Making a positive difference in New Zealand by supporting the mission and services of the seven Presbyterian Support organisations
We will look back on the year 2013/14 as a milestone for Presbyterian Support New Zealand.

A milestone year: enhancing our Family Works services

Given the significance of these changes and their implications for the wider activities, leadership and relationships of our National Office, we have resolved to review their impact after two years. The Council has also initiated a revision of the PSNZ constitution and will address recommendations at its 2014 Annual General Meeting.

While the Family Works Review proceeded, we continued to deliver on our Master Agreement with the Ministry of Social Development. The past year has seen a growing engagement with the Justice Sector. We have developed special initiatives for women under the Department of Corrections’ Out of Gate programme, to help reduce reoffending and integrate women prisoners on release back into their communities. Most recently, we have commenced Family Dispute Resolution Services for the Ministry of Justice.

Despite the immediate preoccupations of the year with Family Works, the Council does not overlook the importance of our Enliven services for older people. Our programmes of care range from home support and day care to retirement villages, and residential, hospital and hospice services. We commission targeted research to inform our services for people with dementia and their caregivers. All of these programmes draw on the dedication of Enliven and Family Works staff across the country, who bring a wide range of professional skills and experience to bear on the challenges we face together.

We develop our views on the basis of evidence-based research and practical experience, and communicate directly with decision-makers and through those with whom we share common views, such as the Council of Christian Social Services, advocates in the Aged Care environment and fellow NGOs in the social sector.

As one of the largest social service providers in New Zealand, we are deeply committed to the wellbeing of our society and aim to contribute to the development of government policies that address inequalities, as well as to their implementation.

We develop our views on the basis of evidence-based research and practical experience, and communicate directly with decision-makers and through those with whom we share common views, such as the Council of Christian Social Services, advocates in the Aged Care environment and fellow NGOs in the social sector.

By the close of the financial year, a new structure for our work with children, young people and their families had been researched, approved and implemented. A National Family Works Service Development Unit had become a reality and a programme of work had begun to combine the best of our practices from across the country and focus on international good practice.

This achievement resulted from a due diligence exercise commissioned in 2013 by the National Council. It was designed to determine how best to position our Family Works services to respond to Government’s contracting expectations, enhance our service delivery, and collaborate more effectively across our seven Regions.

Consequently, in February 2014, the PSNZ Council decided on a national approach that met these goals, while preserving regional structures and their community focus. It involved restructuring our National Office in Wellington, creating a National Family Works Service Development Unit, and modifying other roles in the Office. It draws on the specialised capabilities of regional Chief Executives to oversee and sponsor the initiative.

These decisions, combined with a generous grant from the Ministry of Social Development’s programme of Investing in Services for Outcomes, have enabled us to begin implementing an Information Development Programme designed to improve Family Works practice, services and client outcomes. The article on page 11 expands on the components and goals of the Programme.

Closure of other services has led to an increased demand on our services. As others cut back services we have noted an increase in the complexity of issues experienced by people that use our services. These increased demands and expenses have been met to date by the generosity of donors, our financial reserves and the skilled staff we have who are prepared to do things differently. It is important that we secure appropriate funding for services that are needed and effective in the future.

The regional stories in this report highlight the individual needs that lie at the heart of our work. Together with the projects described throughout the report, the stories and photos give a human face to the programmes we deliver. These services are made possible not only through government contracting, but also through the generosity of our donors and sponsors.

While Presbyterian Support is independent of the Presbyterian Church of Aotearoa New Zealand, we share a common heritage with the Church. Church bodies nominate members to regional Support bodies; we maintain excellent relationships of our National Office, we have resolved to review their impact after two years. The Council has also initiated a revision of the PSNZ constitution and will address recommendations at its 2014 Annual General Meeting.

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Presbyterian Support celebrates the efforts and achievements of the dedicated staff and volunteers who give of themselves to others in need. Every day they assist others to heal, renew and transform. We thank them.

National Governance
The National Council is the governing body of PSNZ. They have responsibility for setting the strategic direction of the organisation and monitoring the financial performance and achievements made. The National Council is made up of the Board chairs from each Presbyterian Support Region.

The National Executive Group consists of the seven regional organisations’ Chief Executives. They implement National Council policy by making decisions about national operations, while ensuring an optimal balance between national and regional imperatives. Service groups consisting of service managers from across the country share information and ideas, and deliver agreed national and collaborative projects.

