

Annual Report 2023—2024



Helping a father and carer out of debt

John (not his real name) is a 54-year-old father who initially reached out for a food parcel at our Communities Feeding Communities centre. He had been struggling living in a central Auckland city apartment for eight years and taking care of his daughter who has Downs Syndrome. His apartment is not appropriate for long-term stay as it lacks fresh air and has only a hotplate for preparing meals. Our financial mentor assisted him with a budget and support letter requesting more appropriate social housing.

As part of our Building Financial Capability service, our financial mentors assist clients to meet their financial goals, whether it be helping to keep track and stabilise spending, understanding and reducing debt or adopting a plan to save.

After several sessions with a financial mentor, John became more aware of his spending and how to better manage his money. He and our financial mentor reviewed his high-interest loan on a car, which he uses to transport his daughter. Having had a head injury some time ago, he is unable to work full-time, but he fits in part-time work around his daughter's needs. We helped John to refinance his debt with an interest-free loan, enabling him to repay his debt in two years and free up extra funds for himself and his daughter.

About us

This year Presbyterian Support Northern celebrates 140 years of providing charitable social services through Family Works, Lifeline and Shine; and supporting those who are ageing or have a health and disability issue through our Enliven services.

Around 840 staff and volunteers 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, 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 Training and Shine Education & Training (Shine RESPOND and DVFREE), that provide external training and consultancy to corporate and community organisations.

Alongside these, we support community food security through our Communities Feeding Communities initiative in Mt Roskill, Auckland.

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.

"With my eyes wide open, I seek to do good."

Duncan Macpherson, Auckland's first Presbyterian City Missioner

New look for Presbyterian Support Northern

A major achievement over the past year was the refreshing of Presbyterian Support Northern's brands.

As an organisation, we have a strong 140-year history. However, we need to remain modern and contemporary – refreshing our brands is one way to support this.

After conducting research and seeking feedback from a range of stakeholders, we've worked with an external brand agency to come up with a new set of brand designs.

Each of our four service brands and the parent Presbyterian Support Northern brand all have a new look and feel, as well as new graphical elements and symbols.

Each has its own kōwhaiwhai (pattern) to better reflect Te Ao Māori.

We will be introducing them on a replacement basis over time as current stocks of materials run out to keep within our current budget.

Lastly, we acknowledge the key strength of our brands is our people who deliver our services.

Hei konā mai me ngā mihi.



Message from the Chair and Chief Executive

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

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

It is indeed the achievements of many that Presbyterian Support Northern owes so much to as we celebrate a major milestone – 140 years of service to the community.

This is a huge achievement and something we are immensely proud of.

Our journey as an organisation began 140 years ago when our founder Duncan Macpherson was appointed Auckland's first Presbyterian City Missioner.

He quickly got to work establishing social services for the community which over time evolved into Presbyterian Support Northern.

Those 140 years have seen many services come and go, but today our legacy has stood the test of time. Presbyterian Support Northern has grown into one of the largest social service and health and disability providers in the northern region. We have updated our branding but our vision remains unchanged: A better life for everyone | Kia pai oranga mō te katoa.

Sadly, our services are in need today just as much as they were 140 years ago.

The cost of living crisis, high mortgage rates, housing shortage and inflation continue to put immense pressure on families and whānau.

Demands for our services across the board remain high, especially in the social services area.

Many of our Family Works kiritaki (clients) are under immense financial pressure with the majority living from week to week. We're giving out more food parcels and nearly doubling the number of adults and children we reach with food support. Our Shine family violence service is seeing more demand on our Auckland refuges, as well as a growing number of serious assault cases. Calls to our Lifeline service, which celebrated its 60th anniversary in June, remain high. Many callers are worried about their financial position and higher anxiety levels.

Our Enliven home-based and community support services continue to deliver an excellent service and achieved a successful result in the Ngā Paewera Health and Disability standards audit. However, like many in the sector, funding for many Enliven services continues to lag behind what they cost to deliver. We have also seen an increased level of anxiety in our kiritaki with a disability due to changes to the funding agency's support criteria.

Despite these challenges, we're immensely proud of what our organisation has achieved over the last financial year.

In an environment where Government funding restrictions make it tougher to meet social service demands, we are humbled by the support we receive from communities, businesses and donors. We are also fortunate to have highly skilled and dedicated kaimahi (staff and volunteers).

It's this united effort – the work of many – that allows us to continue our vision of *A better life for everyone – kia pai oranga mō te katoa*.

We've showcased the results of this mahi throughout this report and where possible demonstrated our impact in line with our three-year strategic plan.

Abuse in Care – Royal Commission of Inquiry

PSN acknowledges and supports the Inquiry's final report and recommendations – Whanaketia. While we no longer provide residential care facilities, we fully accept and affirm Whanaketia, and recognise those who may have experienced abuse. As an organisation we are committed to pursuing the report's recommendations and ensuring the safety and wellbeing of people entrusted to our care. A full PSN statement relating to the Abuse in Care Inquiry is on page 3 of this report.

Transition to a new CEO

Sadly, our CEO, Dr Bonnie Robinson MNZM, resigned from her role in early June. The role has been covered by Board member Pam Elgar ONZM, who is acting as Interim CEO during the transition phase to a new CEO.

We acknowledged the contribution Dr Robinson made to the organisation. She was instrumental in developing our new three-year strategic plan, revitalising our leadership team and developing a stronger commitment to Te Ao Māori.

We thank her for her service to PSN and know that she will continue to be an advocate for our clients and PSN mission.

PSN has appointed Shaun Greaves as our new CEO. He will join the organisation in early December 2024.

Nāku noa, nā

Nigel Little
Board Chair

Pam Elgar ONZM
Interim Chief Executive Officer



PSN statement relating to Abuse in Care

To all those impacted by and referred to in this document, and to every member of the Presbyterian Support Northern community past and present, clients and staff alike.

Presbyterian Support Northern accepts and affirms the findings and recommendations of the report of the Royal Commission into historical abuse in state care and faith-based organisations from 1950 to 1999. Presbyterian Support Northern also recognises those who may have experienced abuse following the stated period of this report. We acknowledge that specific groups have been disproportionately impacted and highlighted in these findings. Particularly we turn our attention to the plight of Māori and Pasifika who have been disproportionately impacted in state and faith-based care. In respect to our previous and current Māori and Pasifika whānau and including our broader community and staff we unreservedly express our deepest regrets and apologies.

