



THE PSN POST

SPRING 2024

Spring has sprung!



As New Zealand blossoms into spring, we welcome renewal and growth while marking the incredible journey of Presbyterian Support Northern (PSN) as we celebrate our 140th anniversary.

For over a century, PSN has been dedicated to supporting and uplifting our communities, fostering resilience and hope across generations.

This season, we commemorate PSN's remarkable 140-year legacy of service and compassion. Inside, you'll find inspiring stories and updates that reflect our enduring commitment to making a positive impact in the lives of New Zealanders.

Dedicated staff, volunteers, donors and supporters make our work possible.

THANK YOU to every individual and church that supported our Heat or Eat Family Works' Winter Appeal. With your help we are able to assist families who are facing the difficult choice between heating their homes and putting food on their tables during the colder months.

SPOT THE HIDDEN PHRASE AND WIN!

We were so pleased with the enthusiastic participation in our Soup-er Scavenger Hunt and are grateful to everyone who joined in the fun. The winner has been drawn and notified – congratulations! Now, we're eager to see how you tackle our next challenge...

Find a brief phrase by spotting and putting together hidden words within our PSN Post articles. *Clue:* Look out for words that stand out.

Once you think you've found all the words and have the phrase, send us an email at miranda.mcdermott@psn.org.nz with your answer for a chance to win a \$100 Prezzy Card. Good luck!



A MESSAGE FROM THE INTERIM CEO, PAM ELGAR ONZM



Kia ora – best wishes for spring!

We would like to share that Dr Bonnie Robinson has moved on from her role as CEO of Presbyterian Support Northern (PSN). Bonnie's tenure was marked by significant contributions and steadfast dedication to our mission. We are deeply grateful for her leadership and the positive impact she has had on our organisation. On behalf of all at PSN, we extend our heartfelt thanks to Bonnie and wish her all the very best in her future endeavours.

It is my pleasure to introduce myself, Pam Elgar (Ngāruahine, Te Atiawa), as the Interim Chief Executive Officer (Interim Kaiwhakahaere Mātua) of PSN, effective Monday 8 July 2024. Having served on the PSN Board for over three years, I have developed a profound understanding of our organisation's mission and values. This is strengthened by the support of the Presbyterian Church and particularly the Community of St Luke's where I am an active member.

With over 30 years' governance experience across global and national sporting bodies and for-purpose and faith-based organisations, I am proud to support the team at PSN during this transitional period.

As we move into spring, it is pertinent to look back on not only the past year but also the 140 years that PSN has been serving the community. I consider myself privileged to have the opportunity to be a part of a team that has been working towards providing a better life for everyone for so long. There will be events planned nearer to our anniversary date in November, including services and celebrations.

In celebration of our anniversary, we are delighted to introduce our commemorative tea towels, designed by young friends of PSN. Featured on these tea towels is our new PSN logo, a symbol of our 140 years of dedicated service and continued growth and advancement. Capturing our rich history while reflecting our commitment to innovation, our new logo represents a bright future built on a strong foundation. Keep an eye out for more information on our brand refresh, and we hope you like it as much as we do.

Please take a look at the adorable tea towels for sale, the profits of which go towards supporting our vital work, and they're available for pre-order just in time for Christmas!

I am honoured to step into this role and look forward to continuing our crucial work. Thank you for your ongoing generous support as we move forward together.

Ngā mihi nui,

Pam Elgar ONZM

*Interim Chief Executive Officer, PSN
(Interim Kaiwhakahaere Mātua)*

BE THE FIRST TO PRE-ORDER OUR LIMITED EDITION 140TH ANNIVERSARY TEA TOWELS!

These exclusive gems will be shipped in October if pre-ordered, and our incredible PSN Post readers are among the VERY FIRST to hear about it.

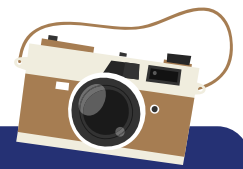
With two designs to choose from, one adorable creation featuring the work of young artists, and the second a touch of elegance and legacy, drying dishes has never been better. With the profits going towards supporting PSN's vital work for those in need, why not buy one for yourself, one for your neighbour, and one to use to wrap your secret santa gift this Christmas time!

