



THE PSN POST

WINTER 2023

Greetings!

The year is flying by and winter has already arrived, we hope you are keeping healthy and warm.

Thank you for the many ways you offer support – whether it’s financially, or through prayer, volunteering, connecting with our services, or deciding to name PSN in your Will. Your kindness is much needed – and greatly appreciated.

Many New Zealanders will be facing a difficult decision this season – heat or eat? Our winter campaign will help support and strengthen people who have to make this difficult decision.

HEAT OR EAT?

Thank you
for warming
up someone's
winter!

No Kiwi should have to make the
choice this winter.

Scan here or visit our
website to donate

familyworksnorthern.org.nz/donate



INTERVIEW WITH BONNIE ROBINSON - NEW CEO OF PSN



We recently caught up with our new CEO, Bonnie Robinson, who was briefly introduced in our last issue of The PSN Post. We found she was happy to share some of her personal thoughts and reflections as well as a bit about herself.

What excites you about working for PSN?

The thing that has driven my life and my career is making a difference in the world, in the community, and to people. I want to leave the world a better place than I found it, in some small way – and I really want to make people's lives better. So, it was the mission of PSN that really excited me. To make 'a better life for everybody' is one of those great big audacious goals. There's no one we're excluding here – we want to make a better life for everyone.

What connection did you have with PSN before being hired?

I knew about PSN firstly because I had worked here before (a long time ago) – but secondly because I'm a Presbyterian; so the whole Presbyterian social service aspect was part of my life growing up. I had grown up with the concept that as a Presbyterian, the social service arm is where we express that side of what a church should do. It's been part of my heritage and my DNA. Over the last 25 years, I've also had a great deal of involvement with the NZ Council of Christian Social Services which brings together all the social services of all the mainline Christian churches; so I've got to know a lot about the whole of Presbyterian Support across the country. Currently I'm president of that organisation, but I was also its Executive Officer many years ago.

Describe some qualities or experiences that made you comfortable applying for the role of CEO.

I have worked in social services for nearly all my career and most of that time within the not-for-profit sector, so I've got extensive experience of non-profit social service organisations and all the issues that we face there. I'm also very passionate about the non-profit sector as a whole, as a really important contributor to society and part of what I think makes for a strong community and a strong society.

I've had a lot of experience in managing – I started out in more frontline roles and have worked my way through to the CEO role. I know what it's like to answer the phone or deal with someone – I haven't forgotten that!

What does PSN do especially well – and what are the areas where you'd like to see growth and improvement?

Overall, I think PSN is a very strong organisation doing a huge amount, and from what I can see, it's having a really good impact from the services it delivers. Obviously resources are an issue, in that we deliver more service than the Government pays for. There's more need out there than we can deliver on with our existing resources.

Who are the people in your life most important to you?

My family are very important – my husband and my children and my wider family. Family absolutely does come first for me – that's the bottom line, then some of my good friends, and church community is also important to me too. I also have wider non-profit networks of people I've interacted with on and off over the years. We're all passionate about the same things. These people are really important to me as well.

How do you like to spend your time when you're not at work?

I've just finished a doctorate I've been working on part-time for the last five-and-a-half years. Outside of work I like to read, look at art and I enjoy sewing – I love really nice fabrics.

What's your favourite winter comfort food?

Chocolate is the food for all seasons of course, but my favourite one for winter would be my husband's Mac 'n' Cheese! I also like tomato soup for lunch. I love winter! I don't like the heat so I'm always a bit excited when it gets cooler. I like a nice, crisp winter's day when I get to wear jumpers and jackets and go for a walk.

CONGRATULATIONS BONNIE ROBINSON!

Bonnie has received the New Year Honours Award, Member of the NZ Order of Merit (NZOM) for services to seniors and social services.

The ceremony took place on Tuesday 11 April at Government House. The current Governor-General Dame Cindy Kiro was overseas so Bonnie received her NZOM from a previous Governor General, Rt Hon Sir Anand Satyanand.

"...It was a very humbling experience listening to the citations for the other people receiving honours. I felt very much that I received the honour on behalf of all the wonderful people past and present that I work with in social services – because we never achieve anything on our own, only with others.