PSNZ maintains a separation between governance and executive action. The National Executive Administrator and Family Works Service Development Manager attend to the coordination of national activity and the PSNZ network on behalf of the National Executive Group and National Council. These are new posts with appointments made at the end of this reporting year replacing the National Executive Officer role.

Back Row
LEFT TO RIGHT:
ROD OAKLY
Central Board Chair
PETER WARDS
Southland Chief Executive
DAVID RICHARDSON
Otago Board Chair
MAITLAND MANNING
East Coast Board Chair
CHRIS GRAHAM
Central Chief Executive
TIM LOAN
Southland Board Chair
STEWARD MILNE
Northern Board Chair
JIM PEARCE
South Canterbury
Board Chair

Front Row
LEFT TO RIGHT:
MICHAEL PARKER
South Canterbury Chief Executive
GILLIAN BREMNER
Otago Chief Executive
REV JOHN MCKEAN
Upper South Island Board Chair
CHRISTINE HURLEY
National Executive Officer (to June 2013)
ROD WATTS
Northern Chief Executive
SANJA MAJSTOROVIC
East Coast Chief Executive
VAUGHAN MILNER
Upper South Island Chief Executive

The 2013 AGM confirmed John McKeen of Presbyterian Support Upper South Island as the Chair of PSNZ’s National Council, and Maitland Manning of Presbyterian Support East Coast as Deputy Chair.

Christine Hurley’s contract as National Executive Officer was fulfilled as of 30 June 2014.

As a consequence of the reconfiguration of PSNZ National Office, Taone O’Regan was appointed to the new role of National Executive Administrator and Catherine Conland was confirmed in the role of Administration Officer.

Diane Garrett joined the team from 5 May as Manager Family Works Service Development Unit.

The PSNZ National Office, located in Wellington, now has three people occupying it, but on a daily basis connects to and supports the work of Presbyterian Support staff around the country, who are in turn supported by the efforts of many valued volunteers.

Statistics at a glance

**4,503** Number of PS staff

**2,110** Number of PS Volunteers

Images from left:
From left: Diane Garrett – Manager Family Works Service Development Unit, Taone O’Regan – PSNZ National Executive Administrator, Christine Hurley – PSNZ Administration Officer
Family Works staff at Children’s Day in Christchurch 2014

Presbyterian Support celebrates the efforts and achievements of the dedicated staff and volunteers who give of themselves to others in need. Every day they assist others to heal, renew and transform. We thank them.
Presbyterian Support social services are found throughout New Zealand

**Presbyterian Support** is one of the largest providers of social services in New Zealand. We work with children, young people and their families and whānau, people with disabilities and older people. The services we provide are wide ranging in type as well as location. They include: support for parents, foster care, education and mentoring programmes, food banks, budgeting/money management, social worker support, counselling and family disputes resolution, resettlement from prison, residential care, home care, community care and support, day activity programmes, cultural support and even a fall prevention programme.

**Statistics at a glance**

**2013-14 Total Expenditure on our services**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total expenditure</td>
<td>$177m</td>
</tr>
<tr>
<td>Enliven/older people's services</td>
<td>$139m</td>
</tr>
<tr>
<td>Family Works services</td>
<td>$27m</td>
</tr>
<tr>
<td>Disability services</td>
<td>$3m</td>
</tr>
<tr>
<td>Other services</td>
<td>$8m</td>
</tr>
</tbody>
</table>

**2013-14 Total Funding Sources**

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government funding</td>
<td>70.5%</td>
</tr>
<tr>
<td>Private fees for services</td>
<td>14.6%</td>
</tr>
<tr>
<td>Investment income</td>
<td>6.8%</td>
</tr>
<tr>
<td>Other income</td>
<td>3.6%</td>
</tr>
<tr>
<td>Grants, sponsorship and fundraising</td>
<td>2.5%</td>
</tr>
<tr>
<td>Donations and bequests</td>
<td>1.5%</td>
</tr>
<tr>
<td>Self-funding/deficit funding</td>
<td>0.4%</td>
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Family Works services contribute to achieving our goal, for Aotearoa New Zealand to be the best place in the world to raise our children, our tamariki.

Family Works services are diverse and wide ranging from parenting programmes to food banks, from social workers in schools to supporting refugees and new migrants.

