



**Annual
Report**



**2022
—2023**



Steph* had no idea when she met her partner at university that the man she would fall in love with would become a violent person she would no longer know or recognise.

She describes their early relationship as typical. But then her life turned upside down without warning. When she fell pregnant with their first child, her life became a rollercoaster. They moved to New Zealand to be closer to his family, who all insisted they get married. But soon afterwards, he became very controlling.

Early in their marriage, he accused her of cheating on him. When she denied it, he 'lost the plot' and punched her in the head.

"Often what should have been normal conversations between us would suddenly turn into an attack," Steph says.

Shine was able to give Steph the essential support she needed. She arrived at a Shine refuge just days before giving birth to her third child. Our refuge staff immediately supported her to make a birthing plan, provided baby clothes, and bedding — everything Steph needed for her new baby and her other two children.

We also helped her formulate a safety plan for herself and her children. Soon afterwards, we helped Steph access counselling which helped her with a protection plan for her kids — who also received counselling through KIDshine.

Steph stayed at our Shine refuge with her children for four months. When she left, she entered a transitional house that her Shine advocate had organised, and then our team also helped her find permanent accommodation.

Steph began to dream again... of standing on her own two feet and starting a business, and her advocate and the refuge staff were able to help her begin implementing things to make that happen.

*name changed for privacy reasons.



Finding a way out from violence to a life of hope

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 900 staff deliver our much-valued services from 23 sites throughout the upper North Island from Taupō to Whangārei.

As a large charitable service provider and faith-based organisation with a proud 139-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.

Alongside these, we are piloting a personalised dementia care service, EnlivenPlus, in Tauranga; and support community food security through our Communities Feeding Communities initiative in Mt Roskill, Auckland.

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

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

We offer compassionate support to anyone whose life has been impacted by harm, distress, economic hardship, isolation and loneliness.

Message from the Co-chairs & Chief Executive

Tēnā koutou e rau rangatira, E hara te toa takitahi, he takitini

Mine is not the achievements of one, but of many.

It's incredibly heartening leading Presbyterian Support Northern.

Every hour of every week, both day and night, our people are helping those in need.

Whether it's a Lifeline counsellor answering a call at 1.00am from someone in distress; a support worker making a weekend visit to an elderly person with dementia; a social worker helping a child with anxiety or a family violence advocate supporting a mother and her children – they all do amazing mahi that makes a difference.

The work that we do has always been important – but with the rising cost of living, coupled with the after-effects of the COVID-19 pandemic, our services are becoming essential for many people.

Across all our services, we're seeing people's situations become more complex. For instance, whereas once a family couldn't afford food, now they may also have housing insecurity and mental health problems.

For those lucky enough to have a rental, the high cost of living sees little left over after the bills are paid.

As a result, we are seeing a growing number of people who need budgeting support and more calls to Lifeline from people stressed about the high cost of living.

All this stress leads to flow-on effects such as a breakdown in relationships, a rise in family violence, more requests for food parcels, more children with high needs.

While these trends are disheartening, it is encouraging to know that PSN's services are well placed to support people in need.

In this environment the demand on PSN's resources continues to grow. The current economic environment has been financially challenging, but PSN is committed, through wise stewardship of our resources, to always be there for the people and communities we serve.

This is important as every year we help upwards of 150,000 people if you include the Lifeline call and text numbers.

A belief that everyone in Aotearoa New Zealand should have the opportunity to fulfil their potential is fundamental to PSN.

We advocate for those in need striving to ensure that they have access to effective support, irrespective of their culture and beliefs.

Key to PSN's ability to offer support is the community itself. We are blessed to have strong community and business support across our services. This ranges from financial donations, bequests and grants - both large and small, to donations of food, clothing, blankets and in the case of our volunteers – time.

Every donation we receive helps us deliver our services and meet the needs of families and those under stress or who are vulnerable.

In many ways it's about providing hope – an essential ingredient to change and one of our key values.

We are here because we know that it is possible for everyone to have a better life – if everyone is able to have the environment and support they need.

Believing in hope, offering hope, knowing that things can be better and having a vision of what better looks like, is therefore vital to all our work, whatever our role.

In a sense we hold onto hope for people and communities that might be struggling with that.

We then try to make hope real in terms of services and support that enable and empower.

This annual report highlights the challenges and successes we've achieved over the past financial year, and shares some client stories.

We're proud of our staff and what we've achieved, and look forward to continuing our mahi as we strive towards our vision of a better life for everyone.

Nigel Little
Co-chair

Pam Elgar ONZM
Co-chair

Dr Bonnie Robinson MNZM
Chief Executive



After 45 years of a wonderful marriage, the day came when the impact of dementia took its toll "...because a marriage that everyone dreams of when young, has now left us. Yes, I do get upset to see [my wife] as she is now, and that is why I am grateful for any relief I can obtain.