This Inquiry has confirmed disgraceful instances of neglect and abuse throughout Aotearoa New Zealand. We are extremely sorry for harm and trauma inflicted upon children and young people in our care. As an organisation entrusted with the care and protection of children and young people during this period we recognise and condemn any abuse and maltreatment perpetrated upon you and your whānau in our care facilities.

To you who have testified at this Inquiry we bow to your courage and strength in revisiting these abhorrent experiences. We know this should never have happened; we commit to pursue the recommendations made by the inquiry and ensure the safety and wellbeing of all and any people entrusted to our care today and in the future.

If you or a member of your whānau has been harmed while in the care of Presbyterian Support Northern services, there are a number of ways your complaint can be heard.

If you have concerns or experiences that you want to share directly with Presbyterian Support Northern or wish to seek redress, please contact us in confidence by email info@psn.org.nz. If you wish to engage with the Royal Commission (either at the same time or separately) there is information on the Royal Commission's website at www.abuseincare.org.nz.

Te Whakapuakitanga a PSN e pā ana ki ngā tūkinotanga i ngā whare tiaki a te kāwana.

Ki ngā tāngata katoa kua whai pānga ki roto i tēnei pūrongo, ki ia mema hoki o te hapori o Presbyterian Support Northern, nō mua, nō nāianei hoki, ki ngā apataki me ngā kaimahi anō hoki.

E whakae ana Presbyterian Support Northern ki ngā whakakitanga me ngā taunakitanga o te Pūrongo a te Royal Commission e whakahau nei he tūkinotanga i pupū ake i ngā whare tiaki tamariki a te kāwanatanga me ngā hāhi mai i ngā tau 1950 ki te 1999.

E aro ake ana mātou o Presbyterian Support Northern ki ērā o ngā tūkinotanga i ara ake i ngā tau i muri hoki i te wā i tohua ki roto i te pūrongo nei. E whakahau ana mātou, tērā hoki ētahi kāhui tāngata he nui noa atu ā rātou pōtiwhatiwhatanga e ai ki ngā whakakitanga a te Pūrongo nā. Ka huri ō tātou aro ki te aukino a te Māori me ngā uri o Te Moananui-a-kiwa i tūkinotia e ngā whare tiaki tamariki a te kāwanatanga me ngā hāhi. Heoi anō rā tēnei te tuku i ō mātou arohanui me a mātou whakapahā ki ngā uri Māori me ngā whānau hoki o Te Moananui-a-kiwa, ngā hapori whānui tonu, tae atu ki ngā kaimahi ō mua ō nāianei hoki, tēnei te aroha mutungakore o te ngākau ki a koutou katoa!

E whakamātike ana tēnei pūrongo i te hapa nui a Aotearoa New Zealand ki te whakarērea me te tūkinotanga Tamariki. He whakapahā nui nō mātou i ngā ongaonga me ngā tūkinotanga i pā ki ngā tamariki me ngā taiohi i raro i taua āhuatanga. Ko mātou hoki tētahi o ngā ohu tiaki, tāwharau tamariki me ngā taiohi i taua wā, me tā mātou kore tautoko i ngā mahi tūkinotanga, takahi hoki i te wairua me te mana o te tangata me ngā whānau e noho ana i ō mātou whare whakaruruhau katoa.

Ki ngā kaitaunaki i tēnei whakapātaritaritanga, e tuohu ana mātou ki a koutou i tā koutou kaha me tā koutou maia ki te whakaara ake i ngā mahi wetiweti ō mua. Me tā mātou mōhio kia kauaka tēnei tū āhuatanga e puta ake; e whakaū ana mātou ki a mātou taunakitanga i roto i te pūrongo nei kia pūmautia te haumarua me te oranga o ngā tāngata katoa e tiaki ana i tēnei rā me ngā rā kei te ara tonu mai.

Mehemea kua pākinohia tētahi o au whānau i te wā e noho ana i raro i ngā ratonga a Presbyterian Support Northern, tērā ētahi huarahi e rongohia ai tō/ōu nawe:

Mehemea he āwangawanga tāu, he wheako rānei e hiahia ana e koe te whakapūaki ki Presbyterian Support Northern ka hiahia rānei e koe ki te whakahaumanu tēnā whakapā mai ki a mātou mā te imēra: info@psn.org.nz. Ki te hiahia hoki koe ki te whakapā atu ki te Royal Commission (i te wā Kotahi, wā i tua atu rānei) he kōrero whakamārama kei te paetukutuku a Te Royal Commission ki: www.abuseincare.org.nz.

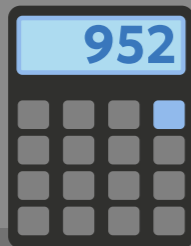
Pam Elgar ONZM
Interim CEO - Kaiwhakahaere Mātua

The Year in Review

Social Services

5410

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



952 clients were supported through Family Works budgeting services.

2320

food parcels provided to families (reaching 5082 adults and 5399 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).



125

non-violence assessments completed with Shine clients.

40

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

52,472
calls responded to by Lifeline.

96%

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

2939

Family Works clients were supported through school-based interventions.

3337

Family Works clients were supported through other interventions.

KIDshine supported

164 Children
131 Parents



2335

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.



105

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

241,086

text messages sent and received by Lifeline and Tautoko.



84% of children supported by KIDshine achieved their goals.

Health and Disability Services

2671

clients with disabilities were supported to manage their own funding.



3251

Enliven clients were supported to remain in their own homes.



532

clients were supported by Enliven Day Services.



100%

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



83%

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

19,323

visits to Enliven Day Services.



512,069

hours spent supporting clients to remain in their own homes.



85%

of home based support clients agree that staff are professional.

Community Development

173

training sessions.

2583

people attended organisation and individual training workshops.

42

organisations received training.



87

Shine RESPOND training workshops.

60

Shine DVFREE training sessions.



26

Lifeline Connect wellbeing workshops.



Strategic Plan 2023 – 2026

We offer hope of a better life for everyone



Six pou

These are the strategic focus areas of our work.

Empowered & Capable People

Our staff are a vital ingredient to our success. It is important that the systems and supports we have in place enable our people to do their best work.

Connected to Community

It is important that we are part of our communities and that we connect, listen, partner and collaborate.

Whānau Centred

We have deep compassion for our communities and our services focus on client needs. We want to ensure that we hear and support the people and communities we serve.

Voice

We work to give voice to those who do not have one, and we actively advocate for our clients and communities, constantly pushing for equity.

Te Ao Māori

In honouring Te Tiriti o Waitangi it is important that we improve things for Māori. We know that when we improve things for Māori we improve things for everyone.

