

140

YEARS OF SERVICE

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140 Years of Making a Difference

Summary Report



**Presbyterian
Support**
Northern



140
YEARS OF SERVICE
1884 – 2024

Introduction

This is a summary of a larger report commissioned as part of Presbyterian Support Northern's (PSN) 140-Year Anniversary. The occasion provides a unique opportunity to reflect on the organisation's long-standing and enduring commitment to improving lives and meeting the needs of local communities.

This brief overview of PSN's rich history, highlights key milestones and achievements that have shaped the organisation. It also outlines the wide spectrum of services and programmes PSN delivers that range from prevention and early support to crisis intervention.

Finally, as part of PSN's commitment to raising living standards and ensuring a better life for all New Zealanders, it identifies key trends and challenges that will require sustained investment, collaboration and partnerships to drive meaningful, lasting change.

The full PSN 140-Years of Service 1884 – 2024 Anniversary Report can be found at www.psn.org.nz/about-us/publications.

From the CEO and Leadership

As Interim CEO of Presbyterian Support Northern, I am pleased to present this report as part of our organisation's 140 Year Anniversary. The whakapapa of this organisation is grounded in Duncan Macpherson's quote "with our eyes wide open we seek to do good."

That has meant that we have sought to provide hope for a better life for everyone. We have committed to programmes in response to the needs we have seen at the time and as with all organisations this report charts the changes in our journey and shows the changes in society also.

I am incredibly proud of the legacy that Presbyterian Support Northern has of service to the most vulnerable in our society. I want to acknowledge all past and present staff and board members who have served our communities.

PSN has delivered practical compassionate support to New Zealanders and their communities for more than 140 years. We remain steadfast in our mission to support and empower individuals and families, striving to make a meaningful difference in the communities we serve.

Thank you for your continued support and partnership as we work together towards a brighter future for all.



Pam Elgar
Interim CEO
Presbyterian Support Northern



Presbyterian Support Northern

Our History and Organisation

PSN is dedicated to being a leader in the health, disability and social services space, serving as staunch supporters and advocates for vulnerable communities across the upper North Island, from Taupō to Whangārei. PSN has approximately 840 staff operating in varying capacities across the organisation and all working collectively to deliver important services and programmes. PSN has a long and distinguished history of working in communities. In 1884, Auckland Presbytery responded to the social deprivations of the time by appointing Duncan Macpherson as Auckland's first City Missioner. His vision for transforming society through practical service led to what is now PSN, one of New Zealand's largest health, disability and social service providers.

PSN, as a recognised partner of the New Zealand Government, continues to play a pivotal role in extending the Government's reach and enhancing

the effectiveness of health, disability and social support services. The partnership ensures that vulnerable populations receive the comprehensive care they need, bridging critical service gaps and fostering resilience within communities.

Over the years, PSN has evolved to meet the changing needs of society, while also ensuring that its programmes and initiatives align with the values of partnership, integrity and trust, tangata whenua, compassion and hope. By leveraging its long-standing community presence, partnerships, resource base, expertise, and skilled workforce, PSN continues to help New Zealanders thrive while making significant contributions to communities across the upper North Island.

OUR VISION

A better life for everyone.

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.

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.

PS Northern



1884

First Steps

Auckland Presbytery responded to the social deprivations of the time and appointed Duncan Macpherson as Auckland's first City Missioner.

1954

Become a Charitable Trust

Auckland Presbyterian Orphanages and Social Service Organisation incorporated under the Charitable Trusts Act on 31st March 1954.

2002

Divesture of Aged Care Facilities

PSN started a two-year pilot of a new model of restorative home-based support for older people. Trialled as CommunityFIRST, this new 'ageing-in-place' service aligned with Government strategy, client feedback and international evidence on positive ageing.

2004

Enliven Positive Ageing Services

PSN launched the 'Enliven Positive Ageing Services' brand for our new home and community-based support services for older people. We also sold our residential aged care facilities to focus on 'ageing-in-place' services.

2016

Lifeline Merger

Leading counselling service Lifeline merged with PSN. Lifeline is New Zealand's longest-operating telephone helpline service and is now one of the country's leading support organisations for New Zealanders in crisis.

2016

Shine Merger

Shine merged with PSN, cementing a formal partnership that began in 2011. Established in 1990, Shine is one of New Zealand's leading specialist family violence service providers.

2021

Communities Feeding Communities Established

PSN closes its Auckland foodbank and establishes a new food security initiative – Communities Feeding Communities, in partnership with Northern Presbytery.

2024

140-Year Anniversary

PSN celebrates 140 Years of serving communities.

