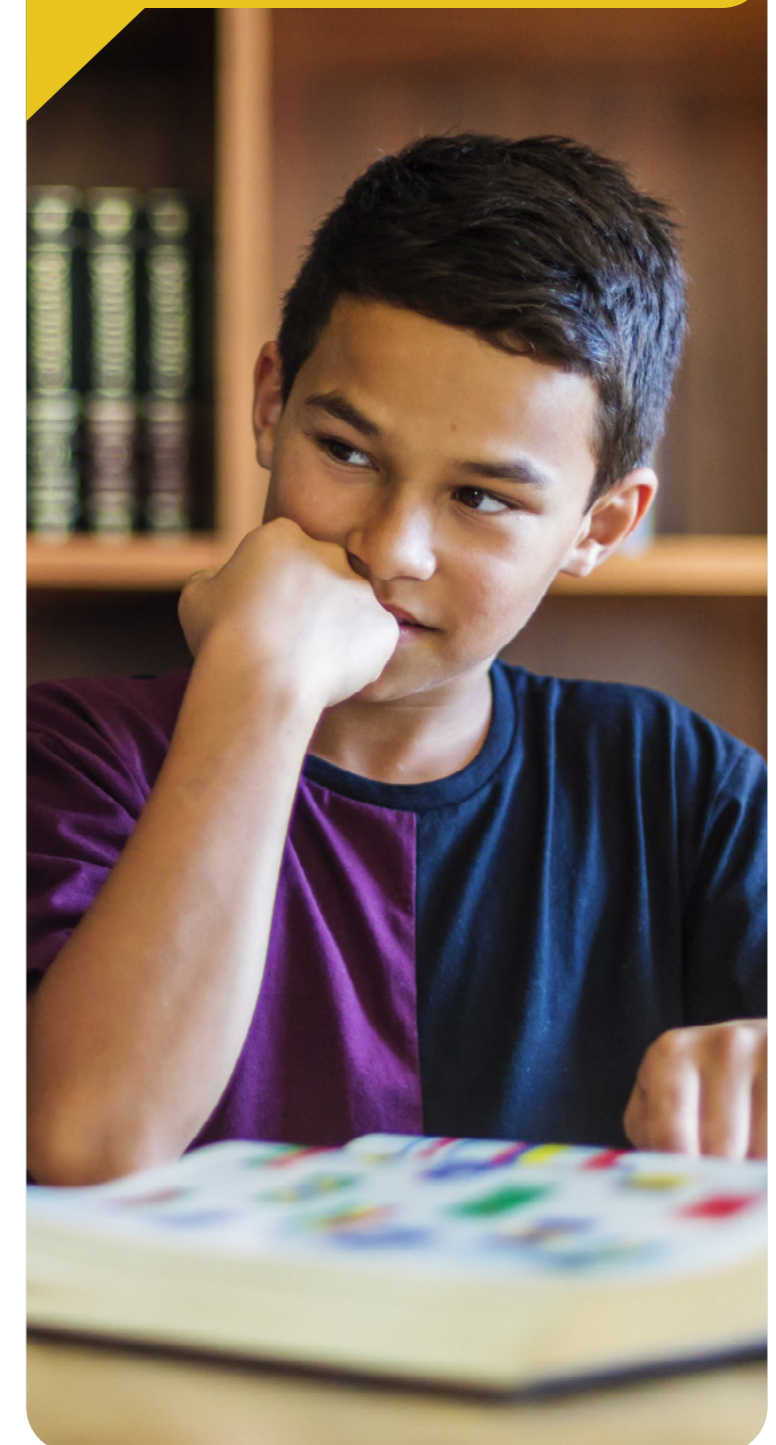
David Hansen
Chair



Denise Cosgrove
Chief Executive

When my grandson moved in with us, some of his behaviour revealed the stress he was under. The school suggested we have weekly meetings with a SWiS worker (Social Worker in Schools). She was able to teach him important life skills, such as greater awareness of his emotions, that will stand him in good stead for his adult life.