Please visit our website to pre-order them today!

presbyterian-support-northern-shop.raiselysite.com



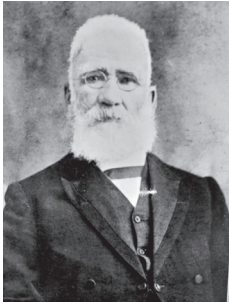
A MAJOR MILESTONE – 140 YEARS OF SERVICE



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



Presbyterian Support Northern



Mr Duncan Macpherson

Our history began in 1884 when Mr Duncan Macpherson was appointed as Auckland's first Presbyterian City Missioner.

He saw the poverty and social hardship faced by many in the community. Driven by his fiercely held spiritual beliefs, he set about doing what he could to change things and established social services for the community. Over time, these evolved into Presbyterian Support Northern (PSN).

PSN's community and social support work has evolved and adapted throughout our 140 years of service – from children's homes, orphanages and retirement homes, to the community-based support model we work with today. Our legacy and mission, rooted in compassion and a commitment to helping create a better life for everyone, guide everything we do.

Many notable individuals and community members have helped PSN along the way, championing those in need and generously supporting the work we do.

Contributions by generous individuals, such as our very first bequestor, James Leslie, started a legacy of giving that we still see today.

Our current community of generous donors, bequestors, volunteers and supporters allows us to continue to develop and advance our services.

Thanks to the support and dedication of many throughout our 140-year history, PSN has grown into one of the largest social service and health and disability providers in the region.

To broaden our reach and commitment to providing comprehensive support to those in need, PSN acquired Lifeline and Shine in 2016.

Together with our Family Works Northern services, Lifeline and Shine now make up our social services group. They are focused on supporting vulnerable families and children, people living with family violence, and individuals in crisis or distress.

Our health and disability service, Enliven, is a forerunner in home support, helping promote independence for the elderly and people living with disabilities.

Every year, our social, health and disability services help an estimated 150,000 people across the upper North Island, from Taupō to Whangārei. We have around 900 staff and volunteers dedicated to providing support that improves people's lives.

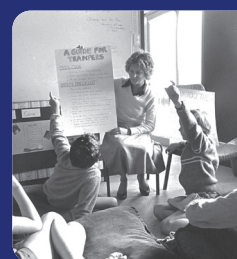
In our 140th year, it is important to not only acknowledge our past, but our future too. As a charity, we could not do the work we do without the support of the communities we serve.

Keep an eye out for more on this in our next edition.

We acknowledge and thank all of our donors, volunteers, staff and everyone who has been involved with PSN, past and present.

We know that many people of all ages and stages are struggling across many aspects of modern-day life – that is why we are still here today.

We are here to help create a better life for everyone and will do so for years to come.



Pictures from our archives

SOCIAL WORKERS IN SCHOOLS (SWiS) SUPPORTING STUDENT WELL-BEING AND DEVELOPMENT



Social Workers in Schools (SWiS) play a crucial role in supporting the well-being and development of children and young people. They work within primary and intermediate schools to provide a range of services aimed at addressing social, emotional and behavioural issues that may impact a student's ability to learn and thrive. This support might be through one-to-one counselling, or sometimes group sessions, with a goal of helping students develop healthy coping strategies.

As well as support offered to students, SWiS also engage with families, and work collaboratively with school staff to manage student behaviour and create a nurturing educational environment.

SWiS are qualified social workers with specialised training in therapeutic interventions, advocacy and crisis intervention.



Turning Challenges into Triumph: A Family Works Success Story

"After my marriage ended, navigating the complexities of separation and adjusting to life between two households took a toll on my son. This manifested in anxiety, outbursts of anger, and struggles at school. His world had been turned upside down, and finding his way forward became a confusing and overwhelming challenge.

Navigating this season of life was already hard for me, and supporting a child through it amplified the emotional strain. It's not something you're ever fully prepared for. When faced with these moments the impact is swift and profound; as a parent, witnessing your child's pain cuts deep. I knew he needed support beyond what I could provide alone.

The turning point came when we connected with a Family Works' social worker (SWiS) at his school. From our first interaction, her compassionate and proactive approach stood out. She validated all my concerns and reassured me that we could get him some help to manage this tricky and unknown territory. She quickly arranged weekly counselling sessions tailored to his needs, creating a safe space where he could explore and express his emotions.

Initially hesitant, my son gradually opened up as the counsellor patiently built trust through rapport-building activities. He found solace in therapeutic techniques that transformed tough emotions into relatable experiences. Over the course of several months, these sessions became a highlight of his week, empowering him to manage his anger and lessen his anxiety.

