

# Annual Report

2022



Presbyterian  
Support  
Northern

## Shay's story

Shay's partner started showing manipulative and controlling behaviour three months into their relationship.

*"He increasingly isolated me from my family and friends... and he started tracking my phone. He would control me, through isolation and intimidation."*

The assault that nearly killed her occurred five days after Shay told her partner the relationship was over.

It was a particularly brutal assault resulting in head injuries, lacerations and bruises. The medical recovery took months, but Shay's psychological recovery is taking a lot longer.

*"Shine contacted me when I left hospital and my Shine advocate became a massive support system for me for more than six months. One of the biggest things she helped me with was setting a safety plan up and organising a protection order."*

*"I didn't realise how bad the concussion was. I thought I was permanently brain-damaged as I couldn't write down what she was telling me, and my memory and eyesight were both severely affected."*

Shine helped Shay navigate the legal complexities of filing a protection order while suffering from her injuries.

*"Shine made it straightforward and easy. I sat with my amazing advocate and she helped me fill it out. They put me in a taxi to court to file the protection order and to bring me back again. I didn't have to worry about applying for legal aid, it was all taken care of."*



## 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 services.

Around 890 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 grassroots.

We also provide fee-for-service programmes, including Lifeline Connect and Shine Family Violence Education Services (Shine RESPOND and DVFREE), that provide external training and consultancy to corporate and community organisations. We have also launched the personalised dementia care service, EnlivenPlus, in Tauranga and transitioned to a new more grassroots foodbank model called the Communities Feeding Communities Initiative aimed at helping the Roskill South community achieve food security.

*We offer  
compassionate  
support 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



# Message from the Chair & Chief Executive

*Ngā mihi mahana kia koutoa katoa.*

Greetings to you all.

*Whāia te iti kahurangi ki te tūohu koe me he maunga teitei.*

**Seek the treasure you value most dearly:  
if you bow your head, let it be to a lofty mountain.**

This whakatauki is about aiming high or for what is truly valuable, but its real message is to be persistent and don't let obstacles stop you from reaching your goal.

Such a sentiment couldn't be more appropriate for Presbyterian Support Northern as we strived to deliver on our mission in a year once again interrupted by the COVID-19 pandemic.

A long lockdown in Auckland, health mandates, vaccination rollouts, the spread of COVID-19 throughout our communities and the increasing cost of living has made the 2021/22 year a challenging one.

Together, they have had a profound effect on the whānau and communities we serve.

The lockdown was particularly tough for home-based clients across our Health & Disability Services. For many, our team of Support Workers were the only friendly face they would see on a regular basis.

Similarly, our Social Services found it challenging when it came to supporting vulnerable whānau and children, especially during the period when schools were closed.

Our Lifeline Aotearoa service continued to receive a high volume of calls – around 10,000 a month, as well as a high number of texts. Clearly, distress levels are still running high for many people.

In our Shine family violence service, the number of people reaching out for support remains steady, but the levels of violence are intensifying, which is of concern.

Addressing these issues across all areas of our services is why PSN is here. It's what we do, it's who we are and it's why we continue to invest in doing the best we can.

In partnership with Northern Presbytery, we established a new foodbank model known as the Communities Feeding Communities Initiative. Located on Dominion Rd, Roskill South, the initiative combines a kai space with community gardens, allotments, pātaka kai and a family picnic and play area. As well as addressing the local community's physical needs, Northern Presbytery's Rev Fa'amanū Akeripa is based on site to provide fellowship and spiritual counsel.

Through the food initiative, we hope to cut dependency on food parcels and that people will be better able to feed themselves.

In the area of family violence response training, we launched a new community training programme called Shine RESPOND.

The initiative was designed to fill a gap in the sector by ensuring New Zealand's front-facing professionals, such as social workers and counsellors, are well equipped to respond effectively and safely to people experiencing family violence.

In the health and disability area, our strategic focus on dementia took a big step forward with the launch of EnlivenPlus in Tauranga.

Aimed at people living with dementia and families struggling to cope with caring for loved ones, EnlivenPlus offers people tailored, one-on-one support throughout their journey with dementia, starting from their initial diagnosis. Its aim is to enable people to remain in the comfort of their own homes for as long as possible.

All these initiatives, as well as the daily work we do to help people and communities, wouldn't be possible without our dedicated staff.

Whether it's covering for colleagues off work sick, getting a food parcel to a vulnerable family or organising a new phone for a woman escaping family violence, many of our staff have shown true compassion and heart.