GRANDMOTHER



Through partnering with PSN, May Road School has significantly developed the sense of community with many parents. Parents are involved in organising and running the Pātaka Kai, as well as some being part of the SWIS programme for parents, Triple C – Cooking, Community and Connection.

COMMUNITY AND CONNECTION.
PSN COMMUNITY DEVELOPMENT WORKER



What we achieved

The organisation remains in good shape. In addition to achieving a better than budgeted operating loss for the year and maintaining a strong balance sheet, we focused our efforts on the five priority areas outlined in our Strategic Plan 2021-2023: integration, collaboration, optimisation, nurturing our people and innovation.

Integrating our social services and making them more accessible for clients and whānau

Successive lockdowns and ongoing COVID-19 related stress in communities have resulted in more demand for our social services than ever before.

Both Lifeline and Shine experienced an increase in calls or people seeking help over the last year. This increase has not reduced over time, illustrating the ongoing societal effects of COVID-19 on communities.

Our Family Works social workers in schools reported an increase in anxiety and vulnerability amongst children. This was particularly noticeable as a result of lockdowns, which saw the reluctance of some families to send their children back to school for fear of catching COVID-19.

PSN commenced some pilots to test new ways of integrating our social services. Over the next year, work will continue towards ensuring that people who come through our doors receive the right support, no matter what service they initially access.

We have increased focus on developing PSN's professional practice standards by establishing an external advisory group. This advisory group, chaired by Dr Fiona Pienaar, will bring together experts from across the diverse fields PSN works in to ensure our ways of working remain best practice.

Collaborating by building relationships of depth that enable us to extend our reach and impact, with a particular focus on Māori and Iwi organisations

A major part of our strategy is to engage more with tangata whenua. We have worked in partnership with our Kaimahi Māori to establish three **Hau Kāinga Roopū**, which are supported by our Kaitakawaenga. They will work with whānau in their rohe and develop strong relationships with iwi, hapū and Māori organisations.

In the area of family violence, PSN has worked with other support agencies and Government on creating a 24-hour centralised access point for assisting those in need anywhere in New Zealand. As a result of this collaboration, Shine's helpline and chat service is now 24/7.

We are proud of our roots as a faith-based organisation, and work very closely with presbyteries, churches, parishes and schools. Our relationship with the presbyteries is particularly important for us. To ensure we maintain a strong connection with each other, a Presbytery Liaison Manager has been appointed to work with our Community Relations Manager to explore further opportunities for working together with the presbyteries.

Optimising and streamlining how we work and improving infrastructure so our frontline staff can be freed up to work with those who need us

Enliven completed the rollout of its new client management software system in May 2021. Known as eCase, it is a real-time app that enables support workers to view their rosters, make changes to appointments and update client records and receive alerts live. The app also allows client-related incidents and accidents to be captured as they occur. In order for our support workers to use eCase, Enliven provides each worker with a tablet device pre-loaded with the app.

Lifeline is now able to respond more effectively to increased demand on our services thanks to a major system upgrade funded by a grant from the nib Foundation. The grant enabled Lifeline to replace old computers, upgrade our telephone system and move onto the Cloud.

In 2020, PSN reviewed our operating model and implemented a new approach that streamlined our work into either Health & Disability or Social Services, supported by effective support services and strategic specialists. This will set us up for success as we work towards achieving the targets of our Strategic Plan 2021-2023.

Nurturing, honouring and growing our people

Looking after our people during COVID-19 lockdowns was a key focus during 2020/21. While many Support Office employees were able to work from home, our frontline essential services continued to support clients in need.

Making it as easy as possible for our employees to be vaccinated, particularly frontline support workers, has been a key priority. This included paying workers for their time to be vaccinated during work hours.

This year we commenced a leaders' induction programme for all new managers joining PSN. The comprehensive programme introduces our people leaders to topics such as building team culture, promoting wellbeing in the workplace, employment law, performance reviews, PSN policies and procedures, attracting and retaining talent, disciplinary processes and more.