Stewardship

We make wise decisions around the use of our resources to enable both service continuity and innovation so that we can bring help and hope to the communities, whānau and people we serve.

Individualised Funding (IF) enables high quality care

Born with Cornelia de Lange syndrome (CdLS), a rare genetic disorder that affects growth and development, Blake Brookland has physical and intellectual disabilities. He is the size of a young teenager at the age of 27. Blake has limited mobility, uses a wheelchair and needs help with all aspects of personal care. Prone to gastrointestinal and bowel problems, he needs constant monitoring and 24/7 care.

Although he is almost non-verbal, he communicates with his dad Billy and others close to him. Blake enjoys activities that stimulate him, otherwise he gets bored.

Blake loves music, being around animals and going to the zoo, and shopping - because of all the lights. Getting out and about with his dad or a caregiver makes his day.

Enliven's Individualised Funding has allowed Billy and other family members to be employed as resident family carers. Helped by his wife and daughter, and one long-term part-time support worker, they also access special respite care three times a week for six or seven hours.

Billy loves being with Enliven and finds his case manager friendly, helpful and supportive. So much so, that Billy pops into the IF office in Avondale, Auckland, for a chat from time to time.

"They offer to tell you what you're entitled to, outline your budget, and manage the tax and other requirements of being an employer. Enliven IF supported us to use the funding for respite to go on holiday. Having a break after years of round-the-clock care and ongoing bowel-related crises in the hospital emergency department was huge for us," says Billy.

"Whenever I have had an issue related to funding, Enliven IF has always helped me to navigate it to find a solution.

"Individualised Funding has enabled us to give Blake the high-quality care he deserves."



Te Ao Māori progress

Under the leadership of General Manager Māori, Joe Waru (Te Rarawa Te Aupouri, uri o Ngapuhi-nui-tonu), PSN has made significant progress in the Te Ao Māori space.

We have three rōpū (groups) of Māori for the different areas of the PSN region. Te Puia Ohōho rōpū covers PSN's southern region including Tauranga, Whakatāne, Rotorua, and Taupō with Karaitiana Maxwell as Kaitakawaenga (facilitator, intermediary). Te Korowai Ihiihi rōpū covers the PSN central region from Te Hononga (Manurewa) to Hamilton with Tim Tahapehi as Kaitakawaenga. Delia Nicholas is the Kaitakawaenga for the PSN northern region, Te Puawai o te Kwariki, stretching from Auckland to Whangārei.

Building on each staff member's knowledge of Te Ao Māori begins as soon as they join PSN when they attend our staff induction. Our three Kete series online training modules also provide a good introduction to foundational Ao Māori learning. These increase the capability of all PSN staff to relate to Maori within and outside of the organisation in a culturally appropriate way.

Māori are disproportionately represented across the board in our client base. However, our motivation to improve things for Māori is often fraught with misinformation and misunderstanding for many New Zealanders who homogenise Māori as one distinct group. This can be compounded by a fear of asking questions, being unsure we are 'doing the right thing', and a fear of making mistakes. To address this, Cultural Conversations was introduced to engage all PSN staff in those difficult conversations with and about Māori in a safe forum.

Each session has a reference piece – a video, a media article, an academic writing or some other item - to get people thinking and talking about what it means to be Māori in our society, while being able to enquire and alleviate those fears, as well as encouraging us to speak our truth and to accept that many different perspectives exist.

The Pātaka Mātauranga (cupboard of Māori knowledge) has also been created to provide an online resource that our staff can refer to for answers to Māori-related questions about their work.

From this foundation, we will leverage forward with our Māori Development Strategy ratified by our PSN board. This includes closer relationships with the 56 iwi in the PSN region.

In 2024, as we reflect on our journey from 1884, our focus on Māori practice development exemplifies our continuing desire to improve already high service delivery standards.



Busy year for Social Services

Our PSN Social Services (Family Works, Lifeline and Shine) have had a busy year as the cost of living and housing crises impact communities. There has been particularly high demand in the family violence area and The Building Financial Capability service.

Our Family Works Social Workers in Schools team is dealing with more complicated cases throughout the region. Their role is no longer only preventative, but is transitioning more to intervention and complex case management.

Shine was successful in securing one of three Ministry of Social Development Te Huringa o Te Ao contracts nationally for the development and delivery of our family violence response programme for men. The programme reflects the needs and aspirations of whānau, and supports sustainable behaviour change that restores whānau wellbeing. This contract addresses the root cause of family violence.

We rolled out pay equity for 140 staff across our Social Services (including back pay) by the end of 2023.

We have established a new Practice Development Manager role to support Family Works and the integration of our Social Services from a practice perspective.

Another important project is implementing our new Social Services Client Management System (TUI). As part of this, new practice improvements, training and processes have been put in place for Shine and Family Works. This ensures our amazing frontline staff have the support, skills and opportunities to deliver the best, safest and informed support for our clients.

We are continuing to improve health and safety (H&S) across our services and now have H&S representatives in most of our offices. A growing awareness of staff safety has led to a steady rise in staff reporting incidents in our Risk Manager system.



Familyworks

Family Works helps build safe, strong and connected whānau across the PSN region from Taupō to Whangārei.

Our social services help children, young people and families feel supported and included in their communities. 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. We also provide budgeting support through our Building Financial Capability and Total Money Management teams.

The cost of living crisis has meant many of our clients are under financial pressure with the majority living from week to week. This includes those in work, an increasing number of people under mortgage stress, renters struggling with high rents, single parents and couples.

We have 64 social workers in schools (SWIS) across 131 schools and four youth workers across seven schools in the northern region. Family Works provides multiple school programmes, including wellbeing, anti-bullying, working with family violence, improving resilience and overcoming anxiety.

We also provide a range of parenting programmes including the evidence-based Incredible Years, which is run through the Ministry of Education, and numerous other parenting programmes in prisons and the community.



www.familyworksnorthern.org.nz



Building Financial Capability

Our Family Works financial mentors continue to work with hundreds of families across Auckland.

Two periods of recession in the last financial year have increased the pressure on many families. Housing has been a big issue with many clients grappling with mortgage stress or high rental costs that consume half their income.

Our support for families ranges from teaching basic money skills to helping prevent repossession of homes and vehicles.

Our team has increased its presence at Work and Income where our staff are now available for weekly drop-in appointments at two additional sites. We also now have a facilitator of peer-led group sessions on various money topics. This enables clients to have shared learnings and increases their confidence and capability.