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YWISS (youth workers in secondary schools) pilot

Family Works Northern is working with Anglican Trust for Women and Children (ATWC) in Auckland to pilot the Youth Workers in Secondary Schools initiative, part of the Prime Minister’s Youth Mental Health Project. Nine Youth Workers work across seven Auckland high schools which are part of the PB4L (Positive Behaviour for Learning programme). They use the Check and Connect mentoring programme to mentor young people at risk of disengaging from school. Mentors are matched with students around gender and ethnicity wherever possible, and together each mentor and young person develops a plan with individualised goals. The work may be about time management, effective study habits, resolving conflicts or other strategies to help the young person engage with school.

The pilot is funded by the Ministry of Social Development, and this reflects the partnership developed between the Ministry of Education and Children work together within a formal partnership, working in partnership with the Ministry of Education.

The pilot began in May 2013.

Family Disputes Resolution

When there is a breakdown in couple relationships, conflict can overwhelm families and it can be very distressing, especially for children. In the last year Presbyterian Support organisations through their Family Works services, have been contracted to provide mediation services to families and whānau who are going through a separation or divorce.

Services are provided either directly or by sub-contracting to local services.

Family Dispute Resolution (FDR) helps families reach agreement on parenting arrangements following separation or divorce. The mediation service, funded by the Ministry of Justice, supports parents and guardians to resolve conflict without the need to go to court. This makes things much less stressful for everyone involved, especially the children. The Presbyterian Support Family Disputes Resolution Service builds on our years of experience working with family and whānau, and can be integrated with other Family Works support services if needed, such as parenting programmes and counselling.

Family Works organisations are working together to ensure this service is available across the country and is easy to access. Family Works Central is managing the contract for the central region and the South Island, including Upper South Island and South Canterbury with the service rolling out to Otago and Southland in the near future. Family Works Northern is managing the service for the Upper North Island and East Coast.

Our Services

Information Development Programme

National Family Works Information Development Programme

Presbyterian Support Northern gained Ministry of Social Development funding to undertake three projects of work within an Information Development Programme (IDP), towards the end of 2013.

This work will bring separate regional practice policies and protocols for social casework together in one national Operations Manual, alongside nationally consistent information collection, to inform service development and contract reporting. We will have increased ability to demonstrate the high quality work of Family Works nationally, while maintaining local community identity and responsiveness.

Many of the services Family Works deliver within communities rely heavily on Government funding. Recent changes to the Government funding and contracting environment suggest that for Family Works, continuing to build our national profile will support our ability to attract and sustain funding into the future.

Dr Rod Watts, Chief Executive of Presbyterian Support Northern is the sponsor for the IDP work, and Alistair Munro from Presbyterian Support Upper South Island is the programme manager.

The IDP programme is due to be completed in the first half of 2015, and projects one and three are underway.

Project one is the development of the national Operations Manual for casework. This exciting development for Family Works will result in bringing together the best of the work currently being undertaken in the regions, and adding new understandings of quality practice to develop a comprehensive Manual to guide casework practice with children, youth, families and whānau, across all seven regions.

Project two will identify, list and define all the information required to record and report Family Works casework nationally. This project will consolidate information gained from projects one and three, alongside requirements for government contract reporting, and good practice guidelines to inform continuous service improvement work regionally and nationally.

Project three will see the development and piloting of client evaluation survey tools. Impact Research is conducting this research project, and will report on the results utilising a Results Based Accountability methodology. The regional and national reports will be used to contribute to government reporting requirements, and to inform the consistent use of the surveys across the country in the future.

This work will help Family Works to ensure we are able to monitor clients’ experiences of the services received, the benefits they perceive from the work together, and support Family Works services to remain effective and relevant to families and communities.

The projects within the IDP will provide a foundation for future national service development work, bringing the expertise and commitment of all Family Works regional teams together to strengthen our work and provide increased opportunities to offer coordinated nationally-driven work programmes and contracts.

IDP Project Sponsor

Dr Rod Watts (Chief Executive Presbyterian Support Northern)

IDP Programme Manager

Dr Rod Watts (Chief Executive Presbyterian Support Upper South Island)
Family Works across New Zealand
Results for 1 July 2013 - 30 June 2014

450 staff and over 300 volunteers working in partnership

How much (of what) did we do?