Throughout the journey, she kept me informed and then continued to follow up and check in after the counselling sessions ended – ensuring his mental and physical well-being remained a priority.

Today, I am grateful to see my son thriving. He has evolved into a confident, humorous and well-adjusted young man, thanks to the dedicated support we received from Family Works. I found the genuine care and thoughtfulness given to my son during a vulnerable time in his life heartening and encouraging – and his journey of growth is a wonderful testament to the impact of Family Works and the invaluable role they play in empowering families to overcome unexpected challenges and build brighter futures."

Your support can make a profound difference in the lives of children and families facing challenging times.

Your donation helps ensure that Family Works' SWiS can continue their invaluable work, transforming struggles into success stories by fostering the well-being and development of our next generation.

If you would like to contribute so we can continue to make a difference, please scan the QR code, or visit:

<https://secure.flozcash.co.nz/donations/familyworks/DonateSecure.aspx>



FAMILY VIOLENCE WORSENS AMID RECESSION AND HOUSING CRISIS

shine*

As economic hardship deepens and rental accommodation becomes scarce, at Shine we are witnessing an alarming rise in the severity and complexity of family violence cases. The recession **is** limiting the options for individuals seeking to escape abusive partners, which exacerbates an already dire situation.



There have been an increasing number of serious family violence assaults involving weapons such as knives and machetes, and strangulation that result in hospitalisation. Worryingly, assaults occurring in front of children are also on the rise, according to Rachel Kain, Shine's Senior Family Violence Advisor.

The complexity of these cases is compounded by poverty-related issues, including debt. Brain injuries as a result of the violence women experience, mental health challenges, and addiction play a part too.

"A shrinking pool of affordable rental and emergency accommodation means women often have nowhere to go when they are ready to leave refuge or their violent partner," Rachel explains.

"If you're thinking of leaving, it's much harder if you have no spare money after the bills are paid. Leaving a warm and dry three-bedroom home for emergency accommodation and no money is a difficult trade-off."

This combination of factors leaves fewer options for women experiencing family violence.

Alongside higher call and webchat volumes, Shine is receiving more calls from women themselves, concerned neighbours, and support people. In addition, compared to the same period last year, the increase in

migration has led to a 50% rise in calls from immigrant females on visas. Despite this, there is no dedicated funding for supporting women immigrants.

Providing crucial support, Shine advocates help those experiencing family violence navigate their journeys to safety and recovery. For instance, Alex*, a client of Shine, sought help to enable her sons to cope with their father's violent behaviour. Through Shine's KIDshine service, her younger son developed a safety plan, which he successfully implemented during a critical moment. Her teenage son received guidance on relationships and safety, expressing that his support worker truly understood him.

The persistently high rates of family violence in New Zealand continue to affect multiple generations, taking a substantial toll on communities.

"We know that the true incidence of family violence in New Zealand is much higher because most of it goes unreported," Rachel notes. **"It's easy to be overwhelmed by New Zealand's consistently high rates of family violence, but it's so important that we do what we can today to address this."**

It's important to maintain awareness, provide support, and implement effective responses to family violence. Shine plays a vital role in creating safer communities and helping individuals experiencing abuse to find the support that they need.



This year, Light it Orange, Shine's annual campaign, is running all year round.

This initiative is designed to shine a light on family violence by raising awareness and funds, with the aim of meeting the growing demand for essential services and support.

Your contribution can provide essential resources and assistance to families in need. Visit the Light it Orange website to explore fundraising opportunities:

www.lightitorange.org.nz or go to **www.psn.org.nz/donate** to make a contribution.

TOGETHER, WE CAN WORK TOWARDS CHANGE AND OFFER HOPE TO THOSE SEEKING SAFETY AND RECOVERY

To support Shine's vital work and help those affected by family violence, please consider making a donation or getting involved with fundraising.

SHAPE THE FUTURE WITH YOUR GIFT TO PRESBYTERIAN SUPPORT NORTHERN

By leaving a bequest in your Will to one of the services of Presbyterian Support Northern (PSN), you can help to address the big social issues of our time and strengthen local communities for many years to come.

You may find yourself in a place where your budget is stretched or already committed, possibly to cover potential health issues or care costs. During these times, it may be necessary to pause your financial support to your favourite charities, even though your heart remains with them.

This could be an opportune moment to review the gifts and legacies outlined in your Will. When you allocate a portion of your estate to your cherished charities, you are ensuring that your values and support will endure for years to come in a meaningful and significant way.