For this and much more, we thank every single PSN employee and volunteer.

Similarly, we acknowledge our supporters who have remained with us no matter how difficult times are. Whether your support comes through one-off grants and bequests or fundraising and donations of food, we are truly grateful for your support and faith in us to deliver.

**Ma te Atua koe e manaaki**

Kind regards,



**David Hansen**  
Chair



**Denise Cosgrove**  
Chief Executive

Another acknowledgement needs to be made to our outgoing CEO Denise Cosgrove for her five years of dedicated service to PSN.

A key achievement has been leading PSN through a 'Strategy Refresh', which has seen the creation of the Social Services group and the expanded brief of Enliven into the Health and Disability group. She has also overseen the implementation of critical Health and Safety and IT systems and processes, and an overhaul of administrative systems and documentation. With the creation of an expanded Leadership Team, Denise is passing on the organisation in good heart and with strong foundations.

On behalf of the Board, I want to thank Denise for her unwavering commitment, energy and drive in leading PSN to continue to be a strong, well-regarded organisation. We have all seen how effective she is at building relationships with key stakeholders, and we know that her legacy will be felt in the improvements in long-term transformational outcomes for the whānau and communities we serve.

**Haere pai (go well)**

**David Hansen**  
Chair

# The Year in Review

## Social Services

**5545**

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

**91%**

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



**1479**

food parcels provided to families.

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



**78**

non-violence assessments completed with Shine clients.

**41**

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

**119,047**

calls received by Lifeline and Tautoko.



**95%**

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

**1264**

Family Works clients were supported through school-based interventions.

**3131**

Family Works clients were supported through other interventions.



**664**

Family Works clients were supported to be safe from family violence.

KIDshine supported

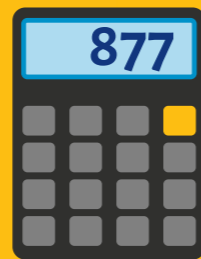
**63** Children

**36** Parents



**877**

clients were supported through Family Works budgeting services.



**40**

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

**315,366**

text messages sent and received by Lifeline and Tautoko.



**81%** of children supported by KIDshine achieved their goals.

## Health and Disability

**1840**

clients with disabilities were supported to manage their own funding.



**3292**

Enliven clients were supported to remain in their own homes.



**318**

clients were supported by Enliven Day Services.



**96%**

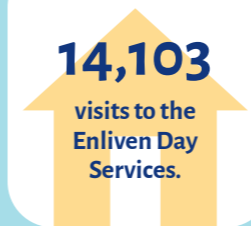
of family/whānau using our Day Services were satisfied with the service they received.



**73%** of home-based support clients were satisfied with goals they had set.

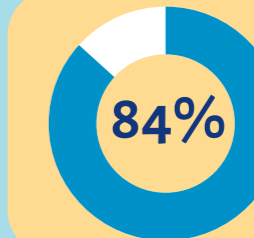
**14,103**

visits to the Enliven Day Services.



**528,304**

hours spent supporting clients to remain in their own homes.



**84%**

of home based support clients agree that staff are professional.

## Community Development

**133**

training sessions.

**1724**

people attended organisation and individual training workshops.

**90**

organisations received training.



**28**

Shine RESPOND training workshops.

**67**

Shine DVFREE training sessions.



**18**

Lifeline Connect wellbeing workshops.

**20**

Lifeline Connect caller workshops.



# What we achieved

Our organisation remains in good shape. When we exclude the negative impact of volatile bond and share markets on our investment income, our underlying operating result for the year was on budget and we continued to maintain a strong balance sheet. We continue to focus 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

August 2021 through to January 2022 saw incredibly high demand for Shine and Lifeline services. Numbers in the second half of the year reduced from this peak, but overall demand remains high. We have seen an increase in referrals for our KIDshine programme that works with children who have experienced or witnessed family violence; and we have introduced a second Child Safety Practitioner to support this demand.

Demand for our Family Works Auckland-based financial mentoring service has also continued to grow this year. Clients who traditionally did not access this type of service are now seeking support as a direct result of the impact of the pandemic on employment and the increased cost of living.

We have made steady progress with the integration of our social services. A project to replace the three different client management systems (CMS) with one common system is progressing well with a selection of a new system expected by the end of 2022. The introduction of a single CMS will greatly improve clients' experience with our services and streamline service delivery. We have prototyped a Centralised Intake model, which resulted in positive outcomes for service users. This is now being introduced to our northern region.

A new management structure is being implemented in the northern region and will provide cross-service leadership and improved support for front-line practitioners.