It was a lovely morning with my whanau present. Since Covid they do a number of small ceremonies – we had the ceremony for 8 recipients followed by morning tea and an opportunity to talk with other award recipients.

We were told that the awards are given not only to recognise what individual recipients have done but to encourage others to give to their communities – which is a lovely thought."



Bonnie with Governor General, Rt Hon Sir Anand Satyanand

The Enliven Day Service focuses on people over the age of 65. We offer a range of activities and support services that encourage socialisation and promote physical, emotional and mental well-being.

Activities are designed to cater to the individual needs and interests of each participant, such as exercise classes, art and craft sessions, music and singing, board games, cognitive stimulation, and other meaningful activities. Lunch and snacks are provided throughout the day.

Our Day Service is invaluable as it enhances the quality of life for older people living at home. We offer a safe, supportive and stimulating environment where participants can socialise, engage in meaningful activities and access essential support. It is a testament to the commitment and dedication of PSN to support families and older people in need.

Being socially active is important for the health and well-being of people of all ages. Our Enliven Day Service allows people to stay connected with their community and reduces their feelings of loneliness and isolation.

John* from the Waikato was keen to see if the Enliven Day Programme would help his wife Anne*, whose memory and behaviour had progressively and quickly deteriorated due to dementia. John thought she would benefit from going to the Enliven Day Service.

Are you in the Bay of Plenty region and wondering what support and care is available to those living with dementia?

EnlivenPlus is a unique service that provides a range of individual supports for those living with dementia and their family/whānau. It aims to help people stay in their own homes for as long as possible.

We want people with dementia to live a life filled with purpose, fulfilment and meaning. To help achieve this, we provide in-home respite that focuses on meaningful activity based on the person with dementia's past interests.

For more information on our dementia services, please don't hesitate to make contact with our EnlivenPlus Specialist Care Manager, Ruth Thomas, by email ruth.thomas@psn.org.nz or phone **07-547 4349**.

Anne's story in John's words

Anne began attending one day a week, then two and now three. In the beginning, she was unsettled, wondering where I was, and I couldn't tell her where we were going as she would get upset. This didn't last long and I was then able to take her for two days each week. It was mostly the same people and so she got used to the faces, even if she couldn't remember their names. As time progressed I required more free time from the events occurring at home. I contacted Disability Support Link, who approved a third day, which has been a lifesaver.

I can't thank the staff enough. They fully understand the situation, making Anne welcome and comfortable. As time passes, these sessions will be crucial for Anne as she does less and less.

In the past she was a good artist, she could knit, do crochet work and tapestry, and cook very well. Over time, all these have faded into just a memory, no matter how hard I have tried to keep her entertained. Without Enliven, Anne would be sitting on the couch doing nothing. I thank you for this organisation, the help you provide people in her situation, and the respite you give to stressed carers.

The Enliven Day Service currently works with 350 clients between Auckland, Counties Manukau, the Coromandel, Tauranga, Whakatāne and the Waikato.

Over the next 12 months, our Day Service facilities will be modernised with some long overdue renovations. We look forward to continuing to deliver this wonderful service in more comfortable surroundings.



enliven



Donations to PSN help make our Day Services programme possible!

To contribute and be part of this positive impact - please scan the QR code, or donate online at www.psn.org.nz/donate.



SCAN ME

This photo demonstrates wonderfully how bequest money has made an ongoing impact on the community. This Enliven van has been transporting people to our Enliven Day Service for years. It was made possible by a generous donor who chose to remember PSN in their Will.



COMMUNITIES FEEDING COMMUNITIES (CFC) UPDATE



We recently celebrated a big milestone at Communities Feeding Communities - our first anniversary! It's been wonderful to see people come together for a sense of belonging and connection during that time. We are immensely grateful for the amazing and growing group of volunteers who help us make such a difference in the community.

In April a successful and fun gardening session was made possible thanks to some kind volunteers. The focus was in our food forest, especially mulching and watering. We also held a workshop on how to guild around fruit trees.

Our new children's nature play area, based on the concept of a mud kitchen, was recently opened. This space will bring joy to local children, help develop their creativity and foster relationships with our community.