New Zealand Wills Month

September traditionally marks New Zealand Wills Month, dedicated to raising awareness about the importance of having a Will and the potential consequences of dying without one. New Zealand Wills Month encourages everyone to write or update their Wills, emphasising this as a critical step in estate planning.

Having a Will ensures your wishes are outlined, including guardianship arrangements for children or other dependents, which significantly reduces the emotional and financial stress on loved ones during a difficult time. It also gives clear legal instructions for the protection and distribution of your assets after you pass, which helps to avoid disputes and ensures smoother estate administration.

Spring is a great time to reflect on one's values and on nurturing support, akin to planting seeds for a legacy that promises a resilient future. With 140 years of thriving services, PSN has been greatly supported by thoughtful bequests that have helped to ensure our vital work continues to support countless people within our community. Will you join those who have helped shape a better future for everyone? Let's continue this legacy of compassion and resilience together.

Bequests Unlock Potential with PSN's Scholarship Programme



Bequests are instrumental in funding our PSN Scholarship Programme.

This programme gives opportunities to our employees eager to enhance their skills and expand their professional horizons by providing financial support for further studies, external courses, seminars, or conferences.

The PSN Scholarship Programme has been running since 2017 and each **year**, PSN awards scholarships of up to \$5,000 to two or more permanent staff.

"Completing the Postgraduate Certificate has taken my professional practice to the next level," says a PSN Family Works' Start Service Senior Practitioner scholarship recipient. "It opened up a whole new world for me. I can share what I've learnt and mentor others at work more effectively now.

"I had finished the first paper of the Postgraduate Certificate before I applied for the PSN Scholarship to assist with the completion of my studies. I needed support in order to continue the course so I applied for a scholarship, was lucky enough to be selected and was able to do the second part of the course as a result."

The Scholarship Programme ultimately contributes to the organisation's broader mission of creating a "better life for everyone" in our communities, while embracing the PSN core values of Hope, Compassion, Tangata Whenua, Integrity, Trust and Partnership.

Bequests and Gifts in Wills are what make this possible, and we know many donors would be pleased to see their contribution continue to create a positive impact for years to come.



TO LEARN MORE

For more information or to discuss leaving a bequest or gift in your Will, please contact Vivienne Riddell at 09-520 8628, 021 329 938, or Vivienne.Riddell@psn.org.nz. Vivienne welcomes your enquiries and will be happy to discuss making a gift in your Will. All enquiries are entirely confidential and without any obligation.



Celebrating 60 years
1964 - 2024

CELEBRATING SIX DECADES OF LIFELINE AT FIELDAYS 2024

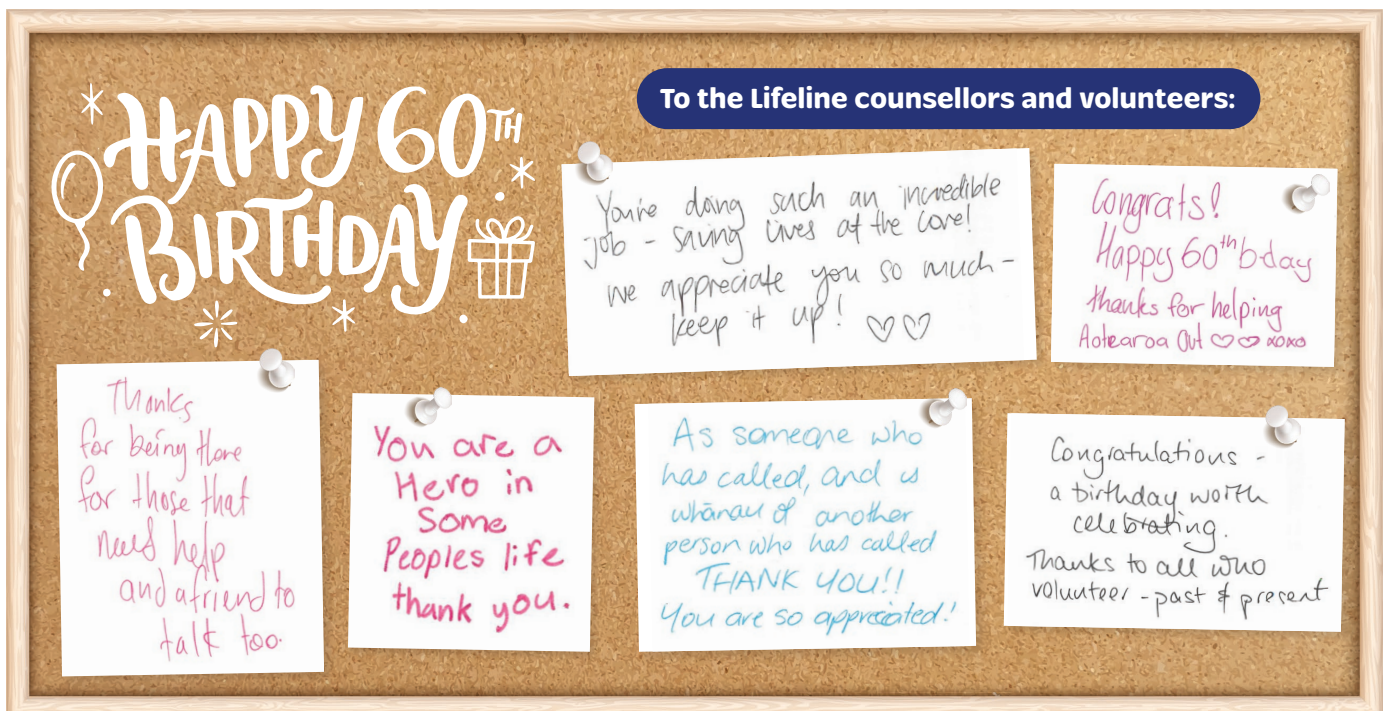
Fieldays, the Southern Hemisphere's largest agricultural event, saw over 106,000 visitors through its gates this year. Among the many exhibitors, Lifeline made a significant impact as we celebrated 60 years of serving the New Zealand community.