To ensure we are listening to our people, we invested in regular staff engagement surveys via our partners at Peakon. We have undertaken three separate surveys of our people, with one focussing on wellbeing, particularly with regard to our COVID-19 response. Our staff indicated that they felt our collective response to the pandemic was strong, demonstrated kindness and prioritised wellbeing. The overall survey results have helped to inform our people priorities for the next year.

Innovating by building our social enterprise activities and looking for new opportunities in Dementia care and respite

We continued to grow our social enterprise initiatives Lifeline Connect and Shine Family Violence Education Services. We have worked with an increasing number of New Zealand corporate organisations to mobilise real change in their communities and with their staff and customers. Key services we offer include education and training, tele-based debriefing and professional supervision for mental health and wellbeing, and family violence, including DVFREE Tick accreditation.

Dementia diagnoses are increasing as New Zealand's population ages. PSN sees a role we can play to support those experiencing Dementia and this year we began designing an innovative private Dementia care home-based service which we plan to pilot over the coming year.



Working with communities

In Whakatāne, PSN continued our partnership with Waiariki Whānau Mentoring – an organisation that provides mentoring programmes and advocacy services designed to make positive changes in the lives of whānau connected to gang culture. Through our support, Waiariki Whānau Mentoring have now built their own internal capabilities and have made significant progress in securing their ongoing sustainability.

Our involvement with the Hughes Place Garden Project in rural Tāneatua (near Whakatāne) has been a success. The garden provides food security for local residents and is a safe pathway for tamariki and whānau to find belonging, support and connection.

PSN has also helped connect Saint Kentigern Boys and Girls Schools with Tāneatua School, including Saint Kentigern students travelling to Tāneatua for a working bee on the school's playground, garden areas and an outdoor classroom.

Health and Safety

PSN is committed to excellence in Health & Safety. In the last year we developed a policy on Health & Safety as well as a Health & Safety Strategy. We had a strong focus on our worker participation and appointed and trained a large number of Health & Safety Representatives. We commenced bespoke training of all our people leaders in Health & Safety leadership, facilitated by our partners at IMPAC.

We undertook a deep dive into key Health & Safety risks at PSN and developed five key priorities. These 'critical risks' each have a Leadership Team champion and we are focused on either eliminating or mitigating each risk. The critical risk areas are:

Challenging behaviour (external), Driving, Manual tasks, Mental health (including vicarious trauma and compassion fatigue) and Security (building, site and lone workers).

We launched the lone worker mobile app and panic alarm 24/7 monitoring service GetHomeSafe for staff who are out in the community working alone. Staff use the app to sign in when visiting a client and check in at regular intervals during the appointment until they leave. The app provides a simple solution for quick and effective monitoring of team safety.



Even early in her relationship with her partner, Jane had recognised there were problems. He wouldn't want her to hang out with people because he didn't trust them. Then she'd catch him out in a lie. They'd argue, but if he thought she might leave him, he would take her phone and her car keys. He'd threaten to self-harm.

When she had their baby, he changed tactics and would use baby Alex as a bargaining chip saying she couldn't break up their family. All this time he hadn't physically hurt her or their baby. Then one day that all changed.

"After hitting me, he threw a bottle and it almost hit the crib with my sleeping baby. That was it for me, I left."

Walking into the refuge: "For the first time, I could actually breathe."

CLIENT STORY



Financials

Statement of revenue and expense

For the year ended 30 June 2021

<i>in New Zealand Dollars</i>	2021	2020
	\$	\$
Revenue		
Service income	50,996,081	51,664,437
Investment income	2,263,691	2,094,426
Grants and donations income	3,012,753	4,457,837
Interest income	126,505	157,999
Rental income	593,466	447,368
Total revenue	56,992,496	58,822,067
Expenditure		
Employee expenses	(49,407,503)	(50,681,435)
Administrative expenses	(6,576,097)	(6,055,828)
Occupancy expenses	(1,978,014)	(1,864,528)
Vehicle expenses	(929,920)	(944,535)
Depreciation and amortisation	(511,140)	(461,417)
Total expenditure	(59,402,674)	(60,007,743)
Operating surplus/(deficit)	(2,410,178)	(1,185,676)
Share in the surplus/(deficit) of associate	3,080,104	154,926
Surplus/(deficit) for the year	669,926	(1,030,750)