First my wife went [to the Enliven Day Service] one day a week, then two and now three. It was mostly the same people and so she got used to the faces even if she couldn't remember names.

As time progressed, I required

more free time from the events occurring at home [and the] third day has been a lifesaver. I can't thank the staff enough. They fully understand the situation, making my wife welcome and comfortable. As time passes, this time for my wife is crucial as she does less and less. In the past she was a good artist, she could knit, do crochet work, tapestry and cook very well. Over time, all these have faded to just a memory.

I thank you Enliven for helping people in her situation, and for giving respite to stressed carers."

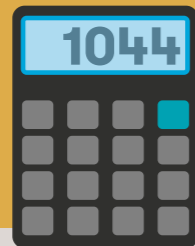


The Year in Review

Social Services

5037

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



1044 clients were supported through Family Works budgeting services.

1727

food parcels provided to families (reaching 2679 adults and 2667 children).



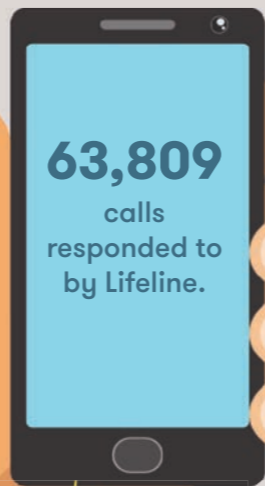
At the end of service, 9 out of 10 Family Works clients feel they are able to meet their basic needs (eg. access to food, budgeting services, government assistance).



141

non-violence assessments completed with Shine clients.

63,809
calls responded to by Lifeline.



71

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

95%

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

3388

Family Works clients were supported through school-based interventions.

3493

Family Works clients were supported through other interventions.



KIDshine supported

105 Children
127 Parents



2111

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

85%

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



73

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

282,962

text messages sent and received by Lifeline and Tautoko.



93% of children supported by KIDshine achieved their goals.

Health and Disability Services

2269

clients with disabilities were supported to manage their own funding.



3108

Enliven clients were supported to remain in their own homes.



542

clients were supported by Enliven Day Services.



99%

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

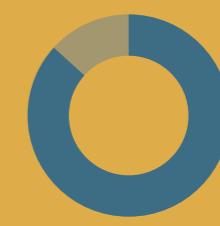


80% of home-based support clients were satisfied with goals they had set.

20,116
visits to Enliven Day Services.



513,618
hours spent supporting clients to remain in their own homes.



83%
of home based support clients agree that staff are professional.

Community Development

171
training sessions.

2425
people attended organisation and individual training workshops.

91
organisations received training.



65
Shine RESPOND training workshops.

70
Shine DVFREE training sessions.



36
Lifeline Connect wellbeing workshops.



What we achieved

It has again been another busy year for PSN as we continued our focus on our five priority areas. Overall, we have made some good strides across several areas. Our organisation remains in good shape for the future.

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

Family Works continues to make steady progress with the integration of our social services – Family Works, Lifeline and Shine.

A project to select a new common client management system (CMS) to replace two different CMS systems was completed in April 2023 following a robust process.

Work is underway to implement the new system and ensure it improves clients' experiences with our services.

The integrated approach has increased consultation across Shine, Family Works and Lifeline resulting in an agreed child safety checklist and a risk assessment tool.

A new Centralised Intake project is being piloted in Auckland Family Works sites and some Shine services so that phone referrals go through one central point staffed by two experienced social workers. The pilot will eventually extend across all Family Works and Shine services.



In the northern region, we have appointed an operations manager and two service delivery managers. This allows our service delivery managers to focus on supporting frontline staff and delivery of quality practice while working closely with the operations manager.

To further support the integration of our social services, a practice development manager has been appointed to enhance practice and develop shared practice frameworks.

A PSN-wide Child Protection Policy and Procedures were rolled out across PSN to ensure that all children who come into any kind of contact with a member of staff are safe.

For the first time, we have foundational child protection training for all staff.

The first trauma-informed approach to practice workshop was provided to our social service practitioners in April 2023. The original well-tested Family Works version was developed to ensure it also met the needs of Shine and Lifeline practitioners. Favourable feedback indicates that this will continue to be rolled out across our social services.

Shine is working with the Grace Foundation on developing our whānau resilience programme, including working with the person in the whānau who has used violence - where it is safe to do so.

There are more self-referrals to the Shine non-violence programme than ever before. This means that clients' motivation to develop non-violent strategies is high.

Following severe flood damage during the Auckland Anniversary Weekend floods, our Family Works and Enliven Avondale office was closed for five months for repairs. Thanks to staff resilience and flexibility, our services were able to continue uninterrupted.

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

Cyber security has been a big focus for our Information Systems (IS) team over the past year.

A new firewall was put in place to safeguard our data; and educational initiatives about the importance of cyber security are underway.

The IS team also introduced a modern, user-friendly photocopy system, streamlining document printing across all offices.