<table>
<thead>
<tr>
<th>Clients by service type</th>
<th>Client characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,201 social work and counselling clients</td>
<td>Ethnicity</td>
</tr>
<tr>
<td>171 localised community development initiatives, 804 clients</td>
<td>56% Pakeha</td>
</tr>
<tr>
<td>2,516 parenting support clients</td>
<td>26% Māori</td>
</tr>
<tr>
<td>799 group learning clients</td>
<td>4% Pacific Peoples</td>
</tr>
<tr>
<td>2,500 budgeting advice clients</td>
<td>1% Asian</td>
</tr>
<tr>
<td>11,119 clients in developmental programmes for children &amp; young people</td>
<td>6% Other</td>
</tr>
<tr>
<td></td>
<td>10% Not recorded/completed</td>
</tr>
</tbody>
</table>

Client characteristics:
- Ethnicity: 56% Pakeha, 26% Māori, 4% Pacific Peoples, 1% Asian, 6% Other, 10% Not recorded/completed

How well did we do it?

Client feedback:
- 91% report the service was accessible
- 96% were satisfied with their relationship with their worker

Family Works clients said the most helpful thing was:
- "I was at a point in my life where I could not see a way out for my whanau or myself - Support helped me see my worth and give back to me what I had lost"
- "I get on better with my Family"
- "I know how to clam myself down"
- "I'm feeling good"  
- "I am nicer and respecting others differences"
- "I am feeling brave"
- "I'm not getting angry anymore"
- "Not as much people are mean to me know, I have more friends"
- "My life"

Quality measure…. The service led to:
- 87% Learnt useful new skills and strategies
- 82% Improved relationships
- 90% Met their goals
- 86% Feel better prepared for the future

Children said they learnt:
- "I learnt that living with mum is a good place. I learnt more about loving each other and that it is okay to be adopted and this the best place for me to live"
- "I get on better with my Family"
- "I know how to clam myself down"
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Family Works clients said the most helpful thing was:
- "strategies and parenting skills that I needed to parent my child"
- "in home visits and information"
- "I learnt that living with mum is a good place. I learnt more about loving each other and that it is okay to be adopted and this the best place for me to live"
- "I get on better with my Family"
- "I know how to clam myself down"
- "I'm feeling good"
- "I am nicer and respecting others differences"
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Is anyone better off?

results from 2,492 clients

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Family Works Results 2013-2014
Presbyterian Support offers services for older people throughout New Zealand with Enliven, community based and residential aged care services.

Everyone deserves to enjoy life, whatever their age. Enliven offers a range of practical services individually tailored to help people achieve their goals.

**Statistics at a glance**

- **1,869** Number of beds managed
- **5,483** Number of Restorative Home Support clients
- **64,230** Total daycare attendances
- **40** Number of residential facilities and retirement villages
- **70** Number of service centres
- **2,159,075** Home care (hours of service)

**Services for Older People**

**Continuing the Eden Alternative Journey**

“Celebrating our success along the way with an International Award”

Two Presbyterian Support Regions, South Canterbury and Central, are using the Eden Alternative Philosophy in their aged care facilities as a basis to improve the quality of life and care experienced by people using these services.

The Eden Alternative Philosophy is a new way of thinking about aged care that focuses on addressing the issues of loneliness, helplessness, and boredom which many older people experience. Even though the residents are in a home, where everything is catered for and there are lots of people around, they may feel lonely as they do not have special people or animals in their lives. Feelings of helplessness and loss of control over their lives where once they were busy and responsible, boredom with too much time and not enough meaningful activity are described by many people as they get older and start receiving care services.

Presbyterian Support South Canterbury introduced the Eden Alternative Philosophy into their three aged care facilities in September 2011. So far they have achieved six out of the ten principles of the Eden Alternative Philosophy that address the problems and issues experienced by older people. In May 2014 they won the International Seedling Award, made to residential care providers who have made significant progress in a short time in implemented the “person-centred care” Eden Alternative Philosophy. There were ten nominations for the award from USA, UK, South Africa, Australia and NZ.

The new way of thinking about aged care is certainly a reality in these homes and this never ending journey is making a difference in the lives of many.

It doesn’t have to cost more. It is just a matter of looking at things from a different angle the resident’s angle, a bit of a no brainer really.

**Focus on Dementia**

It is pleasing to report that the Antipsychotic Medication Research Project being undertaken by the Pharmacy School of Otago University on behalf of PSNZ has been completed. This piece of research conducted over a two year period looked at difference in prescribing practices in 2011 with those in 2013 and how these compare with Best Practice guidelines across all of Presbyterian Support Residential Care Dementia Units.

There are many types of antipsychotic medication and they may also be known as “tranquilisers”. They are prescribed to people for a variety of symptoms, not just psychosis as the name suggests.