Work to enhance practice and develop shared practice frameworks is well underway. We have implemented a PSN-wide Child Protection Policy developed collaboratively across Family Works, Shine, Lifeline and Enliven, and peer-reviewed by external experts. This organisation-wide approach demonstrates our commitment to ensuring that all tamariki and rangitahi who are in the direct or indirect care of PSN are protected from abuse.

Over the last year, Family Works has continued to embed trauma-informed practice and develop an internal training programme to ensure that all our practitioners are aware of how adverse experiences impact people, and how to best work with people to achieve positive outcomes. Almost all of our 124 Family Works practitioners have completed this workshop. Alongside this, we have woven the trauma informed approach through all Family Works training.

An example of the benefits from this approach is in our services in schools where our practitioners now have tools and resources that help children regulate their emotions and stay in school, and practitioners are able to share information with teachers about how they manage their classrooms to best support the children.

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

PSN has made significant improvements to our finance system, moving from a paper-based approach to a new electronic system for processing invoices and credit card payments.

We have also improved the efficiency of our financial reporting and budgeting system.

In June 2022, Enliven implemented the automated distribution of Individualised Funding client statements with Solution Dynamics Limited. This saved in excess of 20 hours of work every fortnight and at the same time we switched to fortnightly reporting, rather than monthly, giving Enliven Individualised Funding clients better access to timely information to help them manage their money.

A new travel management system was also rolled out across PSN in March 2022, so people can book their own travel and have it approved online by their manager.

## Nurturing, honouring and growing our people

This year's focus has been on supporting the organisation with the implementation of the Government's COVID-19 vaccination mandates, which covered 80% of the work we do. As a health and safety precaution, PSN introduced an organisation-wide COVID-19 vaccination policy; which supported our people to be vaccinated for their safety and to protect our clients.

Our People & Culture team has advanced our wellbeing practices by introducing an organisation-wide Wellbeing Framework. The framework is centered on creating shared responsibility and holistic wellbeing for our employees and the organisation.

Three key programmes of activity have started as part of the 2022/23 wellbeing workplan. They are: the implementation of Mental Health by Design workshops; a

refresh of people practices using human-centered design principles; and a review of support options and resources for our people, to ensure they are relevant and easily accessible.

We have also significantly enhanced learning and development practices by implementing a Learning Management System (LMS). To date, we have 62 courses available with staff successfully completing 1336 courses. Furthermore, we have provided our employees with flexible learning options, which resulted in a reduction of face-to-face facilitation costs; and we are offering training content in a more cohesive and consistent manner.

We have also designed and introduced a comprehensive leader capability programme. The first stage of the programme is focused on helping leaders understand PSN people practices, creating an environment of wellbeing; and an introduction to leadership.

## Health and Safety

This year's focus has been on further identifying and implementing robust controls for our five critical risk areas: challenging behaviour, driving, manual tasks, mental health (including vicarious trauma and compassion fatigue) and security (buildings, sites and lone workers).

Our passionate belief is that if people are mentally well, they will thrive at work. We have therefore been focusing on identifying the psychosocial risk factors so we can better design our work. Throughout the COVID-19 pandemic, our focus remained on the mental health and wellbeing of our people.

Our Health and Safety team has strengthened our injury management and rehabilitation processes so that our people remain cared for and connected to PSN through the life of their ACC claim. We have also embedded our Health & Safety Steering Committee, which works alongside our Chief Executive and Board representatives, and further enhances our worker participation and engagement.

We have been encouraging a learning environment by strengthening senior management involvement in reviewing and understanding the root causes of incidents.

We have also undertaken organisation-wide de-escalation training to support minimising our potential security and challenging behaviour risks.



# Working with communities

## Communities Feeding Communities Initiative

### Engaging in community-led development

Following the sale of our old Foodbank site at St David's Presbyterian Church in Grafton, the PSN Foodbank closed on 17 December, 2021. PSN took the opportunity to transition from the traditional foodbank model to a new food security model in a new location.

This transition was prompted by many more people seeking food parcels during the COVID-19 lockdowns. Many had never needed help before and felt embarrassed and ashamed in asking for help. The Community Relationships team felt there had to be a better way to help people reach out with dignity. They opted to adopt a more sustainable Communities Feeding Communities Initiative, a grassroots initiative involving a pātaka kai or food larder, community gardens and allotment plots.