The Lifeline booth was abuzz with activity and heartfelt connections. To commemorate our milestone anniversary, we distributed more than 1,000 wallet-sized "we've got your back" cards featuring our helpline and text-messaging numbers. These cards serve as a reminder that Lifeline is always there to support those in need. Many people took extra cards to share with their teams or put on their farm's noticeboard.

In a touching display of solidarity, we invited attendees to write or draw messages of support for the Lifeline team. Here are a few:



Vivienne Riddell and Kate Dalders from our fundraising team at Fieldays.



Lifeline is not government funded. We rely on the generosity of caring New Zealanders to help us continue supporting people in distress.

Fieldays 2024 was a fantastic opportunity for Lifeline to connect with the community, spread awareness about our mission, and celebrate six decades of dedicated service. Thank you to everyone who visited our booth and supported us at this remarkable event.

Here's to continuing our journey of making a positive impact on the lives of New Zealanders.

To learn more about Lifeline visit: www.lifeline.org.nz

COMMUNITIES FEEDING COMMUNITIES (CFC) UPDATE



Communities
Feeding
Communities
— INITIATIVE —

As signs of spring appear, Communities Feeding Communities (CFC) is excited to share updates on our initiatives and transformations.

Community Events

Jane Rangiwhia's cooking classes have fostered skill-sharing and a sense of community among the participants, while our first Kimchi Workshop was a great success.

Our other events like the Matariki community dinner and community garden sessions are great examples of our commitment to fostering belonging, promoting nutritious food, and building a stronger community in the Puketāpapa/ Mt Roskill area. Some of our community members are also volunteering to help prepare freezer meals for our food parcels.

“Food is a point of commonality – we all need to eat! It’s a strong point of connection.”

- Anne Overton, PSN Community Relations Manager.



A Revitalised Victoria Hall

The refurbished Victoria Hall has revolutionised our interactions with the community. The urban living room has become a hub of laughter, conversation and shared meals and food for staff, volunteers and community members alike.

We are regularly joined by our Family Works' financial mentor who is able to provide free, confidential advice to people who are struggling to make ends meet. We love being able to provide a space where everyone is welcome.

Focus on Food Sovereignty and Security

Our gardens continue to flourish. This spring, we are planting a variety of crops including artichokes, coriander, carrots, tomatoes, and more. Our new Carbon Cycle Composting system will help enhance garden productivity.

The gardens were established with the aim of supporting local food sovereignty and security, and we cannot wait for our community to enjoy the fresh crops once they are ready.

For more updates, follow us on Facebook:



‘Communities Feeding Communities Initiative’

If you need to update your details; you wish to request a copy of, or opt out of receiving The PSN Post; or you would like to speak to someone in our fundraising team – please call **09 520 8608** or email **supporter.relations@psn.org.nz**