A successful collaboration with the Health & Safety team led to the implementation of a new Risk Manager system, making it easier to capture and report health and safety information.

The efficient management of around 20 projects remains a core focus for PSN. From new system implementations to the adoption of the Ngā Paewera Standards for Health & Disability, to delivering impactful wellbeing programmes for our communities, PSN remains dedicated to making a positive impact. The PSN Project Management Framework has played a pivotal role in ensuring these projects progress smoothly under the guidance of dedicated project leaders.

Nurturing, honouring and growing our people

Following the completion of an in-depth review of our core People and Culture practices this year, our recruitment systems will be upgraded and a Human Resource Information System (HRIS) implemented over the next 18 months.

This will significantly streamline practices from when we attract and appoint new staff through to their onboarding, any staff changes and off-boarding. This will significantly reduce manual activity.

We have refreshed our induction practices to ensure that all new employees are welcomed and set up for success when starting with PSN.

Our new learning management system has also enabled easier access to consistent training for all PSN employees.

Our People and Culture team has continued to establish strong employee wellbeing foundations, including designing and implementing a dedicated Leading Wellbeing module as part of our leadership programme. We have also introduced wellbeing champions across the organisation.

Stage one of a three-stage leader development programme has been successfully piloted and stage two will be piloted in October.

We have also created an employee voice plan that captures key feedback from employees and is the basis of all actions taken to create a work environment where everyone can thrive.

Health and Safety

We have continued to build and embed our health and safety critical risk programme across the five critical risk areas: challenging behaviour, driving, manual tasks, mental health, and security.

As part of this, we ran workshops with more than 10% of our staff to better understand psychosocial risks and how we could better organise our work. We have been closely involved with the Business Leaders Health and Safety Forum to share our learnings in this space.

A big focus for us this year has been the move to an online, cloud-based health and safety system, which will streamline our incident reporting and other health and safety processes by making them more accessible to everyone.

We've also been working closely with our Community Relations team to ensure health and safety is a core part of the development of our Communities Feeding Communities site, particularly ensuring our volunteers are safe.

Following the COVID-19 pandemic, we've consolidated our learnings and enhanced our pandemic, emergency response and business continuity plans.

An Infection Prevention Working Group has been established to assist with supporting PSN in achieving Best Practice Infection Control that is consistent with the Ngā Paewera Health and Disability Services Standards.

We continue to focus on our injury management and rehabilitation processes so that our people remain cared for and connected to PSN through the life of their ACC claims.

Working with communities

Engaging in community-led development

Our Communities Feeding Communities Initiative (CFC) has gone from strength-to-strength over the last 12 months. The community garden and garden allotments are up and running; and produce is being harvested and put into emergency food parcels.

Our pātaka kai (community food larder) is proving popular and is being filled twice a day.

Community involvement is continuing to grow. We are working with local schools supporting a breakfast club and a reading in schools initiative. We are also working with community groups, such as the Roskill Chinese Group, and networking with neighbouring hubs and local boards.

We are growing our community base and developing a deeper understanding of the local community. This has resulted in more people regularly volunteering in our kai space and helping in the gardens.

Together with Northern Presbytery we are hosting regular events, such as a children's market; and we provide bread and produce packs to May Road School for children to take home.

Weekly financial mentoring sessions, cooking on a budget classes, and monthly gardening working bees are other new initiatives underway.

In addition, we're receiving much-appreciated support from Presbyterian churches, Saint Kentigern Schools and St Cuthbert's College, including food donations and donations of seedlings for our gardens.

Work has begun on renovating Victoria Hall, which is located on the CFC site. A community kitchen is being installed along with a social food pantry as we move away from handing out food parcels to providing people with a choice of what food they need.

PSN's CFC staff are focused on working with the local community and finding out what support is needed. They work with and alongside Northern Presbytery's Rev Fa'amanū Akeripa who is based on site to offer fellowship and spiritual support. A new community of faith now meets on site regularly.



A Family Works Social Worker in Schools (SWiS) noticed that a newly arrived Syrian refugee family with seven children was struggling to provide the children with uniforms, stationery, and other items needed for school. They were prioritising food over these items.

The SWiS team member worked with our Community Feeding Communities (CFC) initiative and a plan was developed to provide kai for the whānau for a four-

week period, allowing the money usually spent on food to be redirected to the children's school needs.

A Family Works financial mentor, based at CFC in Mt Roskill (Auckland) once a week, is now working with the parents to ensure they are accessing all the financial support available to them.

The father is used to growing vegetables for his family and has

been allocated a garden plot at CFC. He and his children can be seen regularly tending to the vegetables.

Our site-based Family Worker is also working with the children and using sand play as an intervention, which is part of our approach for children who have experienced trauma.

Our Services



Family Works

Strengthening Families to Thrive



Parenting in Prisons programme

Family Works delivers a Parenting in Prisons programme in prisons in the northern region.