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

Presbyterian Support Northern Board of Trustees 2020 - 2021

Mr David Hansen

Chair and Representative
for Northern Presbytery

Mr David Boswell

Deputy Chair and Representative
for Northern Presbytery

Ms Barbara Imlach

Representative for Northern Presbytery

Mr Jeremy Fleming

Independent Trustee

Mr Nigel Little

Independent Trustee

Ms Pamela May Elgar

Representative for Kaimai Presbytery (Waikato)
(Started effective December 2020)

Ms Yvonne Seleps Timaloa

Representative for Pacific Synod
(Started effective December 2020)

Mr Mahaki Jack Koopu Albert

Representative for Te Aka Puaho
(Started effective January 2021)

Ms Margie Apa

Chair and representative of Pacific Synod
(resigned effective August 2020)

Ms Angela Sanson

Representative for Kaimai Presbytery (Waikato)
(resigned effective December 2020)

Ms Robyn Corrigan

Independent Trustee
(resigned effective June 2021)

Statement of other comprehensive revenue and expense

For the year ended 30 June 2021

<i>in New Zealand Dollars</i>	2021	2020
	\$	\$
Other comprehensive revenue and expense		
Unrealised gain on investments	10,521,603	2,494,907
Share in the revaluation gain/(loss) of associate	230,220	389,715
Revaluation gain on land and buildings	2,538,040	-
Total other comprehensive revenue and expense	13,289,863	2,884,622

Statement of financial position

As at 30 June 2021

<i>in New Zealand Dollars</i>	2021	2020
	\$	\$
Assets		
Cash and cash equivalents	4,566,935	13,064,510
Receivables and prepayments	9,385,670	4,307,362
Term investments	265,668	265,668
Total current assets	14,218,273	17,637,540
Prepaid investment	-	1,800,000
Investments	91,502,603	79,848,175
Investment in associate	15,993,960	12,683,636
Property, plant and equipment	10,192,552	7,241,252
Intangible assets	1,263,415	71,484
Other assets	26,017	657,333
Total non-current assets	118,978,547	102,301,880
Total assets	133,196,820	119,939,420
Liabilities		
Payables and accruals	(2,166,918)	(1,831,523)
Employee entitlements	(5,706,999)	(6,365,872)
Income received in advance	(1,585,003)	(1,246,180)
Client funds	(3,743,984)	(4,462,068)
Total current liabilities	(13,202,904)	(13,905,643)
Net assets	119,993,916	106,033,778
Equity		
Accumulated funds	62,824,954	56,430,118
Inflation reserve	15,706,387	14,737,727
Investment revaluation reserve	37,325,201	26,573,378
Property revaluation reserve	4,137,375	1,599,335
Bequest income reserve	-	6,693,221
	119,993,916	106,033,778

Our Services



Family Works

Strengthening Families to Thrive

Family Works helps build safe, strong and connected families. Our social services help children, young people and families feel supported and included in their communities.

To meet these challenges, our teams work creatively alongside our clients to address a range of needs, including food, housing safety and issues such as family violence, anxiety, health and wellbeing.

The COVID-19 pandemic has seen an increase in stress and anxiety among vulnerable families, including getting children back to school following a lockdown.

Family Works provides multiple school programmes, including wellbeing, anti-bullying, improving resilience and overcoming anxiety.

Family Works Resolution Services

In the last year, PSN transitioned out of the Family Works Resolution Service. It has been an honour to work alongside tamariki and whānau via this service over the years. PSN will continue to support whānau in different ways as we integrate our social services more in the future.

www.familyworksnorthern.org.nz



Lifeline

Lifeline's goal is to reduce personal distress, enable positive change and save lives.