The Communities Feeding Communities Initiative (CFCI) opened its doors in early February 2022 in partnership with Northern Presbytery at the former St Giles church, 1207 Dominion Rd, Roskill South. Two old, dilapidated buildings were removed and Victoria Hall, from another Presbyterian site, was moved onto the grounds to create a comprehensive community space to support the local Roskill South (Puketāpapa) community.

PSN's Community Co-ordinator Grace Mua and Kai Transitioner Amy Khyriem are focused on getting to know the local community and finding out what support and services they need.



They work with and alongside Northern Presbytery's Rev Fa'amanū Akeripa who is based on site to offer fellowship and spiritual support. Over time, it is hoped that a new community of faith will also be based there.

While emergency food parcels are still available for several agencies, our focus has shifted to helping people living in the local neighbourhood achieve food security, building relationships with them and walking alongside them to help them achieve their goals.

John\* lives in remote rural New Zealand. His calls to Lifeline became more frequent after his wife left him. He was depressed and increasingly spoke of suicide.

Lifeline added John to a group of service users who are assigned phone counsellors that stay in regular contact. That way, conversations can pick up from where they left off on a previous call. Initially, someone from the counsellor group called John every day at an agreed time.

After a month of this extra support, John started to create ideas and hopes on how to move away from being stuck in pain and grief. He realised that he didn't need daily calls any longer and reduced his ongoing calls to twice a week.

*\*name changed for privacy reasons.*



# Financials

## Statement of revenue and expense

For the year ended 30 June 2022

<i>in New Zealand Dollars</i>		<i>Restated</i>	
	2022	2021	
	\$	\$	
<b>Exchange revenue</b>			
Service income	52,571,345	50,996,081	
Investment income	-	2,263,691	
Interest income	44,345	126,505	
Rental income	458,648	593,466	
<b>Total exchange revenue</b>	<b>53,074,338</b>	<b>53,979,743</b>	
<b>Non exchange revenue</b>			
Grants and donations income	2,840,345	3,012,753	
<b>Total non exchange revenue</b>	<b>2,840,345</b>	<b>3,012,753</b>	
<b>Total revenue</b>	<b>55,914,683</b>	<b>56,992,496</b>	
<b>Expenditure</b>			
Employee expenses	(51,586,753)	(49,407,503)	
Administrative expenses	(5,615,390)	(7,839,512)	
Occupancy expenses	(1,956,352)	(1,978,014)	
Vehicle expenses	(869,031)	(929,920)	
Depreciation	(492,308)	(511,140)	
Investment expenses	(515,265)	-	
<b>Total expenditure</b>	<b>(61,035,099)</b>	<b>(60,666,089)</b>	
<b>Operating surplus/(deficit)</b>	<b>(5,120,416)</b>	<b>(3,673,593)</b>	
Share in the surplus/(deficit) of associate	1,282,262	3,080,104	
<b>Net Surplus/(deficit) for the year</b>	<b>(3,838,154)</b>	<b>(593,489)</b>	

If you would like a full set of these accounts, please email [supporter.relations@psn.org.nz](mailto:supporter.relations@psn.org.nz)

## Presbyterian Support Northern Board of Trustees 2021 - 2022

### Mr David Hansen

Chair and Representative  
for Northern Presbytery (North Shore)

### Ms Pam Elgar

Representative for Kaimai Presbytery (Waikato)

### Mr Jeremy Fleming

Independent Trustee

### Ms Barbara Imlach

Representative for Northern Presbytery

### Mr Nigel Little

Independent Trustee

### Ms Yvonne Timaloa

Representative for Pacific Presbytery

### Mr David Boswell

Deputy Chair and Representative for Northern  
Presbytery (Central) (*retired effective June 2022*)

## Statement of other comprehensive revenue and expense

For the year ended 30 June 2022

<i>in New Zealand Dollars</i>		2022	2021
		\$	\$
<b>Other comprehensive revenue and expense</b>			
Unrealised gain/(loss) on investments	(964,077)	10,521,603	
Share in the revaluation gain/(loss) of associate	56,920	230,220	
Revaluation gain on land and buildings	-	2,538,040	
<b>Total other comprehensive revenue and expense</b>	<b>(907,157)</b>	<b>13,289,863</b>	