Our community outreach continues to expand, especially the work we do with foodbanks, housing providers and community health advocates.

There has been a greater focus on advocating for clients struggling with creditors and debt collectors who operate outside regulation. This includes helping navigate four dispute resolution schemes, or in some cases, liaising with courts or the Commerce Commission. Several successful cases have resulted in thousands of dollars being wiped off clients' debts.

We continue to be an important bridge for clients accessing Government benefits, grants, microfinance and community support. Our team is working on further developing public, private and non-governmental networks to help families towards a better life.

Total Money Management

The number of people needing help from our Total Money Management (TMM) team has grown to 380 in the past year. This includes an increasing number of clients who don't have a bank account and more families needing help.

The banks remain inflexible in not opening bank accounts for people who don't have photo IDs, permanent addresses and jobs.

More urgent calls and complex cases referred from external social workers have added to the total number of people needing TMM assistance. This includes hospital social workers ringing up for urgent financial support for patients who have unexpectedly lost their income; and self-employed building industry contractors – builders, plumbers and electricians whose income has dramatically dropped. Banks are also referring clients to TMM.

More clients who have reduced or no income after being made redundant are using the service. If one partner in a couple is unemployed, they are not entitled to a benefit even though it greatly impacts the household, especially if it's the main earner.

Our TMM team is also being contacted by mortgage-holders aged over-65 who struggle to get by on a pension.

TMM's single clients have largely been removed from emergency housing in favour of families waiting for permanent housing.

TMM also helps people who are homeless or have mental health issues, brain injuries or addictions. This includes a weekly Auckland CBD service at Te Mātāwai in Greys Avenue to support vulnerable clients who live there.

PSN celebrates major milestone - 140 years of service

Kia pai orangā mō te katoa
A better life for everyone

This year represents an important milestone for Presbyterian Support Northern - 140 years of service and support to those in need – a huge achievement and something we are immensely proud of.

While life in New Zealand was very different 140 years ago, in many ways things are still the same today.

Back then, there was extreme poverty and social deprivation. Many people were vulnerable and in need of support.

This didn't go unnoticed by Duncan Macpherson who 140 years ago was appointed Auckland's first Presbyterian City Missioner.

He quickly got to work establishing social services for the community which over time evolved into Presbyterian Support Northern.

Today, our legacy has stood the test of time. While we no longer have orphanages and rest homes, Presbyterian Support Northern has grown into one of the largest social service and health and disability providers in the region.

Our History

Our journey began in 1884 when a determined Scotsman sought to make a difference. Here are some key milestones.



Various orphanages and children's homes are established in the Auckland region.

Late 1800s—1927



Trevellyn Home for the Aged opens in Hamilton.

1952

Established Auckland short-term residential educational facility for children with challenging behaviour.

1979



Launch of Enliven Positive Ageing Services for older people; new Enliven day programmes, Individualised Funding available.

2004

Family violence prevention charity Shine merges with PSN. Lifeline joins PSN's growing list of services.

2016



Enliven launches EnlivenPlus, a new dementia service in the Bay of Plenty, offering one-on-one personalised care for those living at home with dementia.

2022

1884

Scots-born Duncan Macpherson is appointed Auckland's first Presbyterian City Missioner and gets to work establishing social services.



1940s

Presbyterian homes for older people are established in Auckland, Waikato and Bay of Plenty.

1970s

Family centres were set up to provide community based support for children and their families. Over time, they replace long-term residential care for children.



2001

PSN completes transition from its residential care facilities to a full community-based approach.



2006

Child and family services rebranded as Family Works Northern. 2014—2021 Family Works Resolution - Mediation services.



2021

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



2024

PSN celebrates 60 years of Lifeline's service in New Zealand.

PSN celebrates 140 years of service to the community and updates branding.

140
YEARS OF SERVICE
1884 - 2024



Lifeline plays a critical role in helping fill the gap in primary mental health support by providing free and confidential 24/7 support.

Lifeline and Tautoko (suicide crisis) helplines and text line volumes continue to be high, although at lower levels than previous years. In the 12 months from July 2023 to the end of June 2024, Lifeline answered close to 52,472 calls. Text traffic continues to average around 20,000 received and sent per month.

The main issues people call Lifeline about are clinical mental health issues, suicide, youth issues, relationship difficulties, loneliness and isolation, anxiety and depression. We are also receiving an increasing number of calls from people worried about their financial situation, reflecting the wider cost of living crisis and the growing number of redundancies.

This year we have established closer ties with Lifeline International. Social Services GM Grenville Hendricks is part of the Lifeline International Policy and Research Advisory Group, which aims to advocate internationally on mental health and the use of helplines as a primary mental health initiative.

As well as our main helplines and text line, Lifeline continues to host three other services: Warmline (funded by Te Whatu Ora utilising the peer support model), Parent Helpline, and the Lifeline Connect Training debrief service line.

Warmline supports people using mental health services who live in Auckland Central (Avondale to Ōtāhuhu). The service received 4150 calls in the last year.

Parent Helpline received 2734 calls from parents and whānau wanting parenting support.

Lifeline continues to partner with the Suncorp family of insurance companies through which we were able to offer supportive conversations, emotional support and counselling sessions to staff.



Lifeline celebrates 60th anniversary

Lifeline celebrated a major milestone on June 30 when it celebrated 60 years of service.

Over the decades, Lifeline has provided free support on the end of the phone to millions of people around New Zealand - and has saved countless lives.

To mark this achievement, a small birthday celebration was held at the Lifeline helpline centre for staff, volunteers and supporters. PSN ran a fundraising campaign supported by television, radio and print media coverage highlighting the need for public support and the lack of government funding.

Lifeline was initially set up in Christchurch and volunteers first began answering calls in New Zealand in 1964. Later that year, a face-to-face counselling centre and an outreach team for people in crisis were established in Auckland. An Auckland Lifeline helpline followed two years later, and regional helplines spread around New Zealand over the next 30 years.

The Tautoko suicide crisis helpline was launched in 2011 with a media campaign aimed at Māori youth to help address high Māori suicide rates.

Eight of the nine Lifeline affiliated offices merged to form a single Lifeline Aotearoa entity at the end of 2013. Lifeline was radically restructured in 2016 with all branches except Waikato, Christchurch and Auckland closing due to major funding issues. Lifeline merged with PSN in Auckland and Christchurch in 2016.