Lifeline works to ensure there is someone to turn to – someone who will listen – when a person is in distress.

We have 140 trained volunteers and 60 helpline staff providing a 24/7 service, who are funded from PSN's charitable investment and public donations.

In addition, we operate Warmline - a valuable peer support helpline for people who use Auckland DHB's mental health services. The service is available seven days a week, 5.00pm – 11.00pm.

During lockdown periods, counsellors have worked from home, maintaining contact with callers as they dealt with increased loneliness, isolation and depression brought on by the COVID-19 pandemic.

Demand on the Lifeline service continues to grow. In 2019, pre-COVID-19, our average contacts per week were 5,927. In the March 2020 lockdown that number increased by 40%. In April 2021, Lifeline's text support service received a record number of text messages - more than 30,000 received and sent. The increase has continued, without reducing, even outside of lockdowns.

www.lifeline.org.nz



Shine

Shine helps victims of family violence

Shine helps thousands of adult and child victims of family violence to feel safer through safety planning, advocacy and safe houses. We also support hundreds of men who have used abuse, to change their behaviour.

DVFREE

During a year of many unforeseen challenges due to the COVID-19 pandemic, Shine's DVFREE programme has continued to innovate and grow. Auckland Transport - our first local government partner, and Suncorp – one of Shine's key sponsors, both achieved DVFREE Tick accreditation last year. There are now 15 DVFREE Tick accredited employers; many have completed at least one biannual renewal period with ongoing training and awareness requirements for supporting staff impacted by family violence. Our Tick partners are listed at www.dvfree.org.nz/partners.

In March 2021, DVFREE officially merged with the Women's Refuge Responsive Workplace Programme and Accreditation, which now runs under the banner of DVFREE, with endorsement from Women's Refuge.

We have received support from Mitre 10 to convert a disused out-building at one of our Shine refuges into a kennel for housing up to three dogs. With only one other refuge in New Zealand accepting animals, this project will make a significant difference for those needing to escape unsafe situations. We know that many Shine clients stay in an unsafe situation because they cannot leave their pets behind.

www.zshine.org.nz



Enliven

Enliven maximises independence

Enliven assists older people and those with disabilities to live in their own homes, stay healthy and engage socially with others. Our Individualised Funding Service supporting people with disabilities has continued to grow. During COVID-19 lockdowns, our team ensured our services continued and that clients received information they needed to remain safe.

In May 2021, we completed the rollout of a new client management software system (eCase) that enables support workers to view their rosters, make changes to appointments, update client records, and receive alerts live. More than 600 of our support workers have been issued with tablets pre-loaded with the new software.

PSN continues to look at ways of developing new services for those with Dementia and their whānau. This includes working on research with various Dementia focus groups, gerontologists, psychiatrists, memory clinics, other NGOs and leaders in the sector. We've also been looking more closely at models from overseas and whether they can be adopted in New Zealand.

At Enliven our approach to Dementia is unique, and centred around helping those with Dementia to continue living at home. We believe in prioritising safety and independence, and maintaining a high quality of life.

www.enlivennorthern.org.nz



Investing in workplace and community wellbeing.

Our Lifeline Connect social enterprise initiative ended its inaugural year with the successful piloting of innovative approaches to well-being and prevention of distress in the workplace.

A key aspect involves working with large corporates and other businesses seeking to support the emotional resilience of their teams, particularly in their dealings with complex work commitments.

This extends to upskilling business in how to support their own clients experiencing vulnerability and disruption.

We launched an inaugural Debrief Service in collaboration with the Lifeline Aotearoa Helpline team. This service provides immediate, real-time support to busy professionals who are counselling their own staff or clients going through a period of distress.

We secured year-on-year contracts with organisations as diverse as multi-national corporates through to public sector regulators.

