

# WELCOME TO PRESBYTERIAN SUPPORT NORTHERN



Presbyterian Support  
Northern

*A BETTER LIFE FOR EVERYONE*

## WHAT ABOUT THE KIDS?

Kimi and Tama were stuck. They were in the process of separating, but making arrangements for their children's care was difficult. Through our new Family Dispute Resolution service they were able to avoid the stress and expense of going through the Family Court to resolve their differences. Each partner completed a Parenting through Separation course and attended sessions with a family mediator. Both Kim and Tama appreciated the child-centred focus of our service.

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



## LIFE AFTER PRISON

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

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

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

## THE LAST THING ON THE LIST...

Food is often the last item people buy, according to Presbyterian Support Northern's budgeting advisors. Faced with redundancies, unemployment, high accommodation costs and winter bills, many families struggle to put food on the table. Sometimes they keep their children home from school because there is no food for their lunches. Household effects may be sold or pawned for money to feed the family.

One young couple faced extreme hardship, with a small child and another baby on the way. Dad was earning a very meagre wage which was not enough to cover rent, living expenses and food. The Foodbank gave them essential food parcels and Family Works supported them to find accommodation through Housing New Zealand.

# PRESBYTERIAN SUPPORT NORTHERN

Presbyterian Support Northern supports everyday New Zealanders as they face life's challenges and build a better future for themselves and their families.

## QUICK FACTS

- + PSN is a charitable social service organisation that supports vulnerable people and enhances local communities throughout the upper North Island.
- + PSN is one of the largest charitable social service providers in New Zealand.
- + PSN offers a range of services for children and their families, older people and people with disabilities or injuries.
- + PSN has provided practical service to New Zealanders for 130 years.
- + PSN's total expenditure in 2013/14 was **\$33.72 million**.
- + Nearly **80 percent** of funding comes from government contracts; for the rest, we depend on grants, donations, bequests and investment earnings.
- + More than **850** qualified and committed staff work across **25** sites from Whangarei to Taupo.
- + PSN partners with others to develop initiatives that acknowledge cultural diversity, enhance lives and strengthen communities.

## OUR SERVICES

- + **Family Works Northern** helps children (0-17 years) and their families overcome complex social issues like violence and conflict so they can make positive and lasting changes in their lives.
- + **Enliven** maximises the independence of New Zealanders who are facing the everyday challenges of ageing, disability or injury by enabling them to thrive in their homes, stay healthy and engage in their communities.
- + **Foodbank** parcels give emergency relief to families and individuals in serious need.
- + **Budgeting** and **Total Money Management** services provide longer term solutions for those who struggle with poverty and debt.

## OUR HISTORY

- + 130 years providing social services that make a difference for people and communities.
- + We share a common heritage with the Presbyterian Church, but have been an independent incorporated society since 1957.
- + Our roots go back to 1884 when Duncan Macpherson became city missionary for Auckland.

## GOVERNANCE

- + PSN has a voluntary Board consisting of six Presbytery representatives from locations across our region, a representative from Te Aka Puaho (the Maori Synod), one from the Pacific Island Synod and three independent trustees.
- + The organisation is led by an experienced and committed board, CEO and six general managers.

## MEASURING OUTCOMES

Results Based Accountability (RBA) provides vital client feedback to help us improve the way services are delivered, to view trends, and to demonstrate the positive impact of our services over the last year.

- + **88 percent** of surveyed children and families using Family Works services say we meet their needs.
- + **89 percent** of clients think that the overall quality of Enliven's service is "very good".
- + **15,200** children and their families are supported by Family Works.
- + **2,574** clients maximise their independence through Enliven services.
- + **1,488** adults are better equipped through budgeting services.
- + **2,106** adults receive emergency food parcels each year.



## NEW INITIATIVES DURING 2013/14

- + Out of Gate, a community reintegration programme for women offenders.
- + Family Dispute Resolution services focused on the children of separating or separated parents.
- + Mentoring for the women on probation who attended the second successful Whakamanahia Wahine – Strengthening Foundations for Women course.
- + Extension of Individualised Funding so Enliven clients can employ and manage their own support staff.
- + A second Enliven day club for older people in Rotorua.
- + YWiSS (Youth Workers in Secondary Schools) provides nine mentors in seven secondary schools in South and West Auckland under contract to the Ministry of Social Development.

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