Message from long-time Lifeline ambassador Mary Haddock-Staniland

“I’ve always believed in the power of connection and the importance of mental health, which is why being an ambassador for Lifeline is something I hold dear. Lifeline’s mission to offer free, confidential support to anyone in need aligns with my personal values, and I am passionate about promoting mental well-being across our communities.

“Every day, Lifeline provides a vital lifeline to those struggling in silence, and I’m proud to be part of an organisation that makes such a meaningful impact.

“Supporting Lifeline means championing a cause that touches so many lives. The service Lifeline provides is indispensable, especially in times of crisis when people often feel most alone. Knowing that I can help amplify Lifeline’s message and reach more people who might need their services gives me immense satisfaction. It’s a privilege to contribute to a cause that has a profound, real-world impact on individuals and families across New Zealand.

“Being part of Lifeline’s 60th celebrations was particularly special to me because it marked a significant milestone in the organisation’s journey. Reflecting on 60 years of service, I’m reminded of how Lifeline has grown and adapted to meet the evolving needs of our society. Celebrating this milestone not only honours the past, but also strengthens our commitment to continue supporting those in need for many years to come.”

“One of the great things about working for Lifeline is the sheer variety of calls and texts that we receive. It’s incredibly challenging, and rewarding, and stimulating.

“Within a shift, you could be talking to people of all ages from a child through to an elderly person, and speaking to a range of human experiences and emotions. They could be anyone from any walk of life in a huge array of circumstances and situations ranging from someone who just wants to chat right through to people who are distraught and at high risk of self-harm or who are grieving.

“The challenge is to connect with that person in that moment and quickly build rapport and understanding through the phone line.

“In the context of high-risk calls, it’s challenging, but very rewarding to see someone through a time of despair and anguish.

“There’s a lot of experience in the Lifeline Helpline room at any one time. We’ve got a real range of counsellors which is really cool. There’s all ages and quite a few young people. Everybody’s trained and there’s a wide range of life experience. Most Lifeline helpline counsellors have a lot of experience whether that experience has been gained at Lifeline or other places.

“As a supervisor, it’s humbling and a privilege to hear the different approaches and see the good work that our counsellors do. I’ve loved being there for the counsellors as well and looking out for their well-being and support.”

A Lifeline shift supervisor





Shine helps thousands of adults and children who have experienced family violence to feel safer through safety planning, advocacy and the provision of refuges. We also support hundreds of people who use violence to change their behaviour to reduce harm with the aim of breaking the cycle of violence.

Shine supports children that have been impacted by family violence through our KIDshine programme. Children are afforded a safe space to talk about their experiences, process what has happened and make plans to keep them safer in their family home and in future relationships. This financial year KIDshine has worked with 295 parents and children. We have implemented changes in our KIDshine support so that children at refuge receive appropriate support as soon as they come in for the duration of their stay and when they go back into the community.



We have introduced KIDshine teen group programmes so that our tamariki and rangatahi who have experienced family violence can connect with others who have experienced similar situations and know they are not alone.

A prevalent social issue affecting our clients has been the relationship between their well-being and that of their parents in terms of housing, food, and transportation etc. For instance, in one case, a client's engagement during sessions noticeably declined after moving from one temporary accommodation to another, such as refuge. Similarly, client participation can be hindered by their family's financial constraints, which meant they often lacked money for basic necessities like food and petrol. These circumstances highlight the importance of considering the broader familial context when addressing the needs of young clients, as the gaps or overlaps in services become evident when the wellbeing of parents directly affects that of their children.

For teens, the key social issues identified are bullying, low school engagement, and mental health concerns. For instance, most teenagers who have come through the service have disclosed feeling suicidal, self-harming, anxiety and panic attacks from the impact of experiencing family violence. There are long wait times for mental health services to support them and therefore they are stuck in limbo until they get support. Families also do not always have success working with schools around bullying and helping the children engage due to schools not having the capacity to help.

Demand has doubled for our non-violence programme, No Excuses, this year. By using the Ministry of Justice Flexi-Funding we have been able to help remove the financial barriers for many of clients who are struggling financially by supplying food parcels, petrol and food vouchers, hop cards, mobile phones and taxis. This has helped our clients to better engage in and complete the programme. We have worked with 165 clients this year.

Most of our No Excuses clients go on to participate in our Whānau Resilience programme.

www.2shine.org.nz



More than 10,000 calls were answered by the Shine helpline in the past year. A growing number of these are from neighbours and support people calling about someone they are worried about.

Just over 100 women and children stayed in our refuges.

When women are ready to leave refuge or their violent partner, a shrinking pool of affordable rental and emergency accommodation means they often have nowhere to go.

We are seeing more severe and complex family violence cases as the recession and poverty-related issues, including debt, combined with a shortage of rental accommodation, limit the options people have to escape a violent partner.

Brain injuries, mental health challenges and addictions are adding to the complexity of family violence case management.

There is also a growing number of serious assaults with weapons (including knives and machetes), strangulations that result in hospitalisation and assaults that occur in front of children.

Recruitment has continued to be an ongoing struggle over the last 12 months due to a shortage of people with family violence experience.

The year ahead for SHINE is an exciting one with a new framework developed by the Ministry of Social Development regarding men's behaviour change programmes and a strengthening of staff development to align with the Entry to Expert Capability Framework.



Enliven is a large provider of home-based support services and community day services, and a host provider for Individualised Funding

A major milestone for Enliven over the past year was achieving a successful result in the Ngā Paewera Health and Disability standards audit.

About 40 per cent of the standards were new requirements for the sector, so achieving them is testament to the high-quality services we provide.

Our ability to attract and retain staff is improving, particularly in the registered health professional sector. This has been supported by the movement towards pay parity with the hospital sector.

Our Individualised Funding (IF) client numbers have continued to grow. More than 2450 clients now receive IF services. A change in the IF rules earlier this year has adversely impacted our clients' choice of services which has, in turn, raised the level of frustration and disquiet directed at our team.

As part of the continual drive to improve our systems and communications, we have formed a Rapid

Response team to respond to urgent changes on the same day.

Improving our remote support worker communications was a key focus this year. Our service coordinators completed meeting facilitation workshops, and standardised content was put in place to ensure consistent messaging at each meeting. This included the use of video messages. We have also refreshed our training library for our Resourcing team.

Enliven Celebrates events for staff were held throughout our region to celebrate our successes, present long service and excellence awards, and share stories of leadership and learning. We have written and designed a new handbook for home-based support and Day Service clients that provides clear information about our services.

Our Coromandel Day Services have been moved to improved sites in Colville and Whangamatā.