Doing this through the workplace, with employers who are seeing their role as an integral part of the social and emotional fabric of Aotearoa New Zealand, helps fund the core Lifeline helpline services while driving social change.

www.lifeline.org.nz



Our foodbank continues to be in high demand, especially during COVID-19 lockdowns. In 20/21, we gave out more than 2500 food parcels, reaching more than 8300 people, including 4000 children.

8306

Total people reached

4015

Total children reached

675

Food parcels for solo recipients

1411

Food parcels provided to medium families (up to 5)

425

Food parcels provided to large families (5+)



This PSN Auckland-based financial mentoring service supports people who need help to manage their money, become debt-free or simply want to learn how to be smarter with their finances. It is there to help those who struggle with money to become financially independent.

With banks ceasing to use cheques, we had to look at new ways of assisting our Total Money Management clients. Our solution was to move to a debit card system. Each client was issued with a debit card, pin number and coaching on how to use the card. This took a bit of time as some of our clients had never used a debit card or ATM before.

During the winter months, we also continued to provide our Total Money Management clients with hot soup, a bun and tea and coffee.

Life is not getting easier for most of the people we have worked with, during what has been a difficult year. We could really do with your financial support.

You can help us by:

Making a one-off or monthly donation.

Our bank account number is:

06 0101 0075933 18

Please include your name and your preferred area of funding in the reference fields.

You can also make a credit card donation by visiting our website

psn.org.nz/donate

We would like to keep in touch with you to let you know how we are using your donations.

Please send your contact details to

supporter.relations@psn.org.nz

Thank you to all our supporters

Without the support of our community, PSN would not be able to undertake all the work we do.

A special thank you to the many individuals, corporates and organisations who provide us with financial support. It is only through the support of thoughtful people like you that we are able to break the cycle of disadvantage.

Presbyterian Support Northern would like to thank the following trusts and foundations who have contributed so generously to the work of our organisation.

Auckland Council – Albert-Eden Accommodation Support Fund

Four Winds Foundation

Robert and Barbara Stewart Charitable Trust

Auckland City Regional Community Development Grant

Kathleen Alice Boyd

Sir John Logan Campbell Residuary Estate

BlueSky Community Trust

Kerr Taylor Foundation

Snowden Watts Charitable Trust

Charles Rupert Stead Charitable Trust

Lottery Grants Board – Bay of Plenty

Southern Trust

Clyde Graham Charitable Trust

Lottery Grants Board – Covid 19 Wellbeing Fund

The Belron Ronnie Lubner Charitable Foundation

Community Organisations Grant Scheme

Maurice Carter Charitable Trust

Tindall Foundation

Creative Bay of Plenty

Nikau Foundation

The Trusts Community Foundation

David Ellison Charitable Trust

Norman and Marion Allright Trust

Trust Waikato

Elizabeth Ball Charitable Trust

Perpetual Guardian

Elsie Mary Steele Trust

Puketāpapa Local Board

Foundation North

Rata Foundation

Come work for us

Enliven helps older people and those with disabilities or recovering from injuries to live independently and to live well at home and out in the community.

We are looking for support workers to visit people in their homes to help them with personal care (showering, dressing), meal preparation, home help, and community activities.

Enliven has many opportunities for you to grow and learn, including a chance to take part in the Presbyterian Support Northern Scholarship Programme.

Enliven is part of PSN, which has provided community and social support in New Zealand for 135 years.

This is very rewarding work where you can make a difference.

If this sounds like you, please email: enliven.recruitment@psn.org.nz

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

For more information on services in your area, contact:

Presbyterian Support Northern

Business Support

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

Foodbank St. David's Church Complex

70 Khyber Pass Road, Grafton, Auckland 1023 (moving to 1207 Dominion Rd, Mt Roskill in 2022).
P: 09 309 2054

Enliven

Enliven Auckland

77 Grey Street, Onehunga, Auckland 1061
P: 09 622 4788
E: enlivenauckland.info@psn.org.nz

Enliven West and North

2171 Great North Road, Avondale, Auckland 0600
P: 09 822 5115
E: enlivenwaitemata@psn.org.nz

Enliven Counties Manukau

217 Weymouth Road, Manurewa, Auckland 2102
P: 09 269 0112
E: enlivencounties.info@psn.org.nz

Enliven Waikato

22 Delamare Road, Saint Andrews, Hamilton 3200
P: 07 850 9417
E: enlivenwaikato@psn.org.nz

Enliven Tauranga

Chadwick House 250 Chadwick Road, Tauranga 3112
P: 07 579 6125
E: enliventauranga@psn.org.nz