Responding to Community Needs

Our Current Work

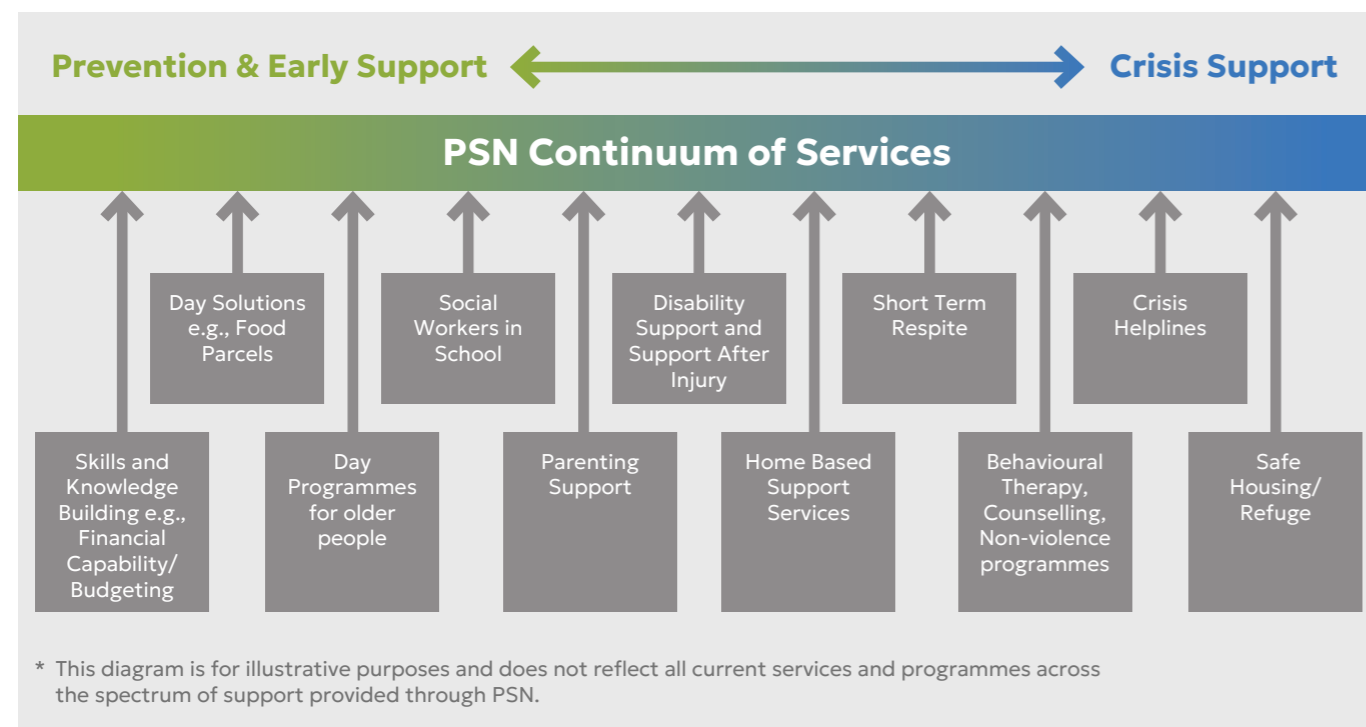
Each year, PSN supports tens of thousands of people, highlighting the extensive impact of the organisation's services within local communities. It provides essential services and programmes, providing prevention and early support and delivering acute care when necessary. The organisation ensures clients have multiple access points to receive comprehensive, wrap-around, solution-focused support. PSN applies an evidence-informed approach to service development and delivery, combining available evidence, practical experiences, contextual knowledge and the needs of the community.

PSN is fortunate to have many client-facing staff such as support workers, social workers, financial mentors, Kaitakawaenga and counsellors. Each is genuinely passionate about making a difference and cares deeply about their local communities and fellow New Zealanders.

This is reflected by the fact every hour of every week, both day and night, PSN is helping those in need.

Whether it's a Lifeline counsellor answering a call at 2:00 am 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 tamariki, they all do incredible work making a difference. The work has always been important, but with the rising cost of living, and the lingering effects of the COVID-19 pandemic, PSN's services have become essential for many people.

PSN provides extensive support across the Enliven, Family Works, Shine and Lifeline service brands, demonstrating its broad and comprehensive community reach. With significant engagement in key areas such as family support, mental health counselling, health and disability, and aged care,



Client Facing Roles

Disability Support	Children Safety Programme Practitioner
Solutions Support Worker	Family Worker
Kaitakawaenga	Helpline Counsellors
Educator/Trainer	Support Worker
Refuge Coordinator	Social Worker
Programme Facilitator	Family Support Worker
Advocate	Youth Workers
Financial mentor	Youth Mentors
Phone Support	Family Carer
Physiotherapist	Occupational Therapist
Counsellor Therapist	Service Co-ordinator

PSN is deeply connected to the communities it serves. During FY23/24, PSN provided support to thousands of people, including 19,323 individuals through Enliven Day Services, 2,335 individuals and whānau affected by family violence, and 2,583 people through training workshops. In addition, during this period, our Shine helpline received 10,309 calls, while Lifeline received 105,378 calls. Through these regular interactions, the organisation gains an in-depth understanding of local needs and contexts, offering valuable insights into the issues facing our communities. These on-the-ground experiences and perspectives can help inform and support effective policy decision-making.