Unfortunately, funding for many Enliven services has lagged significantly behind what they cost to deliver. Our struggle to obtain sufficient government funding has continued this past year.



www.enliven.org.nz



Shine Education and Training

Shine Education and Training provides a range of training and education services aimed at improving responses to family violence in New Zealand.

These include Shine RESPOND, our DVFREE workplace programme, leading the Health NZ Violence Intervention Programme (VIP) training component and coordinating SAFTINET, the Auckland network of government and community agencies responding to family violence. The Shine Education and Training team has trained 2296 people in the last financial year.

Shine RESPOND provides specialised training options for community professionals, family violence practitioners, social service agencies and other organisations. There has been significant interest in the revamped Shine RESPOND training this year from organisations seeking ongoing partnerships, with many integrating the training into their induction programmes for new staff.

Under Shine RESPOND, we deliver Family Violence and Sexual Violence Response Training for the court workforce, which includes Kaiārahi Family Court navigators, court registry officers, security officers, victim advisors, and public defence lawyers. Shine partners with four sexual violence specialist organisations to co-facilitate this training, with four trainers now accredited to deliver the foundational training.

DVFREE aims to create a safe and supportive environment for employees experiencing domestic violence, while holding employees using violence accountable with support for change. Employers can partner with Shine to implement a best practice workplace response to domestic violence by becoming an accredited DVFREE Tick Partner. Our newest partner is kaupapa Māori social service provider Kia Puawai (formerly Youth Horizons).

DVFREE offers Tick Partners our Manager Online Learning Programme as a practical and cost-efficient alternative to live manager training. Feedback has been overwhelmingly positive about the programme modules.

In addition to our Tick Partners, DVFREE provides services for a wide range of organisations such as NZ Rugby who recently held two in-house First Responder Trainings and consulted with us on their Safer Communities Campaign.

Shine provides national training support for VIP coordinators across Te Whatu Ora Health NZ, and regularly updates Health NZ VIP training packages. We've recently developed a Non-Fatal Strangulation and Suffocation training package.

Monthly SAFTINET hui attendance has increased significantly over the last year, and the weekly SAFTINET e-news now has over 450 subscribers from across Aotearoa.

www.2shine.org.nz/shine-education-training

Lifeline Connect Training

Established in 2019 as a division of Lifeline Aotearoa, Lifeline Connect Training offers comprehensive educational training and support services tailored to corporate environments.

Our training programmes are designed to equip employees, team leaders, and community professionals with the skills to enhance their own wellbeing and confidently support their clients and colleagues in distress or crisis.

We have specialist training for call-centre staff and team leaders, which focuses on how to effectively and safely manage challenging and complex calls. We are dedicated to fostering a culture of early intervention and risk prevention in workplaces across the country.

Over the last year, Lifeline Connect Training ran 26 training sessions throughout New Zealand and delivered 10 follow-up sessions. There were 8-16 people per session. We also conducted around 20 supervision sessions for these participants.

Our clients include Mercury NZ, Air New Zealand, and the Mental Health Foundation.

Additionally, the Lifeline Connect Training team successfully completed the Community Wellbeing Initiative, a training delivered to the Presbyterian Church.



www.lifeline.org.nz/services/lifeline-connect

Communities Feeding Communities (CFC)

Our vision is to nurture the strengths of the Puketāpapa/Mt Roskill South community and live out our covenant commitments: reciprocity, spirituality, creativity, food security and building a sense of belonging.

We help people by providing food support and linking them to other Presbyterian Support Northern services as needed. We focus on making Communities Feeding Communities (CFC) a safe and caring place where people can find support, participate and have a sense of belonging without judgement. Word-of-mouth has seen more people coming through our doors seeking assistance.

The renovation of Victoria Hall and getting our community kitchen up and running has been a big focus over the past year.

Since opening the hall in early April, we find that locals are venturing in more for a cup of tea or coffee, and a bite to eat. They are also able to access a specialist budgeting mentor and take part in whatever else is happening on site that day.

We have started cooking meals using donated food and produce from our gardens. These meals are then frozen and placed into our food parcels for those in emergency housing or those who are finding life tough-going.

Food parcels are requested by our Shine refuge colleagues, Police Aid Officers, Grandparents Raising Grandchildren, former refugees, Family Works Social Workers in Schools and other organisations as well as people in need who live in the local Puketāpapa community. The CFC team delivers produce packs on a weekly basis and bread daily to May Road Primary School.

CFC is also widening its community connections by working with like-minded organisations to share ideas and resources.

Weekly Family Works budgeting sessions and cooking classes continue to be popular in addition to our gardening and composting sessions.

Our gardens are thriving and our greenhouse is always filled with seedlings to ensure an ongoing supply of fresh vegetables and herbs for sharing with the community.

www.psn.org.nz/what-we-do/communities-feeding-communities/

Health & Safety

Over the last 12 months, we have been working to fully implement our new online health and safety management system, Risk Manager.

This system enables more streamlined incident reporting in real-time. It has improved our visibility of incidents, health and safety issues, data and trends. It also allows a more effective, rapid response, and gives better oversight and management of our overall health and safety performance.

Over the last three years, we have consolidated staff participation and engagement. The PSN Leadership Team has refreshed their training and continue to demonstrate a strong commitment to health and safety.

There are now health and safety representatives across all services. These representatives promote a robust health and safety culture and provide input into the health and safety activities at PSN.

Our online learning management system has enabled more staff from across PSN to complete health and safety training modules.

We have proactively worked with Communities Feeding Communities during building and development works on their site, notably the completion of Victoria Hall renovations and its official opening.

We continue to actively participate in the Business Leaders Health and Safety Forum, which allows us to strive for best practice in our industry.

Information Systems

Cybersecurity remains a key focus for our Information Systems (IS) team.

Several new initiatives have been implemented in the last year, including updating our Wi-Fi architecture to a more robust, secure platform to improve



connectivity and prevent unsolicited access to our network. A new email filtering application, called Perception Point, has also been rolled out to provide added email security against spam and malware.

IS has implemented a ticketing system for enhanced management, delivery and tracking of

internal requests for Facilities, IS and Enliven.

Successful collaborations with the Social Services and People and Culture teams will lead to the implementation of several new systems. Our new Social Services Client Management System will integrate information across the services more efficiently and in a user-friendly way.

A new recruitment system called TeamTailor has been added to our People and Culture suite of applications to improve the end-to-end PSN recruitment experience. Also, on the horizon is a new human resources information system which will significantly enhance employee induction, departure and reporting processes.