Enliven Rotorua

Suite 3, 48 Biak Street, Rotorua
P: 07 349 3162
E: enlivenrotorua@psn.org.nz

Enliven Taupō

Tauhara Wing, Waiora House, 129 Spa Road, Taupō 3330
P: 07 378 0762

Individualised & Enhanced Individualised Funding

All areas P: 0800 433 654 836
E: Ifenliven@psn.org.nz

Enliven Day Services

Auckland Day Service

The Centennial Hall, 77 Grey Street, Onehunga, Auckland 1061 Ph. 09 622 4788

Counties Day Service

St Pauls Presbyterian Church, 217 Weymouth Road, Manurewa, Auckland 2242
Ph. 09 267 1312

Waikato Day Service 1

St Andrews Day Programme, 22 Delamare Road, Hamilton, 3200 Ph. 07 849 8371

Waikato Day Service 2

Hillcrest Day Programme, 100 Morrinsville Road, Hillcrest, Hamilton
Ph. 07 856 3295

Carruth Day Service

Bethlehem Community Church, 183 Moffat Road, Bethlehem, Tauranga 3110, Ph. 07 579 1572

Pohutakawa Day Service

Knox Presbyterian Church, 83a Domain Road, Whakatāne 3120
Ph. 07 308 0055

Financial Mentoring Services

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

Auckland West

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

Manurewa

10 Mahia Road, Manurewa, Auckland 2102
P: 09 269 1009
E: budgeting@psn.org.nz

Family Works Northern

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

Auckland North Shore Mairangi & Castor Bays Presbyterian Church

10 Penzance Road, Mairangi Bay
P: 09 835 1288
E: admin.waitakere@fwn.org.nz

Auckland South - Te Hononga

10 Mahia Road, Manurewa, Auckland 2102
P: 09 269 1009
E: admin.tehononga@fwn.org.nz

Auckland West

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

Rotorua

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

Taupō

Tauhara Wing, Waiora House, 129 Spa Road, Taupo 3330
P: 07 378 6480
E: admin.taupo@fwn.org.nz

Tauranga

Hillier Centre, 31 Gloucester Road, Mt Maunganui
P: 07 575 9709
E: admin.tauranga@fwn.org.nz

Waikato

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

Whakatāne

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

Whangārei (Genesis Centre)

16 Mair Street, Regent, Whangārei 0112
P: 09 437 6729
E: admin.whangarei@fwn.org.nz

Shine

Social Services

Central Auckland, 95 Great South Road, Greenlane, Auckland 1051
P: 09 815 4601
Helpline: 0508 744 633
E: enquiries@2shine.org.nz

Shine refuges in Auckland

For information call 0508 744 633

Lifeline Aotearoa

Social Services

Central Auckland, 95 Great South Road, Greenlane, Auckland 1051
P: 09 909 8750
Helpline: 0800 543 354
E: info@lifeline.org.nz

Lifeline Christchurch Centre

PO Box 8313, Riccarton, Christchurch 8041
Office Mobile: 021 437 984



**Presbyterian
Support**
Northern

Presbyterian Support Northern has updated our Tangata Tiriti value following a review and feedback from our kaimahi Māori (staff). The Board agreed that the PSN value Tangata Tiriti should revert to its original title of Tangata Whenua as this best honours our commitment to Te Tiriti o Waitangi, and properly acknowledges tangata whenua as the Treaty partner.

We also updated our visual representation of the value to encapsulate our commitment to provide quality services for Māori and our support for kaimahi Māori in retaining their cultural identity.