We regularly share photos, stories, information and details about upcoming events and working bees on Facebook, so follow our page if you would like more frequent CFC updates:



 'Communities Feeding Communities Initiative'

WHAT WOULD YOU COOK?



Every year, thousands of families reach out to PSN services for food. The cost of living is constantly rising, so it's no wonder families are struggling. Did you know, it now costs nearly \$100 to feed a family of four for three days?

Thanks to the generous support of donors, we are able to provide families with kai boxes filled with nutritious food.

We issued a challenge to some of the PSN team to create a meal in their own kitchens using kai from a typical food parcel. Here's Lisa's response...

"Hello, I'm Lisa Rudolphe and I am GM of Fundraising at PSN. I love what we do for people and see the real need across our community to support others – especially at winter time when there are so many extraordinary pressures on family budgets. I'm a big fan of cooking, mainly classic family favourites, and I was very happy to be asked to participate in the 'What Would You Cook?' challenge.

I found that there is no typical food parcel as they are tailored to a family's needs and may include seasonal produce, meat, pantry essentials, toiletries and, in winter, warm blankets and PJs.

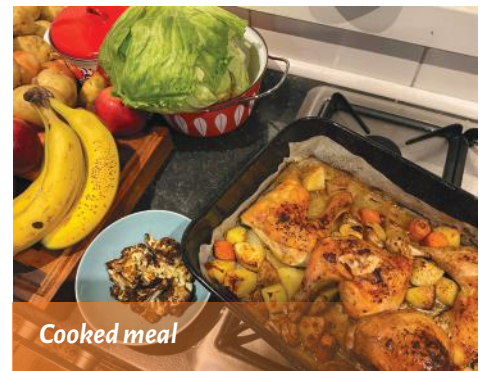
My family food parcel included a lot of quality seasonal vegetables, fruit and chicken pieces. The first dish I created was delicious and contained potatoes, onion, carrots, cauliflower and chicken – which I roasted in one pan and served with a side salad. The following day we enjoyed a soup made with stock I made from the leftover chicken. The day after, I baked large potatoes stuffed with sour cream and chives."



Meal ingredients



Prepped meal



Cooked meal

WHAT WOULD YOU MAKE WITH THESE INGREDIENTS?

Eventually, we hope to create a Communities Feeding Communities cookbook, so we would love to hear your ideas. Please send your suggestions to tim.pannabecker@psn.org.nz.



GIVING THANKS

We recently visited with a generous donor who has supported PSN for more than 30 years. Not only has she supported PSN on an annual basis but she has also made a monthly \$50 automatic payment donation for 30 years – that's a grand total of \$18,000 so far.

Not everyone will be in a situation to contribute for 30 years, but regular donations add up over time and are a big benefit to PSN as they enable us to help so many people.

Some donors budget to enable them to make one annual donation, while regular contributions (set automatically through your bank or credit card) allow you to donate a set amount on a weekly, monthly or quarterly basis. No need to put money aside or wait to see what money is available at the end of the tax year. The automatic payments are taken care of and you can predetermine how much you want to donate for the year.



SCAN ME

Please consider becoming a PSN Angel. By making regular donations, you help PSN and our four services: Enliven, Lifeline, Family Works and Shine.

www.psnangel.org.nz

STILL MAKING A DIFFERENCE AFTER 35 YEARS

When financial accountant Maureen Little started work at Presbyterian Support Northern (PSN) it was a different financial world.

Thirty-five years on, there are many people who have managed to hang on to their homes, stay solvent or turn their financial lives around with Maureen's help. She's known as a straight talker who still sees the value in people who have fallen by the rest of the world's wayside.

These days Maureen works for PSN's Total Money Management (TMM) and budgeting service which has more than triple the number of clients, two budgeters and four budget advisors. PSN also runs a financial mentoring service.

The TMM and budgeting service is mainly for people who don't have or can't manage a bank account and are living under increased levels of hardship. The team works closely with the Auckland City Mission, Lifewise NZ, Kāinga Ora and Emerge Aotearoa Trust Housing (emergency housing). Clients don't need a referral to use the TMM service, but they need to call to make the initial appointment.