Over the past year, we've been unable to run some of these programmes in prisons due to COVID-19 restrictions and staffing issues.

Given the favourable feedback from both staff and prisoners, the Department of Corrections has given approval for these courses to be run in the community through the New Zealand Probation Service.

Feedback from participants has been extraordinary. Some parents have called the parenting course "life-changing". Others have told us what a big difference it has made to their relationships with their children and their partners.

The aim of the parenting programme is to keep fathers in their children's lives and to increase wellbeing for the entire whānau. The group of parents that we have managed to support are a hard-to-reach group as often their lives are chaotic due to environmental and criminal activities. It is hoped that this programme will not only support them in being the best parents they can be, but also support parents to make different choices and be the role models they want to be for their children.



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 security and housing, and issues such as family violence, anxiety, health and wellbeing.

Following the COVID-19 pandemic and the subsequent increase in stress and anxiety among vulnerable families, getting children back to school has proven to be an ongoing issue. This has been further exacerbated by the impact of the 2023 Auckland Anniversary Weekend floods on many families in the northern region.

We now have Ministry of Education-funded counsellors in 21 schools across the northern region and 64 social workers across 100 schools in the northern region. This has enabled students to more easily access Family Works counselling services.

Family Works provides multiple school programmes, including wellbeing, anti-bullying, improving resilience and overcoming anxiety; and a range of parenting programmes in the community and in prisons. A new version of our Parenting in Prison programme is being run in the community through the Department of Corrections in the Waikato, Taupō and Rotorua regions.

We are seeing people experiencing more hardship with the rising cost of living and greater housing insecurity pressure after the floods in the northern region.

We've continued to upskill our practitioners to work with children and families with multiple needs, for example, through sand-play therapy training and ongoing support.

www.familyworksnorthern.org.nz

Lifeline Aotearoa

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



Over the previous year, Lifeline staff and volunteers responded to nearly 64,000 calls from our Lifeline and Tautoko helplines. Our text support service received and sent 282,962 texts. On average we support 15 to 20 people at high risk of suicide every day.

For us at Lifeline, compassion and empathy are key. We want every caller to feel that the Lifeline person they're talking to "gets it" and understands their feelings and emotions.

Loneliness and isolation are two of the biggest reasons people call or text Lifeline. Often they feel unable to talk to people around them about what is really going on.

Like most social services, we are also seeing an increased number of conversations from people with anxiety and depression related to the

rising cost of living, restructuring at work and job insecurity.

The Auckland Anniversary Weekend floods, cyclones Hale and Gabriel, and other weather events have affected many people in the northern region this past year.

Lifeline is proud of our partnership with the Suncorp family of insurance companies through which we were able to offer supportive conversations and emotional support in these really hard times.

Since the flooding event in late January, our partnership with Suncorp enabled us to provide emotional support to 82 people and their families.

Lifeline also works with our sister organisation, Family Works, to provide more long-term support.

As well as its main helplines, Lifeline continues to host three other services: Warmline, Parentline and the Lifeline Connect debrief service line.

Warmline supports people using mental health services who live in Auckland Central (Avondale to Ōtāhuhu). It operates 5.00 - 11.00pm seven-days-a-week. The service received 3864 calls in the last year.

Parentline received 2621 calls from parents and whānau looking for support in raising their children.

www.lifeline.org.nz

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 housing. We also support hundreds of men and women to change their behaviour to reduce harm.

Over the last 12 months, the demand for support has increased, and the need is greater. Shine has supported more than 1200 clients in some way. We're working harder to provide more opportunities for support and are also working more innovatively to meet the needs of our clients. Many clients have complex needs, therefore our support has expanded to meet these needs. For instance, through KIDshine, we are supporting more parents and children with their legal proceedings and advocacy with various organisations.

There has been a huge increase in people self-referring and wanting to participate in non-violence education this year, which has led to an increase in both one-on-one and group programmes.

A wider range of enquiries are coming through our Shine helpline. They range from concerned friends of people experiencing violence to those who plan to leave their aggressive partners and would like to know how.

The number of youth victims and users of violence (aged 15 to 18-years-old) has grown so we are having to adapt our programmes to meet the needs of this cohort.

The ongoing impacts of lockdowns and adverse weather events in January and May 2023, plus the rising cost of living, have prevented some clients from accessing our services.

We have therefore used different forms of engagement, including online or phone meetings; and helping with transport.

Due to the worsening housing shortage, our emergency accommodation facilities are often full. At times, we have had to access alternative safe accommodation for women and children needing refuge.

Recruitment has been an ongoing challenge over the last 12 months. So much so, that at one stage, we had to temporarily cap our referral pathways due to staffing shortages.

This year, we've been able to create new child-friendly KIDshine spaces in our refuges to allow our facilitators to provide the necessary support for the children residing there.