PSNZ wide key findings

- Residents prescribed antipsychotic medication significantly decreased from 60.5% in 2011 to 50.6% in 2013.
- Prescribing of antipsychotic medication as a “regular” medicine decreased from 23.7% to 13.7% in 2013.
- The overall usage of antipsychotic medication (regular doses and as required doses) decreased between 2011 and 2013.
- Residents with a target behaviour identified before having an antipsychotic medication prescribed increased from 54.3% in 2011 to 71.2% in 2013.
- Documentation to monitor adverse drug reactions increased from 30.4% to 46.6% in 2013.

PSNZ and the Enliven services are pleased to see that the use of antipsychotic medication has improved considerably over the period of this research. The challenge in 2014/15 is to continue to improve antipsychotic prescribing practices in line with Best Practice Advocacy Centre guidelines.

Check out The Eden Alternative website: www.edeninonz.com.au
“Underpinning the work of the members of Presbyterian Support New Zealand are values that are demonstrated in the life and teaching of Jesus Christ”. This core value of PSNZ is shared by many other organisations that provide social and health services in New Zealand. In particular we share this value with the Presbyterian Church of Aotearoa New Zealand and bring it to life through our PresCare partnership. PresCare looks for ways our shared values and commitment can respond to the needs, and nurture the wellbeing of children and families in Aotearoa. Through PresCare we have continued to strengthen the relationship between the many services provided by Presbyterian Support, the church and local communities.

A champion is identified in each Presbyterian Support region who leads the organisation in building relationships and collaborating with local Presbyterian churches in activities. This local approach allows for direct communication and variation in approaches that reflect the many different churches and communities in the Presbyterian family.

The PresCare partnership is also demonstrated through national activities. Again, we held the PresCare Art and Writing competition in August 2013. All children connected with Presbyterian churches, schools and Family Works services were invited to enter a visual or written expressions for “LOVE REACHES OUT – we can make a difference”. There was an art and writing competition for young children, up to year 8, and a photography and writing competition for young people of secondary school age. We were pleased to receive many entries even though it made the decisions hard for our Judges.

Guardian Angels are people and organisations who target their donations to children and families most in need of help. These donations are used to support the efforts of Family Works services throughout the Presbyterian Support regions.

Guardian Angel support is used to provide practical help for families and whānau experiencing violence, struggling to communicate their differences and being unsettled at school and work because of trouble at home. For families that are trying to put the next meal on the table, or budget with very little income, short term support through the Family Work services can make a real difference and help them get back on track.

The money, donated regularly or as a one off, has enabled a range of services for families, children, parents and communities to be provided. These donations have supplemented or directly funded family counselling, parenting programmes, play therapy, social workers in schools, emergency food parcels and budgeting support. It has enabled family workers to walk alongside desperate families, helping them restore their lives. Some Guardian Angels want to make a donation and leave it up to us to put it to best use, others ask for and have received information and updates about the work we have been able to do because of the band of angels that have supported us.

The donations are for a charitable purpose and are therefore eligible for a tax rebate.

Becoming a Guardian Angel allows neighbours and total strangers to make a difference specifically to families and whānau experiencing hardship and danger in their region. For more information about becoming a Guardian Angel see www.angel.org.nz
Thank you to the Tindall Foundation 2013/14

As a Faith Funding Manager for the Tindall Foundation, Presbyterian Support New Zealand received $187,450 in 2013 to allocate to initiatives in the Supporting Families and Social Services Programme area. Funds were distributed to Presbyterian Church projects and the seven Presbyterian Support Regions around New Zealand, in accordance with Tindall policy. An additional $20,000 was again donated directly to the Upper South Island region for ongoing earthquake relief.

Here are some examples of programmes and projects made possible through the generosity of the Tindall Foundation.

Presbyterian Church initiatives

This year, the following Church projects received funding from the Tindall Foundation grant: St John’s Church Rotonui Atua Awhi Community Trust, Hope Youth (Southwest Christchurch Trust), Community Services - Children & Youth in Waitara, Mahu Vision Community Trust (Mahurangi Presbyterian Church) - Pasifika Community Support Programme, Paeroa Community Support Trust youth programme ‘Kids Can Cook’ Girls and Boys cooking courses, Ribble Street Youth Centre – ‘Ground Zero’ (Supervised Community Common Room) for young people, Paeroa Community Support Trust youth programme ‘Kids Can Cook’ Girls and Boys cooking courses, St John’s Church Rotorua Girls and Boys cooking courses, St John’s Church Rotorua (Previously renamed from Flagstaff Union Parish) FACE (Flagstaff And Community Engagement) project, and East Taieri Church - Community Development Facilitator.