## Statement of financial position

As at 30 June 2022

<i>in New Zealand Dollars</i>		<i>Restated</i>	
	2022	2021	
	\$	\$	
<b>Current assets</b>			
Cash and cash equivalents	4,131,620	4,566,935	
Receivables and prepayments	7,142,106	9,385,670	
Term investments	265,668	265,668	
<b>Total current assets</b>	<b>11,539,394</b>	<b>14,218,273</b>	
<b>Non-current assets</b>			
Investments	86,383,775	91,502,603	
Investment in associate	17,333,142	15,993,960	
Property, plant and equipment	10,043,205	10,192,552	
Other assets	-	26,017	
<b>Total non-current assets</b>	<b>113,760,122</b>	<b>117,715,132</b>	
<b>Total assets</b>	<b>125,299,516</b>	<b>131,933,405</b>	
<b>Current liabilities</b>			
Payables and accruals	(1,707,884)	(2,166,918)	
Employee entitlements	(5,655,440)	(5,706,999)	
Income received in advance	(321,481)	(1,585,003)	
Client funds	(3,973,159)	(3,743,984)	
<b>Total current liabilities</b>	<b>(11,657,964)</b>	<b>(13,202,904)</b>	
<b>Net assets</b>	<b>113,641,552</b>	<b>118,730,501</b>	
<b>Equity</b>			
Accumulated funds	53,277,058	61,951,255	
Inflation reserve	20,198,790	15,706,387	
Investment revaluation reserve	36,028,329	36,935,486	
Property revaluation reserve	4,137,375	4,137,375	
<b>Total net assets attributable to the owners of the controlling entity</b>	<b>113,641,552</b>	<b>118,730,501</b>	

# New reporting requirements

A new Statement of Service Performance is required to be included in PSN's audited financial report for the year-end 30 June 2023, including comparative information for the year ended 30 June 2022.

The first performance period began 1 July 2021. Compliance is required under Accounting Standard PBE FRS 48 and Auditing Standard NZ AS 1 for Tier 3 and Tier 4 registered charities.

The PSN Statement of Service Performance is a visual presentation of the high level objectives and outcomes of PSN's work.

The outcome indicators are used to measure and provide evidence of the service delivery and impact achieved for and with families and the wider community.

## Statement of Service Performance

### Vision

*Tangata Ora O Te Whānau*

A better life for everyone



### Objectives

**1. Strengthening support for whānau and individuals**

**2. Building resilient communities**

**3. Building organisational capabilities**

#### Social Services

#### Health and Disability

#### Community Development

#### Organisational Development

### Impacts / Outcomes

**1.1. Increased direct support of whānau and individuals**

**1.2. Improved wellbeing for clients**

**1.3. Increased independent living of older people and people living with disability**

**2.1. Increased capacity of community members to support others**

**3.1. Improved staff engagement**

**3.2. Enhanced cultural competence**

### Outcome Indicators

Percentage of client needs met

Percentage of clients satisfied

Percentage of client goals achieved

Percentage of client needs met

Percentage of carers satisfied

Percentage of clients satisfied

Percentage of attendees satisfied

Percentage of attendees with improved skills (achieved learning goals)

Percentage of engaged (satisfied) employees

Percentage of staff with improved cultural competency

### Output Indicators

Number of individuals and whānau supported through school-based interventions

Number of individuals and whānau supported to be safe from family violence

Number of group / individual trainings delivered

Number of individuals supported through Tele-counselling

Number of people supported through other interventions

Number of hours of care provided for home-based services

Number of people supported through Day Services & home-based support

Number of attendances at day services

Number of Individualised Funding clients supported

Number of community and presbytery collaboration initiatives

Number of organisations and individuals trained (Lifeline Connect, Shine FV Education)

Number of staff attended cultural competency trainings or events



# Our Services



## Family Works



### *Strengthening Families to Thrive*

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

To meet these challenges, our teams work alongside our clients to address a range of needs, including food, housing safety and issues such as family violence, anxiety, health and wellbeing. This is even more important due to the COVID-19 pandemic and the subsequent increase in stress and anxiety among vulnerable families, including getting children back to school following lockdowns.

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

#### **Incorporating a new framework into Family Works services**

Across all our Family Works' services, there are clients (parents, caregivers and children) who are experiencing trauma. People may have experienced violence and abuse and have flashbacks, children may be having nightmares or not attending school. Our Family Works programmes are now being reviewed to incorporate trauma-informed practice to provide further support to these clients.

#### **Incredible Years Parenting - Autism Programmes**

Family Works delivers Incredible Years Parenting - Autism Programmes, including in Rotorua for parents of children between the ages of two and five who are on the autism spectrum. Each group has a maximum of seven participants over 14 sessions.

Co-facilitated by Family Works and the Ministry of Education, the course gives parents an opportunity to share their experiences and gain strategies to manage the challenges parents face parenting a child with autism.