We've restructured our advocacy team to focus on our two areas of service – Auckland Central and North Shore. In addition, we now have two advocate managers focusing on these areas, and a refuge coordinator to support the maintenance of our refuges.



www.2shine.org.nz

Enliven

Enliven maximises independence



Enliven is a large provider of home support services and maximises the independence of older people and those with disabilities or injuries.

Like the rest of the country, matching demand for services with enough staff to do the work over the last year post-COVID-19 has been a challenge. At the same time, we have seen greater complexity of needs than ever before.

At the end of March 2023, we opened a new fit-for-purpose Enliven Northern and Regional Hub in Penrose to improve service delivery and significantly enhance team safety, security, and wellbeing. The new facility brings together two former sites (Onehunga and Manurewa) into one larger hub covering the northern and Auckland regions.

This year we have streamlined how we work, especially in the resource coordination area, leading to improved staff and client communication. We have introduced resource coordinator mentors who provide peer training and mentorship to our support workers.

Training includes moving people and equipment, interviewing staff and inducting new colleagues into the organisation.

We've implemented new response and quality coordinator positions that provide first-line acute responses to clinical issues as they arise. They also follow-up with any client concerns and identify areas for improvement.

The number of our Individualised Funding (IF) clients has grown to more than 2000 following legislative changes that allow more people, including clients' family members, to be employed.



This has allowed clients more flexibility and choice with whom they want to work with.

Our Day Services have focused on attracting more clients post-COVID-19 as people regain their confidence in attending group services.

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.

www.enlivennorthern.org.nz

www.enlivenplus.org.nz

Shine RESPOND

Shine RESPOND is a training service for community professionals and practitioners working with people experiencing family violence. Since launching in late 2021, it has grown from strength to strength thanks largely to being so closely aligned to Te Aorerekura - the Government's National Strategy to Eliminate Family Violence and Sexual Violence in Aotearoa New Zealand.

A major success for Shine RESPOND over the past 12 months was the completion of a family and sexual violence training package for the Ministry of Justice in partnership with RespectED Aotearoa. Shine RESPOND was subsequently awarded the contract to deliver the training package to 8000 Ministry of Justice staff over the next five years.

Other significant Shine RESPOND training sessions were delivered to Te Pae Oranga, the NZ Police restorative justice service, and to Northern Presbytery.

Total Money Management and Budgeting Service

Our Total Money Management and Budgeting Service has seen a jump in the number of people using its service, mainly driven by the rising cost of living.

DVFREE

DVFREE is the Shine Education and Training workplace training service.

Highlights over the last financial year include winning the contract to deliver training to many Accident Compensation Corporation (ACC) managers and frontline staff over the next three years.

New DVFREE Tick partners include Meridian Energy, Te Whatu Ora Whanganui, the Health Promotion Agency and facilities management company ISS World.

DVFREE was a finalist in the Provider of the Year category of the leading mental health Headfit Workplace Awards, which were established to celebrate individuals, teams and workplaces.

www.dvfree.org.nz

Furthermore, the number of people living in emergency housing using the service has dramatically increased year-on-year.

In some cases, emergency housing is located away from schools and community support networks. This adds more hardship on top of the rising cost of living as mothers try to stay close to family and keep their children at the same schools.

The team is also seeing more people over 65-years who still have mortgages and are struggling, particularly with high interest rates.

Financial mentoring service

Our Family Works financial mentoring team has been busier than ever this year with more people struggling due to the escalating cost of living.

Many clients are unaware of all the options available to them when it comes to managing their money. For example, how to navigate financial services or how to work out the true cost of debt, particularly hire purchase or 'buy now, pay later' deals.

A growing trend is the number of people asking for assistance with making KiwiSaver hardship withdrawal applications.

Many also don't understand what benefits they're entitled to.

Our financial mentors are focused on getting people out of the cycle of debt using all the tools at their disposal, including microfinance, avoiding pitfalls and setting goals for positive living.

Our aim is to create long-term solutions for clients rather than see them lurch from crisis to crisis.

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. We also have families who meet none of these criteria, but are just overwhelmed by their financial issues.

Summary Financial Statements

For the year ended 30 June 2023

Basis of presentation

The Summary Financial Statements presented are those of Presbyterian Support Northern, a public benefit entity. These financial statements have been prepared in accordance with Public Benefit Entity Financial Reporting Standard 43, Summary Financial Statements.

The financial statements have been extracted from the full financial statements that comply with Generally Accepted Accounting Practices in New Zealand (NZ GAAP). They comply with Public Benefit Entity International Public Sector Accounting Standards and other applicable Financial Reporting Standards (collectively "PBE Standards"), as appropriate for Tier 1 not for profit public benefit entities. The full financial statements signed on 13th November 2023 have been audited by Grant Thornton and given an unmodified opinion. The full Financial Statements for the year ended 30 June 2023 were authorised for issue in accordance with a resolution of the Trustees on the 13th November 2023.