A key priority for 2025 is expanding our data analytics and reporting capability across PSN services to meet funder and operational requirements, along with completing the delivery of the new Social Services CMS system.

People & Culture

A big focus for the People & Culture function over the 2023/24 year has been to support the PSN strategic Pou of *Empowered and Capable People*.

Key achievements have been the improvement of core systems to streamline how we attract and appoint staff; and how we manage our workforce data and staff changes. As a result of this work, a new recruitment platform has been implemented, and a Human Resource Information System (HRIS) scoped out, ready for implementation in the next 12 months.

Our new recruitment system has significantly eased the process of finding and hiring the right talent - a change that directly benefits our team. Other system-based improvements include further embedding our learning management system by implementing a suite of modules for all staff across the organisation.

Our People & Culture team have piloted a career planning programme for Māori staff, advanced our leadership development programme and held a hui for all people leaders to come together to better understand our new three-year PSN strategy.

We have also worked with Social Services colleagues to implement the new social worker pay equity framework, which has allowed us to recognise our social workers financially at a level that better reflects the amazing work they do on a day-to-day basis.

In the year ahead, our focus will be on implementing our new HRIS system, IntelliHR, to significantly streamline and automate a range of people processes. A refresh of our workplace culture is also underway to increase unity in the way we work across the organisation. This will help us work better together to achieve our vision of creating a better life for all those we support day-to-day.

Thank you to all our supporters

Without the support of our philanthropic community, Presbyterian Support Northern (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.

PSN is grateful to the following trusts and foundations that have generously contributed to our Enliven, Family Works, Lifeline and Shine services:

- Acorn Foundation
- Aotearoa Gaming Trust (formerly Southern Trust)
- Asmuss Foundation
- Auckland Council – Waste Minimisation and Innovation Fund
- Auckland Foundation
- B Moss S Dunbier Charitable Trust Board
- Barney & Patsy McCahill Charitable Trust
- BayTrust
- Charities Aid Foundation America
- Charles Rupert Stead Trust, proudly administered by Perpetual Guardian
- Clements Charitable Trust
- Community Trust of Mid & South Canterbury
- Community Trust South
- D V Bryant Trust
- Elizabeth Ball Charitable Trust
- Foundation North
- Four Winds Foundation
- Freemasons Foundation
- Gallagher Charitable Trust
- Glenice & John Gallagher Foundation
- J A Redwood Charitable Trust, proudly administered by Perpetual Guardian
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- Justice-Compassion Trust Aotearoa New Zealand
- L W Nelson Charitable Trust, proudly administered by Public Trust
- Lois McFarlane Charitable Trust
- Lottery Grants Board National

- Otago Community Trust
- Oxford Sports Trust
- Pageo Charitable Trust
- Ernest Hyam Davis and Ted and Mollie Carr Legacies, proudly administered by Perpetual Guardian
- Peter & David Picot Charitable Trust
- Presbyterian Savings and Development Society
- Rātā Foundation
- Rotorua Trust
- Roy & Val Allen No. 1 Charitable Trust
- Sir John Logan Campbell Residuary Estate
- The Snowden Watts Charitable Trust, proudly administered by Perpetual Guardian
- Taranaki Foundation (The Bruce Carter Fund)
- TECT Community Trust
- The Parnell Hotel & Conference Centre Limited
- The Presbyterian Church Property Trustees - Elsie Steele Trust
- The Stewart Charitable Trust
- The Tindall Foundation
- The Trusts Community Foundation (TTCF)
- Toi Foundation
- Trust Waikato
- Tui Flower Foundation, proudly administered by Perpetual Guardian
- Walker & Hall Trust
- WEL Energy Trust
- Whanganui Community Foundation

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

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



Creating a better life for generations to come

Leaving a gift in your will creates a lasting impact. It's also a personal way to make sure your values and beliefs live on to benefit others. Your gift (or bequest) will help create stronger communities and provide ways to make a better life for everyone. Anyone can leave a bequest and whatever the size of your gift, it will make a positive difference.

Donate in memory of a loved one

Donation in memory is a special way of honouring the life of a loved one while extending a supportive hand to others.

Many families thoughtfully choose Presbyterian Support Northern as the beneficiary of donations in lieu of flowers.

Discuss with the funeral director if you want to provide for donations to be made at the funeral service. Alternatively, people may choose to make a donation directly to Presbyterian Support Northern.