Most importantly, by supporting the skills and confidence of the parents in the lives of children on the autism spectrum, it aims to promote children's emotional regulation, positive social interactions, language development and relationships with others.



## Lifeline



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

Lifeline Aotearoa is all about giving hope and saving lives – and this continued to be our focus in what was another busy year.

Lifeline's 110 trained volunteers and 72 staff received 119,087 calls via our Lifeline and Tautoko helplines. Our text support service received and sent 315,366 texts from people in distress. On average we support 15 to 20 people at high risk of suicide each day.

During the August to December COVID-19 lockdown, our team worked from home to support callers dealing with increased loneliness, isolation and depression brought on by the pandemic.

Our partnership with Suncorp saw nearly 30 Suncorp customers referred for emotional support to Lifeline, who were then further supported by the team at Family Works with more practical support. The programme was such a success that it has been extended for at least another year.

As well as its main helplines, Lifeline hosts three other services for the community.

Lifeline continues to host Warmline, which supports people using mental health services who live in Auckland Central (Avondale to Otahuhu). In the previous year, the service received 5017 calls. Warmline operates from 5.00 – 11.00pm seven days a week.

In November 2021, Lifeline joined forces with Parent Help. Since then, our team has answered more than 1800 calls from parents and whānau looking for support in raising their children.

The third support line is our Lifeline Connect Debrief service line, which was used over the course of 2021/2022 to support 11 businesses with creating a safe space for their staff to debrief and connect with our Lifeline team.

Over the last year, we have streamlined the Lifeline Connect programme to focus on a new training and support package for call centre staff who may interact with clients experiencing vulnerability, or who are in vulnerable or stressful circumstances.



# Shine

## *Shine helps victims of family violence*

Shine helps thousands of adults and children who have experienced family violence to feel safer through safety planning, advocacy and safe houses. We also support hundreds of men to change their behaviour and stop using abuse.

Over the past two years, there has been an increase both in the number of women experiencing very serious violence, both physical and controlling, and the number of young women being referred to our service. Many clients also have more complex needs. Our two emergency accommodation houses continued to be busy, although the number of women staying was lower this year due to the prolonged Auckland lockdown period.

### **KIDshine**

KIDshine is a four to eight-week free psycho-educational safety programme that has the primary aim of promoting hope and healing in children aged 3-17 who have been exposed to domestic abuse. Our KIDshine advocates work closely with our advocates in the No Excuses programme for people who use violence. Our aim is to provide better support for children and whānau. Their work supports parents by talking through how they can support their children.

In a year of restrictions and disruption, the number of referrals to KIDshine has continued to grow to the extent that there is now a waitlist. Another child practitioner has been added to the team to help meet this demand.

One of the key outcomes of the KIDshine programme is children learning how to keep safe physically and emotionally long-term. We want to give children more hope for their future.



# 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.

Over the last year, Enliven faced challenges due to the prolonged COVID-19 lockdowns, increases in respiratory and flu-like illnesses, the impact of vaccination mandates and the constraints on labour supply associated with border closures and immigration barriers.

This environment has had a direct effect on client and staff wellness and has driven the need for creativity in service delivery to ensure the delivery of services. Our staff adapted practices to allow safety through pre-entry screening, use of personal protective equipment (PPE) and working in teams. We undertook remote welfare checks when we were prevented from face-to-face service delivery. We also worked hard on finding new and innovative ways to attract and retain staff.

Our new client management software system (eCase) has helped us to better match client needs with service provision.

We have implemented a number of service improvements including:

- Utilising Support Worker Mentors to work alongside Support Workers to provide peer support and direction, particularly around moving people and equipment. This directly reinforces our strong focus on health and safety incident minimisation for Support Workers and clients.
- Trialling new Response and Quality Co-ordinator positions which provide first-line response to clinical issues as they arise. This has proved so successful that we are hiring more people for these roles.

Individualised funding allows disabled people and their whānau true choices in the people they employ and how best they can meet the goals they set for themselves. We have grown the number of clients we support in this way by 10%.

Our Day Services have been impacted by the COVID-19 lockdowns, particularly with attendees returning to group activities. We have been flexible in responding to users' needs and we are starting to see numbers grow. We have also been successful in starting a new day service in Thames which is proving popular.

In April 2022, we launched EnlivenPlus, a subscription-based service that is the first service of its type available in New Zealand. EnlivenPlus has been developed in response to the growing need for greater support for people living with dementia at home. Initially being piloted in Tauranga, EnlivenPlus offers personalised one-on-one dementia care. This is led by registered health professionals and provided by Living Well Support Workers who have substantial experience and a passion for working with people living with dementia.