The Summary Financial Statements do not include all the disclosures provided in the full Financial Statements and cannot be expected to provide as complete an understanding of the financial affairs of Presbyterian Support Northern as the full financial statements. The presentation currency is New Zealand dollars. All amounts are stated in nearest dollars, unless otherwise stated.

Statement of comprehensive revenue and expense

For the year ended 30 June 2023

	2023	2022
	\$	\$
Revenue from exchange transactions		
Service income	49,406,192	52,571,345
Total exchange revenue	49,406,192	52,571,345
Revenue from non-exchange transactions		
Grants and donations income	2,803,403	2,840,345
Total non-exchange revenue	2,803,403	2,840,345
Other Income		
Investment income - distributions	2,162,495	-
Interest income	243,098	44,345
Rental income	467,101	458,648
Other income	1,200	-
Total Other Income	2,873,894	502,993
Total Revenue and Other Income	55,083,489	55,914,683
Expenditure		
Employee expenses	(49,600,840)	(51,586,753)
Administrative expenses	(5,513,118)	(5,615,390)
Occupancy expenses	(2,123,027)	(1,956,352)
Vehicle expenses	(1,026,572)	(869,031)
Depreciation	(509,376)	(492,308)
Investment expenses	-	(515,265)
Total expenditure	(58,772,933)	(61,035,099)
Operating deficit	(3,689,444)	(5,120,416)
Unrealised gain/(loss) on investments	134,866	-
Share in the surplus of associate	2,212,056	1,282,262
	2,346,922	1,282,262
Net deficit for the year	(1,342,522)	(3,838,154)
Other comprehensive revenue and expense		
Share in the revaluation (loss) / gain of associate	(11,345)	56,920
Total comprehensive revenue and expense	(1,353,867)	(3,781,234)

Statement of financial position

As at 30 June 2023

	2023	2022
	\$	\$
Current assets		
Cash and cash equivalents	6,037,381	4,131,620
Receivables and prepayments	5,663,450	7,142,106
Term investments	265,668	265,668
Total current assets	11,966,499	11,539,394
Non-current assets		
Investments	84,009,416	86,383,775
Investment in associate	19,533,853	17,333,142
Property, plant and equipment	10,325,980	10,043,205
Total non-current assets	113,869,249	113,760,122
Total assets	125,835,748	125,299,516
Current liabilities		
Payables and accruals	(1,889,127)	(1,707,884)
Employee entitlements	(5,555,719)	(5,655,440)
Income received in advance	(1,336,156)	(321,481)
Client funds	(4,767,061)	(3,973,159)
Total current liabilities	(13,548,063)	(11,657,964)
Net assets	112,287,685	113,641,552
Equity		
Accumulated funds	83,247,075	53,277,058
Inflation reserve	24,903,235	20,198,790
Investment revaluation reserve	-	36,028,329
Property revaluation reserve	4,137,375	4,137,375
Total net assets attributable to the owners of the controlling entity	112,287,685	113,641,552

Summary Financial Statements

For the year ended 30 June 2023

Statement of changes in equity

For the year ended 30 June 2023

	Accumulated funds	Inflation reserve	Investment revaluation reserve	Property revaluation reserve	Total Equity
	\$	\$	\$	\$	\$
Balance at 1 July 2021	61,951,255	15,706,387	36,935,486	4,137,375	118,730,502
(Deficit) for the year	(3,838,154)	-	-	-	(3,838,154)
Unrealised gain / (loss) on investments	964,077	-	(964,077)	-	-
Share in the revaluation gain/(loss) of associate	-	-	56,920	-	56,920
Total comprehensive revenue and expense	(2,874,077)	-	(907,157)	-	(3,781,234)
SaaS prior year adjustment	(1,307,715)	-	-	-	(1,307,715)
Inflationary transfer	(4,492,403)	4,492,403	-	-	-
Balance at 30 June 2022	53,277,060	20,198,790	36,028,329	4,137,375	113,641,552
Balance at 1 July 2022 - as previously reported	53,277,060	20,198,790	36,028,329	4,137,375	113,641,552
Adjustment from adoption of PBE IPSAS 41	36,028,329	-	(36,028,329)	-	-
Adjusted balance at 1 July 2022	89,305,388	20,198,790	-	4,137,375	113,641,552
(Deficit) for the year	(1,342,522)	-	-	-	(1,342,522)
Share in the revaluation gain/(loss) of associate	(11,345)	-	-	-	(11,345)
Total comprehensive revenue and expense	(1,353,867)	-	-	-	(1,353,867)
Inflationary transfer	(4,704,446)	4,704,446	-	-	-
For the year ended 30 June 2023	83,247,075	24,903,235	-	4,137,375	112,287,685