IMAGES ABOVE FROM LEFT: Teenagers at camps run by Hope Youth in Christchurch
Pasifika Feast for everyone - Tongan, Kiribati, Chinese, Palagi

Paeroa Community Support Trust youth programme ‘Kids Can Cook’ Girls and Boys cooking courses for 11-14 year olds. Children attend weekly and learn to cook and eat a healthy meal, budget money on a meal, socialising skills by observing each other’s behaviour and learning to mix and be kind to others. It also provides computer skills for those with low ICT access. Benefits include feeding the children and having them keen to cook for others at events. Some have now gone on to an NQFQA based food handling course.

Presbyterian Support initiatives

Southland: The Attachment Groups programme was rolled out from August after a successful pilot in the previous year. This Early Years programme for parents of children under three years fills a need for a group learning programme for parents as identified by referrals to Family Works staff. Parents are taught about the importance of understanding and building positive relationships with their toddlers.

Otago: The Waitaki Early Childhood and Parenting Support programme aimed to increase the skills of young, single North Otago parents (particularly mothers) of children under seven years who face housing, low income and parenting issues. Support was via the Incredible Years Programme and client interventions by social workers if needed. Reducing isolation by meeting others in similar situations, and providing practical support to the parents and children via the Buddy Programme were also features of the project.

Injecting Manototo/Ranfurly provided social work support in school, interventions with identified youth and families, and an Incredible Years Programme. The main aim was to work with the community to prevent suicides and destructive behaviour in young people.

South Canterbury: The Traffic Light Collection is a suite of parenting education and in school programmes for children - ‘Ready Steady Go!, Say ‘NO’ to Bullying, and Dealing with Difficult Behaviours. Facilitated by a social worker/counsellor the aim of the programmes is to improve relationships in families, with young people and their peers, developing skills and strategies to cope with a range of anger/behaviour/issues for children and teens, including bullying. Overall 60% of participants reported a positive response to the services.

Upper South Island: The Holly House Outreach Programme provides continuing support for women who have been residents of Holly House (which provides unsupported young mothers aged 14-24 late in pregnancy and while they learn to care for their baby) on re-entry to the community. The support group continues education and training and support to pursue further education or employment. Social and emotional support is provided by an outreach worker.
Our Donors

Thank you very, very much

As well as Guardian Angel donations Presbyterian Support receives donations and gifts for other Family Works and Enliven services and the general use of the organisation. We would like to gratefully acknowledge the generosity of our many supporters throughout 2013/14. The donations received from individuals, businesses, trusts and estates have consisted of cans of food, goods for the second hand shops, bequests, and donations of services or money. They are all critical to our ability to continue to offer vital services to those in need, and to make an important difference to the lives of people across the nation.

Presbyterian Support ensures the donations are used in the communities and areas from which they are received. Each donation is passed on to the Presbyterian Support service and region that the donor nominates, or in the absence of a nomination, from the area it originated. The donations are noted in the annual accounts and reports of each Presbyterian Support regional organisation.

Northern:

A second chance at life

Esmeralda Smith is grateful for a second chance to make something of her life. A former prisoner with a long history of offending, the 44-year-old Tauranga mother of eight was on home detention when she got the chance to attend an intensive rehabilitation course for female offenders run by Presbyterian Support Northern.

After eight weeks on the course, Esmeralda was a changed woman, determined to remain offence-free and make something of her life, with support from her very own mentor.

“I don’t want to go back. I want to go forward, not just for my sake but for the sake of my children and grandchildren,” she said.

Esmeralda aims to become a presenter for the Building Awesome Whānau parenting toolbox which was part of the course. She also plans to volunteer at the Bay Community Law Centre and write her own story in order to give back to other women what she’s learnt herself.

The course – called Whakamanahia Wāhine or Strengthening Foundations for Women – was co-facilitated by Presbyterian Support Northern’s Family Violence Prevention Advocate, Jude Simpson. It follows the success of the first programme, run for the Corrections Department as a pilot in 2013.

Central:

The Family Works South Wairarapa food bank aims to provide emergency food parcels for families, increasing resilience through budgeting advice, reconnecting whanau to the land through increased understanding of traditional collection methods and use of Kai, basic cooking skills and shopping education. Families in this area have increasing needs due to low incomes, food cost, debt, high unemployment. However, many reported they were making better and cheaper choices like buying food in-season, and cooking healthier meals after their contact with the foodbank.