"We have many waged clients who are not able to cope on middle-income wages. The higher cost of living and increased mortgage rates have caused hardship and a lot more stress as well. Sometimes that's because of poor financial choices or because they're not good at managing their finances themselves.

"Often people have never sat down and done a budget and when we do one it comes as a real shock that they're not as rich as they thought they were," she explains.

"Other times, it's because there's not enough money to cover their basic living costs."

Over the years, Maureen has sometimes seen three generations of the same family as mothers send their sons and daughters in to see her to ensure they don't make the same mistakes they did.

"We still have our homeless people, who are mainly living in emergency housing now but go back to the streets during the

daytime as that's where their friends and family are. With a number of clients, we provide advocacy, as people try to take advantage of them because some of them are not literate.

"Then we have people who are vulnerable due to health issues like mental and physical disabilities. We protect them by keeping their financial life stable," says Maureen.

Some people go on to Total Money Management short term just to get the hang of using a card, like people out of the mental health ward or prison as their behaviour may have been so erratic that the banks have closed their accounts.

"As far as the banks are concerned, having a bank account is a privilege not a right. Although, sometimes, when the banks see a professional budget and you can prove absolute hardship they look at things differently.

"A lot of our clients have sight or hearing difficulties or are inarticulate and their comprehension skills can be below par so communication can rapidly fall down. It's a challenge, but there's always good somewhere in every single person."

The years have just flown by, Maureen says.

"Every day is different and interesting. I often go home feeling exhilarated that I've made a difference to somebody's life."

She pauses for a minute and says with a smile that there are some special successes, like Phil (not his real name).

"Phil came to us underweight, looking rough and he had been living on the street. I knew he had a good brain from our conversations so encouraged him to do some learning. He gave up drinking, which was really good, and then because he was trustworthy he came into the foodbank as a volunteer.

"When the foodbank manager left, Phil took over managing it and did a great job. He then enrolled at AUT and gained confidence from doing well. He passed all his exams and eventually married, started a business and bought a home. He's flourished since then, but he hasn't forgotten his connections and still helps



Maureen Little

out where he can," Maureen says.

Apart from the people, the other thing that has kept Maureen interested in the job is that the rules and regulations affecting her clients are always changing.

"With successive governments the rules change and you have to learn what the new regulations mean for you and the client. Fortunately, we have very good community lawyers who are happy to pass on their knowledge, particularly about changes to tenancy and hire purchase agreements."

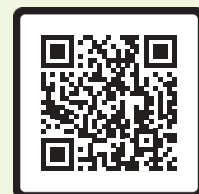
Even after 35 years, Maureen still dreams of positive change.

"I'd love to see budgeting taught in schools and every prison turned into a learning centre that teaches people how to read and write, budget and gain basic living skills like negotiating well around a tenancy agreement, managing a bank account and how to be a responsible citizen so both men and women come out better equipped for life."



With your support – this crucial service can continue being available for people who need it. You can be part of making a positive impact! Please donate here:

www.psn.org.nz/donate



RUNNERS DIG DEEP FOR LIFELINE

Tens of thousands of people took part in the annual Auckland Round the Bays community fun run and walk on 5 March.

This popular event dates back to 1972 when it was launched by the Auckland Joggers Club.

Today, Round the Bays follows an 8.4-kilometre scenic route around the Waitematā Harbour.

Entrants come from all walks of life and have a wide range of fitness levels. Many people use it as an opportunity to raise funds for their favourite charity.

This year, we were grateful to have some amazing folks raise funds and awareness for Lifeline.

We were blessed with a beautiful sunny day and a great turnout. Seeing

so many of our fundraisers and other runners stop by our Lifeline tent at the end of the event was lovely.

Raising money for charity through Round the Bays encourages people to make their steps count by getting active and giving back. It also promotes the importance of exercise for mental health, while serving a meaningful purpose.



Check out some of the wonderful pics from this awesome day.



FOR MORE INFORMATION ABOUT LIFELINE

Visit www.lifeline.org.nz or get in touch with Leanne Newland at 021 985 915 or email: leanne.newland@lifeline.org.nz.