Performance Indicators

FY2024

Social Services - Direct support of whānau & Individuals (Family Works Northern, Shine and Lifeline)

Number of individuals & whānau supported through school-based interventions ¹	2,939
Number of individuals and whānau supported to be safe from family violence	2,335
Number of groups/programmes delivered	433
Number of people supported through other interventions ²	3,337
Number of individuals supported through tele counselling	62,781
Number of Lifeline texts received and sent	241,086
Number of budgeting service sessions	952
Number of food parcels picked up	2,320
Number of kai boxes and fresh produce packs	4,186

Health & Disability – Support for older people and people living with disabilities (Enliven Home-based Support Services, Day Services, and Individualised Funding Service)

Number of hours of care provided for home-based services	512,069
Number of people supported through day services & home-based services	3,783
Number of individualised funding clients supported	2,671
Number of attendees to day services programmes ³	19,323

Community Development - Building resilient communities

Number of people that attended organisations and individual training workshops	2,583
Number of organisations that received training	42
Number of Shine Respond training workshops	87
Number of Lifeline Connect training workshops	26
Number of Shine DVFree training workshops	60
Number of people supported or engaged at Communities Feeding Communities	10,481

¹ School based group attendees may be counted twice if they also engaged in individual case work.

² Shine clients who received 'other services' may have also received 'safe from violence service' and could be counted twice.

³ Attendee numbers present the total number of sessions clients attended.

Shaping Tomorrow

Importance of New Zealand's Health, Disability and Social Sector

Aotearoa's health, disability and social sector is crucial to supporting living standards and helping New Zealanders lead full, meaningful lives. Non-governmental organisations (NGOs), community groups, and social enterprises are integral to the sector, providing essential support and services, especially to vulnerable populations.

Embedded within communities, these groups effectively identify and respond to emerging and existing needs. By working collaboratively, the sector assists those struggling, ensuring individuals can care for themselves and their families. This includes supporting older people, children, young people and their families, and ensuring

Living Standards Domains	Indicators ¹	Strength of Focus ²
Health	Mental Health	High
	Suicide Rate	High
	Health Status	Medium
Knowledge & Skills	Regular School Attendance	High
	Cognitive Skills at 15	Low-medium
Cultural Capability & Belonging	Ability to Express Identity	Medium
	Sense of Belonging - Adults	Medium
	Sense of Belonging - Youth	High
Work, Care & Volunteering	Involvement in the Community	Medium
	Volunteering	Low-medium
	Youth NEET Rate	Medium
Engagement & Voice	Having a Say in Government	Medium
Income, Consumption & Wealth	Child Poverty - Material Hardship	Medium
	Food Insecurity	Medium
	Financial Wellbeing	High
Leisure and Play	Satisfaction with Work-life Balance	Low-medium
Family & Friends	A Place to Stay	High
	Face-to-Face Contact	High
	Feeling Loved	High
	Loneliness	High
	Social Network Support	High
	Someone to Turn To	High
Safety	Family Violence	High
Subjective Wellbeing	General Life Satisfaction	High
	Sense of Purpose in One's Life	High

¹ Not all LSF dashboard indicators are listed as they are not considered a core focus of PSNs work.

² A subjective measure established by PSN's Service Evaluation Team (SET). The assessment was based on relevant services & programmes delivered.

New Zealand is lucky to have organisations like Presbyterian Support, which pour heart and soul into community work year in and year out. The work you do with families, parents and children in need is invaluable in helping New Zealand become a healthy society.

Paula Bennett
Former National Minister of Social Development

access to education, employment, housing, and safety. PSN is a trusted and long-standing health, disability and social sector organisation that offers a range of programmes and services that meet needs and promote social connectedness, financial security, safety, health and knowledge. It works tirelessly to support and advocate for communities, for example, supporting older people to stay in their own homes and their community for as long as possible. Clients' stories, feedback and programme evaluations reinforce the importance of PSN's focus on lifting living standards in New Zealand. For further insights, the full report offers a comprehensive review of PSN's work and impact across local communities. Additionally, the organisation's research and evaluation library contains more published materials for further reading.