## Shine RESPOND

In December 2021, Shine launched Shine RESPOND, a new training service for community professionals (social workers, counsellors and practitioners) working with people experiencing family violence. Training includes general awareness, introductory sessions, foundational skills for intervention, and advanced specialist topics such as working with people who use violence and children who have been affected by violence.

Shine RESPOND's training programme aligns with Te Aorerekura, the Government's recently released National Strategy to Eliminate Family Violence.

Shine RESPOND has also won a tender from the Ministry of Justice to develop a training package in partnership with RespectED Aotearoa. Shine RESPOND is developing the domestic violence component, while RespectED Aotearoa is developing the sexual violence component.



## DVFREE

Shine Education and Training's workplace offering, DVFREE, recently launched an online Learning Management System training suite of modules, designed to make it easier for organisations to fulfil their manager training obligations as part of the DVFREE Tick accreditation.

A new growth area for DVFREE is its Customer Response Training, which is provided to a company's frontline customer-facing staff to help them recognise signs of domestic violence, respond with empathy, and refer them to specialist help such as Shine.

[www.dvfree.org.nz](http://www.dvfree.org.nz)

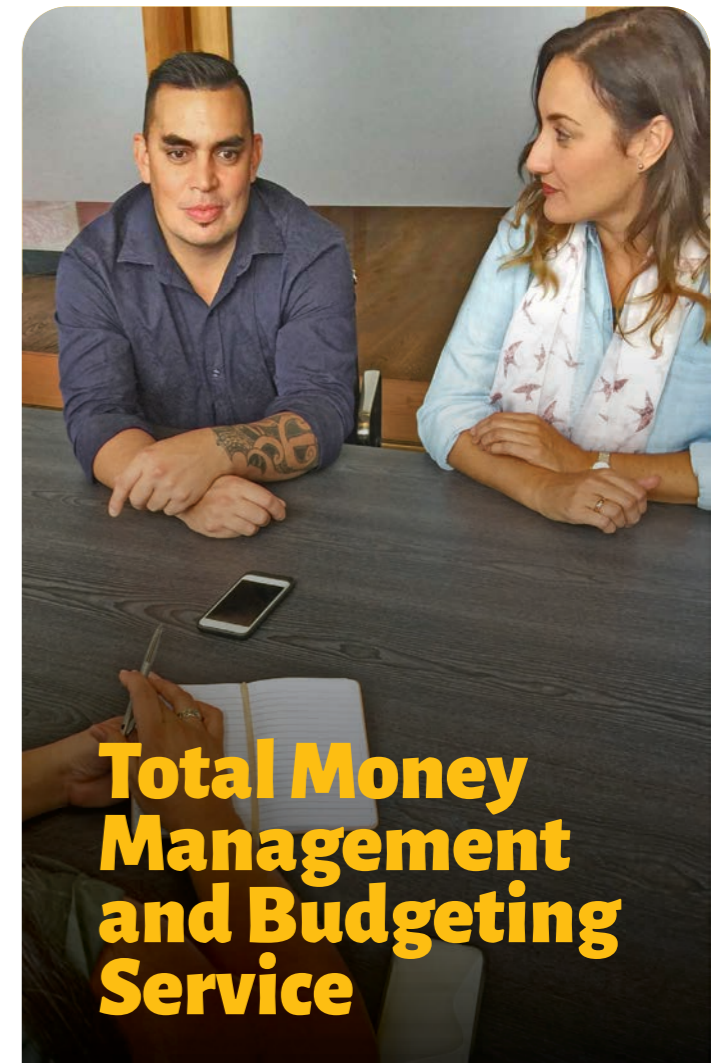


## Financial mentoring service

Family Works Auckland-based financial mentors have been kept busy this year as a greater number of people struggle with the rising cost of living.

We also found many people aren't aware of all the options available to them when it comes to managing their money. For example, how to navigate financial services, how to structure debt, what to look out for with 'buy now, pay later' deals, and understanding what benefits they're entitled to.

Our financial mentors are focused on getting people out of a cycle of debt using all the tools at their disposal, including using microfinance, avoiding pitfalls and setting goals for positive living. It's about creating long-term solutions rather than lurching from crisis to crisis.



## Total Money Management and Budgeting Service

Our Total Money Management and Budgeting Service has seen an increase in the number of people using its service, bringing the total to about 350.