Lifeline receives no government funding despite receiving around 9,000 calls and sending and receiving 20,000 texts each month from people in distress, including Kiwis at risk of suicide.

Every donated dollar we receive counts and helps to keep Lifeline answering the phones to support those in mental distress.

Anna Erwood decided to show her support by running for Lifeline. She's a big believer in the value of counselling and was shocked when she learnt that Lifeline doesn't receive any government funding.

"I've seen the difference Lifeline makes to people. I want to do everything I can to support a confidential, free and safe helpline service where people can get support 24 hours a day, seven days a week."

REMEMBERING PSN IN YOUR WILL

Leaving a bequest in your Will means that you can continue contributing beyond your own lifetime. You can help save lives and improve communities for years to come.

It's a great way to ensure that important values like generosity, honesty, hard work, charity and protection live on. It's also a lasting testament that demonstrates key values to your loved ones.



Your solicitor or family lawyer can ensure your wishes are clearly known. Bequests can be made in a number of ways; for example:

Residual - a gift from the remainder of your estate after providing for your loved ones and settling any taxes and charges

Percentage - a specified percentage of money or property

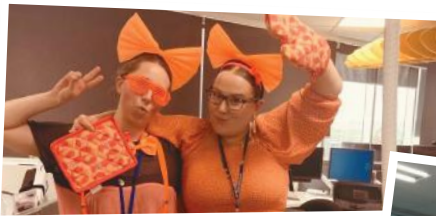
Specific or pecuniary - a specified amount of money, items of property, stocks or shares

Whole estate - an entire estate is usually left by someone that may not have any dependants or immediate family, or who wants to achieve something significant.

To discuss leaving a bequest or for more information, please contact Vivienne Riddell (09) 520 8628 / 021 329 938 or email vivienne.riddell@psn.org.nz. Enquiries treated in confidence.

Light it Orange for shine*

12-18TH
JUNE
2023



LIGHTING IT ORANGE TO HELP STOP THE VIOLENCE

Light It Orange is Shine's major annual fundraising appeal and will take place from 12 to 18 June this year. It aims to raise awareness around family violence and generate much-needed funds to enable Shine to help stop family violence.

Each year, individuals, schools, friends, clubs, groups and workplaces get on board to raise funds for Light It Orange and ultimately help Shine in its mission to stop family violence.

Home should be a safe place... but instead, many people are experiencing family violence and living in constant fear. In New Zealand, 54% of women will be subjected to some form of family violence in their lifetime.

"We are asking for help so we can continue to provide the best quality care and support for people who are experiencing violence from a partner or family member. Your donation could help your friend, neighbour, colleague or a family member," says Shine Senior Family Violence Advisor and Light It Orange spokesperson Rachel Kain.

Shine is committed to providing a full range of support for people facing family violence, such as:

- Initial crisis response
- Critical care packs to help with emergency situations
- Immediate assistance through the Shine helpline
- Accommodation and safety through emergency housing
- Referring people to counselling
- Help with applying for legal aid, WINZ support, and temporary accommodation
- Emotional support during the crisis and long-term recovery.

Community fundraising is a huge part of our Light It Orange appeal. While it's awesome to see a growing number of people joining every year, we still need more community groups and organisations to come on board.

HOW TO GET INVOLVED

It's easy to sign up and take part in this important fundraiser.

Here are some fun, creative ways you can get involved with the Light It Orange initiative:

- Sponsored sporting events
- Bake stalls and baking competitions
- Costume challenges
- Selling tickets to shows
- Holding a garage sale
- Having an 'orange' mufti day at school or work
- Hosting a morning tea or lunch
- Using social media to raise awareness and funds.
- Movie nights
- Raffles



We are extremely grateful to all those who do their bit to help shine a light on family violence. You make a difference - not only to Shine but also to those going through family violence.

Sign up now at:

www.lightitorange.org.nz

HEAT OR EAT?

No Kiwi should have to make the choice this winter.



Demand for our services is high. We support families through:

- budgeting & counselling services
- family & parenting programmes
- providing food parcels

Please donate today to help families who are struggling this winter.



familyworksnorthern.org.nz/donate

Winter Appeal