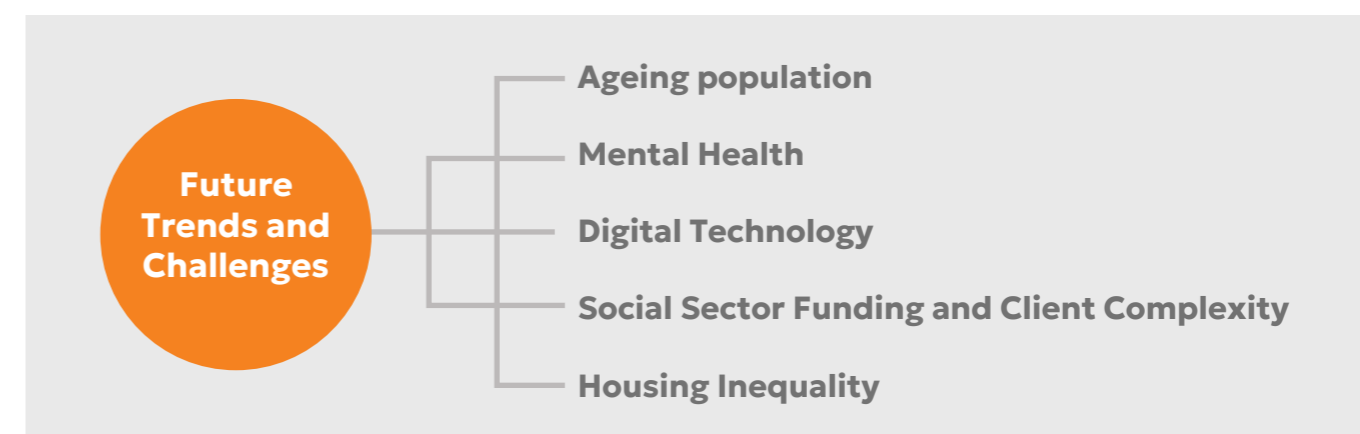
Living standards in Aotearoa encompass multiple aspects of life quality, including economic security, health, education and social connections. Governments and policymakers are committed to improving these standards, working to ensure that everyone has the opportunity to lead a fulfilling life. Achieving this goal requires ongoing collaboration and support from the social sector, health and disability sector and NGOs.

The burden is falling on the NGO space to deal with increasingly complex cases. And the complexity, there is so much going on, there's family violence, lack of transport, emergency housing, drugs and alcohol. [...] it's really multifaceted [...] cases that you're getting.

PSN Practitioner

Looking forward, PSN has identified several key trends and challenges that lie ahead for New Zealand including an ageing population, rising mental health issues, rapidly evolving digital technologies, housing inequality, and increasingly complex clients requiring support from service providers.

Addressing these will require a proactive approach, along with meaningful collaborative partnerships and sustained investment, to ensure the country can effectively tackle these, and respond with appropriate support. PSN is well-positioned to not only offer practical-on-the-ground support but also contribute input on initiatives and policy that is focused across these areas.



Closing Reflections

PSN is celebrating a rich 140-year legacy supporting individuals, families and communities in Aotearoa New Zealand. It is a remarkable history and a true testament to the initial works and vision of Duncan Macpherson. Over many decades, PSN has remained a steadfast advocate and supporter of local communities through periods of considerable social and economic uncertainty. In collaboration with government agencies, Presbyteries, NGOs and the voluntary sector, it shares a unified goal and vision of improving living standards and achieving equality of outcomes for individuals, families, whānau and communities. PSN has come a long way since 1884 and is today proud of the fine legacy it has inherited and is strongly committed to providing the same impactful care and service into the future.

When I got to the Shine refuge with my boys, I felt an enormous weight lift off me. I realised how much anxiety and fear I had been carrying around for so long. Shine helped me get a protection order and parenting order. Within days, I began sleeping and eating normally again.

Shine Refuge client

A young woman called Lifeline from the top of a carpark building, feeling hopeless, and suicidal. Having recently lost a relative and facing academic struggles, she felt alone and desperate. A Lifeline counsellor reassured her and coordinated with the Police, who arrived just in time to provide the necessary support.

A Lifeline counsellor

Without Enliven's very valuable support, my father would have been in a rest home years ago. The support workers are 'Angels on the ground'.

Enliven client's relative



The comprehensive 140 Years Anniversary Report can be found at www.psn.org.nz/about-us/publications and provides a detailed account of PSN's history, current programmes and services, and extended discussion on key trends and challenges for New Zealand.

Ki te kotahi te kākaho ka whati,
ki te kāpuia e kore e whati.

*When we stand alone we are vulnerable
but together we are unbreakable.*



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Enliven Familyworks Lifeline Shine