Statement of cash flows

For the year ended 30 June 2023

	2023 \$	2022 \$
Cash flows from operating activities		
Receipts from exchange revenue	53,220,341	54,010,035
Receipts from non exchange revenue	2,804,603	3,069,520
Interest received	243,098	44,345
Payments to employees	(52,850,160)	(51,638,312)
Payments to suppliers	(5,220,211)	(9,022,167)
Net cash flows used in operating activities	(1,802,329)	(3,536,579)
Cash flows from investing activities		
Net receipts from investments	4,500,240	3,917,770
Purchase of property, plant and equipment	(792,151)	(816,506)
Net cash flows from investing activities	3,708,090	3,101,264
Cash flows from financing activities		
Net cash flows from financing activities	-	-
Net increase/(decrease) in cash held	1,905,761	(435,315)
Cash at the beginning of the year	4,131,620	4,566,935
Cash at the end of the year	6,037,381	4,131,620

These Summary Financial Statements cannot be expected to provide as complete an understanding as can be provided by the full Financial Statements.

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

Presbyterian Support Northern Board of Trustees 2022-2023

Ms Pam Elgar ONZM
Co-Chair and Representative for Kaimai Presbytery (Waikato) and Trustee

Mr Nigel Little
Co-Chair and Independent Trustee

Ms Paula Baker
Independent Trustee

Mr Mark Conelly
Independent Trustee

Ms Barbara Imlach
Representative for Northern Presbytery and Trustee

Ms Yvonne Timaloa
Representative for Pacific Island Presbytery and Trustee

Ms Rachael Tuwhangai
Independent Trustee

Mr David Hansen and Mr Jeremy Fleming
served on the Board until the end of February 2023.

Summary Statement of Service Performance

Vision

Tangata Ora O Te Whānau / A better life for everyone



Objectives

1.0 Strengthening support for whānau & individuals Social Services

Social Services

2.0 Building resilient communities

Community Development

3.0 Building organisational capabilities

Organisational Development

Impacts / Outcomes

1.1 Increased direct support of whānau & 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

OUTPUT INDICATORS	2022	2023
Individuals & whānau supported through school-based interventions	3,113	3,388
Individuals & whānau supported to be safe from family violence	1,922	2,111
Groups/ programmes delivered	298	470
Individuals supported through tele-counselling	54,766	55,102
People supported through other interventions	3,069	3,493

OUTCOME INDICATORS	2022	2023
Client needs met	93%	92%
Clients satisfied	92%	95%
Clients goals achieved	84%	85%

OUTPUT INDICATORS	2022	2023
Hours of care provided for home-based services	528,304	513,618
People supported through Day Services & Home-based Services	3,610	3,650
Individualised Funding clients supported	1,840	2,269
Attendees at Day Services	14,103	20,116

OUTCOME INDICATORS	2022	2023
Client needs met	71%	77%
Clients satisfied*	83%	85%

OUTPUT INDICATORS	2022	2023
Community and Presbytery collaboration initiatives	2	4

Organisations and individuals trained

Organisations	90	67
Course attendances	1724	2425
Trainings held	133	171

OUTCOME INDICATORS	2022	2023
Attendees with improved skills (achieved learning goals)	-	89%

OUTPUT INDICATORS	2022	2023
Employee Engagement (1 low - 10 high)	N/A	7.1

OUTCOME INDICATORS	2022	2023
Staff attended cultural competency training	24	292
Staff with improved cultural competency	3%	33%

Management Judgement

As a not-for-profit provider of services to the community, working under contracts with many government departments, we are required by our funders to collect objective information, and client feedback on many categories of data. This data varies from quantitative volume based reports of services based on number of clients, hours of services, sessions of counselling etc, and qualitative data collected from attendee/client surveys to assess the satisfaction levels for services provided. PSN has a dedicated team to measure and assess our services called the Service and Evaluation Team. This team uses disciplined approaches to data collection

and research analysis, to collect and report information which is objective and reliable. From the data that is produced, management selected the metrics to report in the Statement of Service Performance, that best reflects the achievements of our teams against our organisation objectives. Metrics were selected based on reliability, consistency and the meaningfulness of the metric to give the Statement of Service Performance a full overview of the PSN activities for both this year and the prior year. As we develop the measures we are reporting, we aim to set aspirational targets for following years, so we can compare achievements against targets in future.

* 2022 for IF clients only, combined clients and carers



I used to talk down about myself but KIDshine has helped me be more positive about myself, you know, and I have more confidence. Because we did the safety plan, I am not as worried about Dad and I can try to focus on myself... I'm not used to doing that but I am getting better.

Thank you to all our supporters

Without the support of our philanthropic community, PSN could not do all the work we do.

A heartfelt thank you to the many individuals, corporates, peer-to-peer fundraisers and organisations who financially support our services. Together we are working towards breaking the cycle of disadvantage and helping those in need of support.