East Coast: Anger Change – Parenting Inside Out is a crisis intervention and therapeutic programme for women experiencing anger who are concerned about the risk to their children. The aim is to reduce child abuse by enabling mothers to understand the violence and anger in their lives, and where it is out of proportion to the child’s behaviour. Women are helped to reduce anger, look at its reasons and triggers, and recognise the need for further counselling/help. Social Workers provide a planned support system including ongoing options such as accessing counselling, health professionals and budget advisors.

Northern: The Restore programme for children exposed to domestic violence was this year able to be revised and updated to be current with the most recent practice requirements. The funds were used to ensure the programme will be applicable in the current youth culture. Group and individual programme content, and the facilitation manual, will be reviewed and redeveloped as appropriate. This project fits within youth development increasing problem solving, attitudes, relationships.

The following pages showcase a selection of stories from our regions as they work to make a positive difference in communities throughout New Zealand

At the graduation ceremony, each of the ten women was presented with a bracelet that represents their attendance and the goals they have achieved. They were then matched with a personal mentor for the following six months to a year.
East Coast

**East Coast People keep giving**

Presbyterian Support East Coast gratefully acknowledges the continued generosity received from the Knox Opportunity Shop. Following a further donation this year, the shop has donated well over $24k since the 1990’s. The donations have been used to support all the social services provided by Presbyterian Support East Coast. This continued kindness to people in need and support for our work within the local community is much appreciated. Thank you to all the people associated with Knox Opportunity Shop for the work you have undertaken, the funds you have raised and the commitment you have made for a long period of time.

Mr Robert Dowler was referred to Enliven services for support in the community. At 68 years of age he has been diagnosed with Motor Neurone disease (MND) and early onset dementia. He had experienced difficulty with his mobility, balance and speech causing him to frequently fall and become socially isolated. Roberts balance was helped with physiotherapy, occupational therapy and exercise, and he was assisted to return to swimming, which is a great enjoyment to him. His new goal is now a caravan holiday.

Mr Dowler has been an Enliven client for seven months and is an excellent example of restorative care, from a multidisciplinary perspective. We have supported him to become more independent and safe in his own home. Watching him progress has given the whole team an immense amount of satisfaction, and his hard work and motivation has given us motivation in our work.

“Thank you and well done Bob!”

Central

**Kandahar’s artist in residence**

Masterton’s Melva Arden doesn’t let her age get in the way of pursuing her lifelong passion of painting.

A keen painter for longer than she can remember, Melva says her love of art is part of her. And now, at the age of 84 and living at Enliven’s Kandahar Home in Masterton, nothing has changed.

“When I moved here I wasn’t sure if I would be able to continue painting, but they’ve really encouraged me to keep it up and have even made a special painting room for me. My paints and easel are set up so I can paint whenever I feel like it. It’s great!” says Melva.

Kandahar Home, like all of Enliven Central’s rest homes, embraces the Eden Alternative – an elder-directed philosophy of care that works against the plagues of loneliness, helplessness and boredom. Enliven is still one of the only aged care organisations in the country to be actively practicing Eden.

Enliven Central’s Nicola Turner says Eden really does make a difference. “We find that after a few weeks at our rest homes, people become more active and engaged than when they arrived. It’s all about having a purpose; a reason for being,” explains Nicola.

Upper South Island

**Faith House**

In April, Social Development Minister Paula Bennett visited Faith House, Family Works Upper South Islands’ new facility in Christchurch, to meet the residents. Faith House is a supported flat for up to three teenage mums and their babies. It is for those who have done well at Holly House residential facility, but have nowhere to go when they leave, largely because of their youth and absence of family support.

The Holly House Outreach Team is based in a prefab building on the same site and are available to help them live independently in the community by assisting with shopping, budgeting and household tasks. The young mums are enrolled at Kimihia Parents College, where they can continue their education and develop parenting skills, while their children are cared for at the Kimihia Early Learning Centre.

Leased with support from the Christchurch City Council, the house was renovated by staff and volunteers, with generous assistance from a number of organisations and trusts.

Paula Bennett is passionate about teen parenting, having also been a young solo parent, and was keen to see how the teen flat was working. She urged the young women to persist with their studies and focus on being good mums – “It’s a juggle, but the benefits are so worth the effort”.

Faith House is named in memory of Faith Wood, a former Holly House client who died last year. It recognises that such a resource might have seen her life take a different course. The name also connects with our organisation’s spiritual history and reflects a step of faith with youth and their needs in post-quake Christchurch.