How your gift helps

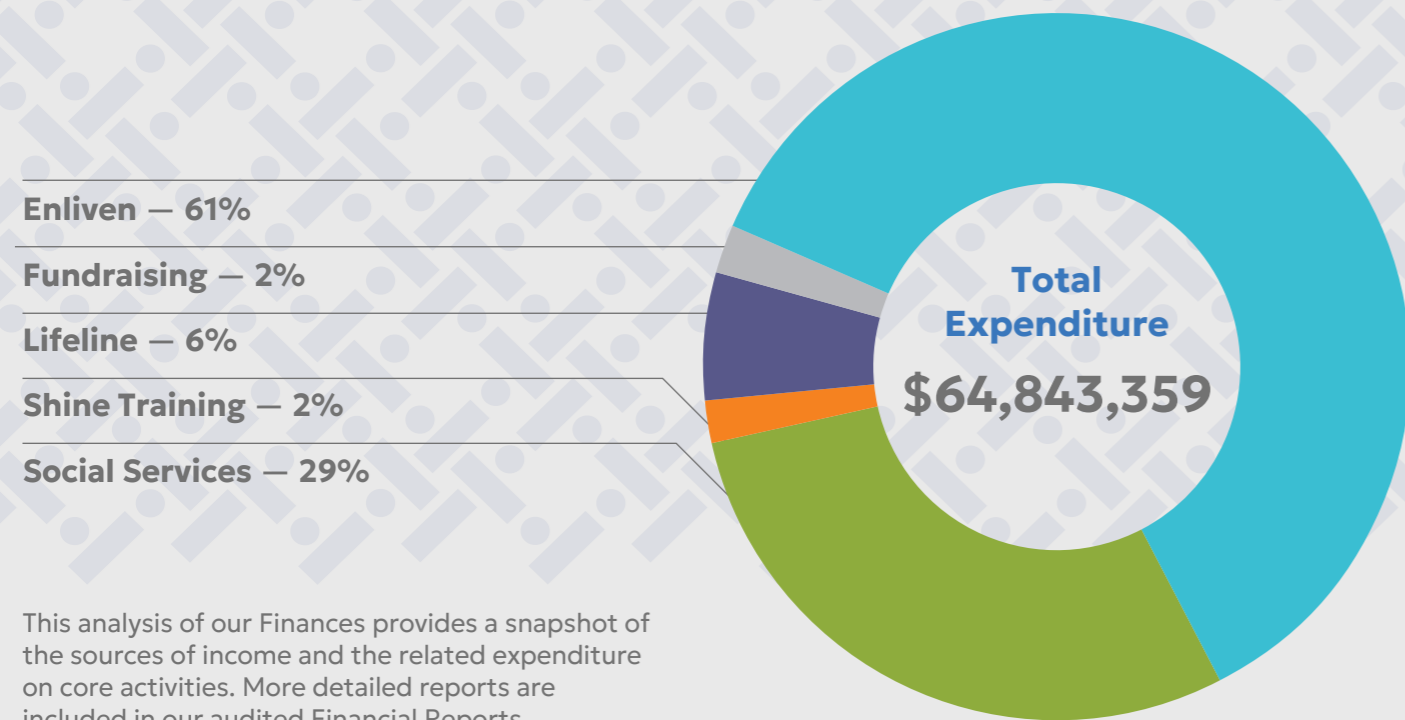
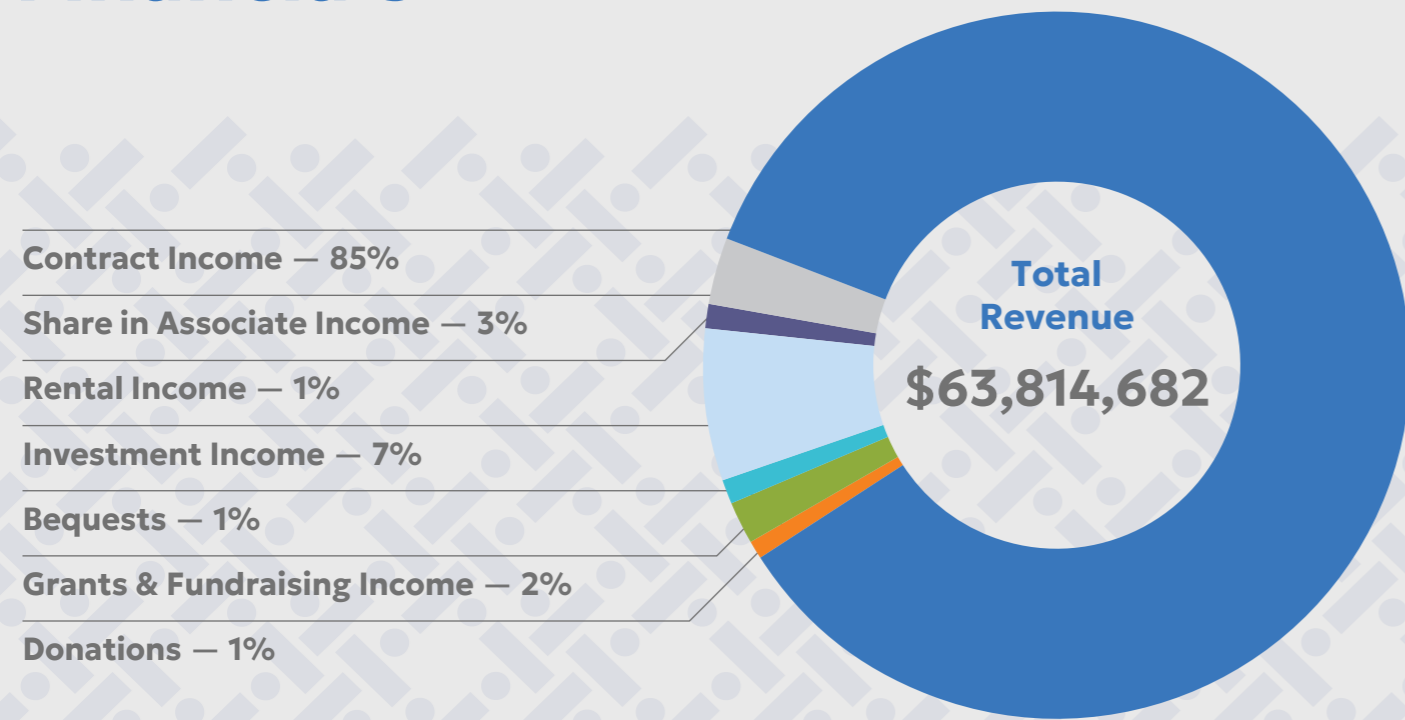
Your bequest could be used long into the future for:

- counselling for children affected by family violence
- social work support to help families through tough times
- parenting programmes for mums and dads
- budgeting advice so people can manage their own finances.

Bequests “for general purposes” allow us to use gifts where most needed, or alternatively you can specify an area of our work that is of special interest to you.

If you would like to discuss leaving a bequest or would like more information, please contact Vivienne Riddell **09 520 8628** or **021 329 938** or email vivienne.riddell@psn.org.nz. Enquiries will be treated in confidence.

Financials



This analysis of our Finances provides a snapshot of the sources of income and the related expenditure on core activities. More detailed reports are included in our audited Financial Reports.

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

Presbyterian Support Northern Board of Trustees 2023—2024

Mr Nigel Little
Chair and Independent Trustee

Mr Mark Conelly
Deputy Chair and Representative for Northern Presbytery

Ms Pam Elgar ONZM
Trustee and Kaimai Representative

Ms Barbara Imlach
Representative for Northern Presbytery and Trustee

Ms Yvonne Timaloa
Representative for Pacific Island Presbytery and Trustee

Ms Rachael Tuwhangai
Independent Trustee

Ms Paula Baker
Independent Trustee - served on the Board until June 2024.

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

Enliven West and North
2171 Great North Road,
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09 822 5115
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Enliven Waikato
22 Delamare Road,
Saint Andrews,
Hamilton 3200
07 850 9417
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Enliven Taupō
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Waiora House, 129 Spa Road,
Taupō 3330
07 378 0762

Individualised & Enhanced Individualised Funding
All areas 0800 433 654 836
lfenliven@psn.org.nz

Enliven Individualised Funding is co-located with Family Works Auckland West at 2171 Great North Road.

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
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Tauranga
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Mt Maunganui
07 575 9709
admin.tauranga@fwn.org.nz

Waikato
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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,
Epsom, 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,
Epsom, 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
info@lifeline.org.nz

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.*



Presbyterian
Support
Northern

Enliven Familyworks Lifeline Shine