A wide range of people use Total Money Management, ranging from the homeless to people just out of jail, people living with dementia or a brain injury, and people who are simply stressed out or have a mental health condition. Most of these clients do not have a bank account and are living under increased levels of hardship.

Over the last two years, the number of people living in emergency housing using the service has dramatically increased.

In some cases, emergency housing is located away from schools and community support networks, adding more hardship to families struggling with the rising costs of fuel, food and housing.

Our Total Money Management team works closely with the Auckland City Mission and Lifewise workers to support these people.

# 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.

A & M Parbhu Foundation

Auckland Council

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Stewart Charitable Trust

Taranaki Foundation

The Canaan Foundation

The Tindall Foundation

## Acknowledgement

PSN would like to acknowledge the passing of The Reverend Kenneth Gerard Irwin, QSO, former PSN Chief Executive, 1992 - 1998, who passed away on 2 September 2022. Ken received a QSO for Community Service and was a strong advocate for Te Ao Māori. We thank Ken for his years of service and pass our sympathies onto his family and friends.

## Come work for us

Presbyterian Support Northern (PSN) is one of Aotearoa New Zealand's leading providers of social and health and disability services.

PSN provides a unique combination of social services through Family Works, Lifeline, Shine and the PSN Business and Community Development team. We also have a long history of supporting those who are ageing or injured or have a health and disability issue through our Enliven service. Anyone in need can use our services.

Right now we have a wide range of vacancies across our services from Turangi to Whangārei in which you can make a real difference to people's lives.

See [www.psn.org.nz/jobs](http://www.psn.org.nz/jobs) to find out more.

Come work for us and help make a better life for everyone!

## 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

##### Communities Feeding Communities Initiative

1207 Dominion Rd,  
Mt Roskill  
P: 021 229 0355

#### Enliven

##### Enliven Auckland

79 Grey Street, Onehunga,  
Auckland 1061  
P: 022 011 5022  
E: [enlivenauckland.info@psn.org.nz](mailto: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](mailto:enlivenwaitemata@psn.org.nz)

##### Enliven Counties Manukau

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

##### Enliven Waikato

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

##### Enliven Tauranga

Chadwick House  
250 Chadwick Road,  
Tauranga 3112  
P: 07 579 6125  
E: [enliventauranga@psn.org.nz](mailto:enliventauranga@psn.org.nz)

##### Enliven Rotorua

Suite 3, 48 Biak Street,  
Rotorua  
P: 07 349 3162  
E: [enlivenrotorua@psn.org.nz](mailto: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](mailto:Ifenliven@psn.org.nz)

#### Enliven Day Services

##### Auckland Day Service

The Centennial Hall,  
79 Grey Street, Onehunga,  
Auckland 1061 Ph. 022 011 5022

##### Manukau Counties Day Service

St Pauls Presbyterian  
Church, 217 Weymouth Road,  
Manurewa, Auckland 2102  
Ph. 022 011 0945

##### Waikato Day Service 1

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

##### Waikato Day Service 2

Hillcrest Day Programme,  
Te Ara Hou Village,  
100 Morrinsville Road,  
Hillcrest, Hamilton  
Ph. 07 856 3295

##### Bay of Plenty Day Service

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

##### Whakatane Day Service

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

##### Enliven Coromandel Day Services

Colville, Whitianga,  
Whangamata, Thames  
Ph: 07 856 3295

#### Financial Mentoring Services

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

##### Auckland West

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

##### Manurewa

10 Mahia Road, Manurewa,  
Auckland 2102  
P: 09 269 1009  
E: [budgeting@psn.org.nz](mailto: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](mailto: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](mailto: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](mailto:admin.tehononga@fwn.org.nz)

##### Auckland West

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

##### Rotorua

48 Biak Street,  
Mangakakahi, Rotorua  
P: 07 349 0990  
E: [admin.rotorua@fwn.org.nz](mailto: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](mailto:admin.taupo@fwn.org.nz)

##### Tauranga

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

##### Waikato

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

##### Whakatāne

156 The Strand,  
Whakatāne  
P: 07 307 1133  
E: [admin.whakatane@fwn.org.nz](mailto:admin.whakatane@fwn.org.nz)

##### Whangārei (Genesis Centre)

16 Mair Street,  
Regent, Whangārei 0112  
P: 09 437 6729  
E: [admin.whangarei@fwn.org.nz](mailto: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](mailto: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](mailto:info@lifeline.org.nz)

#### Lifeline Christchurch Centre

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



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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

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