IMAGE ABOVE: Young mothers at Faith House meeting the Minister of Social Development, Paula Bennett
South Canterbury

**Family Works Bidvest Food Bank Initiative**

Bidvest Foodservice in Timaru and Family Works are launching an exciting new food bank initiative.

Bidvest have made a commitment to support Family Works with donations to the food bank on a regular and ongoing basis, which is just fantastic.

For several months now Presbyterian Support South Canterbury has seen an increase in demand for food parcels from our food bank. Last year we provided families in South Canterbury with 271 food parcels.

Many of the families supported are facing hardship and often it is children who suffer the most when household budgets just don’t stretch far enough.

As a part of this new initiative with Family Works, Bidvest invited Family Works staff to attend their “Trade Day” on the 19 September 2013 to talk to their customers and other businesses in the South Canterbury about when they place an order with Bidvest they may also like to make a donation to the food bank.

The staff received lots of positive feedback from the people that spoke to who thought it was a great idea.

If many people give a little to the initiative it will create a big difference to those most in need in our community.

**Otago**

**Our Children Are Safer**

That was the over-riding message from two families living in Dunedin’s Pine Hill – a suburb where community development has been embraced as a means of enriching the lives of those who live there.

For the father of three school-aged children that fact he can let them walk to school by themselves knowing others in the neighbourhood look out for them on their journey, is a big bonus from getting to know his neighbours. “I have limited mobility and taking the kids to school and meeting them afterwards was always difficult, but now I know other parents are aware of my situation and look out for my kids. It’s a big help,” the 52 year old sickness beneficiary said.

“Kids and me used to stay home a lot because I didn’t know anyone here but now we’ve joined in some activities organised by Tracey (Family Works Community Development Social Worker Tracey Fuatavai) and we’ve met others like us and it’s all good,” he said.

Further down Pine Hill Road a young mother of two pre-schoolers felt the same about how safe she felt. “It’s easy to stay home when you don’t have any money but Tracey persuaded me to join the weekly coffee group and use my computer skills so now we have a Pine Hill Facebook page to let others know what’s happening. I also helped at the jumble sale and school holiday programme, which my kids love”.

Tracey said the school holiday programme was a great example of intergenerational activity because members of the coffee and over 60s groups prepared the healthy lunches. Parents and members of local parishes contributed their time. “It’s amazing how resourceful people are. With a little encouragement they get together and make things happen. They’ve now identified a need for an after-school homework group and a morning playgroup.”

**Southland**

**Cultural Journey Continues in Southland**

Some time ago Presbyterian Support Southland recognised the need to develop a greater cultural understanding among our staff and those we work with. This was reinforced when the importance of our joint Christian and New Zealand heritage was highlighted in feedback received while developing our charter.

With help from our Cultural Advisor a Memorandum of Understanding was negotiated, this was signed by Southland’s Runanga in February. This was celebrated at a ceremony to name our meeting rooms. Staff, board members and Runanga representatives unveiled plaques and explained the background of each room name.

Another highlight was the promotion of Matariki by a cultural support group for Maori staff at Family Works, “Te tautokotanga o tatou”. They arranged the design and production of a kākahu, named “WHANAU MAHI”, to enter in the Matariki Design Show. Paper feathers were distributed to client families, older people living in our homes and staff to colour in and return. This work of three generations was then attached to a type of woven cloak (kākahu), with the myriad of colours depicting the natural features of our country - the sea, forest, land, and sky with the Matariki constellation represented by yellow. The three kete represent the three kete of knowledge and are covered by the art work feathers of our pēpe and tamariki – those we carry and hold as we nurture them in our whanau.

Sharing the effort created energy and fun for all involved. It also helped increase awareness of the Matariki Celebrations in our community.
Presbyterian Support has three broad operational areas. Family Works offers a full range of counselling and social work services, aiming to encourage connected, well functioning families and communities. Enliven/older people’s services offers community based programmes and residential aged care focused on valuing the lives of older people. Our Disability/other services strand includes day programmes, residential care and hospice services. Regional responses vary depending on the particular needs of the area.
### FINANCIAL STATEMENT

**Presbyterian Support New Zealand (Incorporated)**

Statement of Financial Performance for the year ended 30 June 2014

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The information featured above has been extracted from the audited financial statements which are available in full on our website: ps.org.nz

For and on behalf of Presbyterian Support New Zealand (Incorporated) 19 September 2014

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**CONTACT DETAILS**

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