Presbyterian Support Northern is grateful to the following Trusts and Foundations that have generously contributed to our Enliven, Family Works, Lifeline and Shine services:

Auckland Council
Community Funding

Aotearoa Gaming Trust

Barney and Patsy McCahill
Charitable Trust

BayTrust

Belron Ronnie Lubner Charitable
Foundation

B Moss S Dunbier Charitable
Trust Board

Charles Rupert Stead Trust

Community Organisation
Grants Scheme (COGS)

Community Trust South

Eastern and Central
Community Trust

Elsie Steele Trust

Flourish Arbonne Foundation

Foundation North

Glenice and John Gallagher
Foundation

Hynds Foundation

James Mutch Foundation

Kiwi Gaming Foundation

Lottery Grants Board – National

Norman & Marion Allright
Welfare Trust

Otago Community Trust

Pageo Charitable Trust

Peter and David Picot
Charitable Trust

Public Trust - David Ellison
Charitable Trust

Sir John Logan Campbell
Residuary Estate

Stewart Charitable Trust

Taranaki Foundation

TECT Community Trust

The Four Winds Foundation

The Tindall Foundation

Walker and Hall Trust

WALKER & HALL
TRUST

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 Taupō to Whangarei in which you can make a real difference to people's lives.

See 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 Taupō 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: 021 390 748

Enliven

Enliven Northern and Regional Resourcing Hub

Level 1, 45 O'Rorke Road,
Penrose, Auckland 1061.
0800ENLIVEN
09 622 4788
09 269 0112

enlivenauckland.info@psn.org.nz
enlivenwaitemata@psn.org.nz
enlivencounties.info@psn.org.nz

Enliven West and North

2171 Great North Road,
Avondale, Auckland 0600
09 822 5115

enlivenwaitemata@psn.org.nz

Enliven Waikato

22 Delamare Road,
Saint Andrews,
Hamilton 3200
07 850 9417

enlivenwaikato@psn.org.nz

Enliven Tauranga

Chadwick House
250 Chadwick Road,
Tauranga 3112
07 579 6125

enlivenauranga@psn.org.nz

Enliven Rotorua

Suite 3, 48 Biak Street,
Rotorua
07 349 3162

enlivenrotorua@psn.org.nz

Enliven Taupō

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

Individualised & Enhanced Individualised Funding

All areas 0800 433 654 836
lifenliven@psn.org.nz

Enliven Day Services

0800 373 654

Auckland Day Service

The Centennial Hall,
79 Grey Street, Onehunga,
Auckland 1061

Manukau Counties Day Service

St Pauls Presbyterian
Church, 217 Weymouth
Road, Manurewa,
Auckland 2102

Waikato Day Service 1

St Andrews Day Programme,
22 Delamare Road,
Hamilton, 3200

Waikato Day Service 2

Hillcrest Day Programme,
Te Ara Hou Village,
100 Morrinsville Road,
Hillcrest, Hamilton

Bay of Plenty Day Service

Bethlehem Community
Church, 183 Moffat Road,
Bethlehem, Tauranga 3110,

Whakatane Day Service

Knox Presbyterian Church,
83a Domain Road,
Whakatāne 3120

Enliven Coromandel Day Services

Colville, Whitianga,
Whangamata, Thames

Financial Mentoring Services

Auckland Central - Leslie Centre

37B Dornwell Road,
Mt. Roskill
09 520 8600
budgeting@psn.org.nz

Auckland West

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

Manurewa

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

Family Works Northern

Auckland Central - Leslie Centre

37B Dornwell Road, Mt. Roskill
09 639 2016
admin.lesliecentre@fwn.org.nz

Auckland North Shore Mairangi & Castor Bays Presbyterian Church

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

Auckland South - Te Hononga

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

Auckland West

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

Rotorua

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

Taupō

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

Tauranga

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

Waikato

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

Whakatāne

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

Whangārei (Genesis Centre)

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

Shine

Social Services

Central Auckland,
95 Great South Road,
Greenlane, Auckland 1051
09 815 4601
Helpline: 0508 744 633
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
09 909 8750
Helpline: 0800 543 354
info@lifeline.org.nz

Lifeline Christchurch Centre

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



Lifeline Client: Matt* (in his 40's) called Lifeline feeling suicidal after a relationship break up. He didn't want to burden friends or family about it, but was also scared about his feelings and intrusive thoughts.

Matt had previous experience with suicidal thoughts when he was 18-21 years-old. Back then he worked really hard to get his life back on track and went to a yoga retreat.

After his relationship break-up, he worried that he might fall back into a deep darkness again and not be able to move on. He described how he broke down at work and just cried, not being able to do his job or control his emotions.

Our Lifeline counsellor responded in a warm compassionate way, listened, validated and normalised his feelings of grief. After talking for a while, Matt realised that he

needed to take some time off to look after himself again.

At the end of the conversation, he decided that he would talk with his brother and reflected that the conversation gave him the confidence to talk with him about his feelings and the support he might need to manage his thoughts.

*name changed for privacy reasons.



The challenges facing our communities are very real. Your donations and support make a huge difference.

Please help 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

Visit 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



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