



Presbyterian Support New Zealand  
& Family Works New Zealand Trust  
**Annual Report 2018/19**



# Locally responsive – Nationally supported

Together the seven Presbyterian Support regional organisations provide Family Works and Enliven services nationwide.



## Our People

More than 4,100 staff, more than 2,200 volunteers

### National Council members

- Margie Apa, Northern representative
- Andrew Johnston, Upper South Island representative
- Tim Loan, Chair and Southland representative
- Maitland Manning, East Coast representative
- Tim Mephram, Otago representative
- Chris Nichol, Central representative
- Eoin Powell, South Canterbury representative

### National Executive Group members

- Gillian Bremner, Otago representative
- Carolyn Cooper, South Canterbury representative
- Denise Cosgrove, Chair and Northern representative
- Barry Helem, Upper South Island representative
- Dr Sanja Majstorovic, East Coast representative
- John Prendergast, Southland representative
- Pat Waite, Central representative
- Trevor Wilson, Te Roopū Pā Harakeke representative

# Chair Report



## Te Kotuku rerenga tahi

### Glimpse the beautiful single flight of the white heron

In 2018-19 the Presbyterian Support New Zealand (PSNZ) and Family Works New Zealand Trust (FWNZ) whānau, which includes Family Works and Enliven services, supported tens

of thousands of people in need across the country. We remain one of the largest and most trusted providers of health and social services in New Zealand.

We are an organisation with strong, faith-based values that guide how we care, enable and support individuals and whānau. Our staff use a professional, multi-disciplinary approach that is proven, effective and trusted.

#### Family Works

A key focus for Family Works has been an investment in building a nationally consistent outcomes framework. Our objective is to be consistent with the Treasury's Living Standards Framework, the Investing for Social Wellbeing work, and the Child and Youth Wellbeing Strategy.

Over the last four years, we have undertaken service and evaluation design projects to enable a more nationally consistent way of describing and reporting on our casework. Nationally, we have organised our casework into seven wellbeing domains, which when used across all casework services regionally and nationally, provides a starting point for aligned recording, reporting and evaluation. This also provides us with a basis for measuring the direct results of our work against medium and long-term outcomes.

The pay gap between community and government social workers continues to make recruitment and retention challenging. But we continue to maintain a highly skilled, qualified and passionate workforce across our regions with the objective of making sure our tamariki are safe, family and whānau are strong and communities are connected.

#### Enliven

Across the country we continue to invest in our Enliven services for older people and people living with disability. Again, we face challenges in relation to costs. Whilst we

support the principles of pay equity, the impact across our services has been significant and ongoing.

Our established and developing local partnerships and collaborations are key to developing new service models to respond to the growing numbers of older people in our communities and our regional organisations are providing leadership and innovative thinking to support new developments.

#### Our stories

The stories and statistics recorded in this report illustrate the depth and breadth of the work we do. Of course, in order to keep things brief and to protect the privacy of those we support, much of the complexity and detail has had to be removed. If you would like more information about anything included in this report or about the work we do, I encourage you to contact our National Executive Group. The names of these leaders and their regional organisations are included on the previous page.

#### Tributes

I would like to pay tribute to David Richardson. This year David retired from the Presbyterian Support Otago Board and has stepped down as chair of PSNZ and FWNZ. David made a huge contribution to this organisation over many years and we are grateful for his tireless effort and sage wisdom.

I would also like to pay tribute to Diane Garrett our PSNZ and FWNZ manager who resigned earlier this year. Over the last five years Diane has played a key role in the organisation particularly in the area of Family Works. For this we are very grateful. We wish her all the best.

Finally, I would like to thank all of our supporters both regionally and nationally. Our large funders, grant providers, businesses, Guardian Angels and other individual donors and countless volunteers make the work of this organisation possible.

Ngā manaakitanga.

#### Tim Loan

**Chair PSNZ and FWNZ**

**Chair Presbyterian Support Southland**

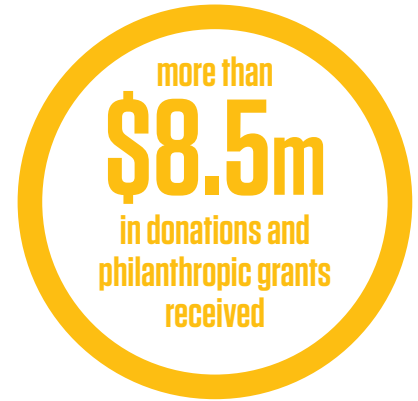
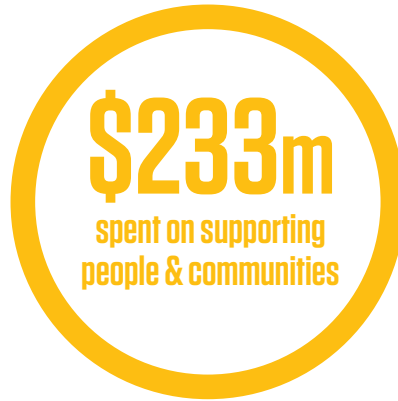




# Financial Snapshot

## Our government partners include:

- ACC
- Department of Corrections
- Department of Internal Affairs
- District Health Boards
- Oranga Tamariki
- Ministry of Education
- Ministry of Health
- Ministry of Justice
- Ministry of Social Development



## It's a giving thing

### Regular gift making a difference

Family Works Guardian Angels are continuing to help families stuck in a cycle of poverty, family violence or hardship to turn their life around. At 30 June 2019, Family Works had more than 400 active Guardian Angel supporters making regular donations.

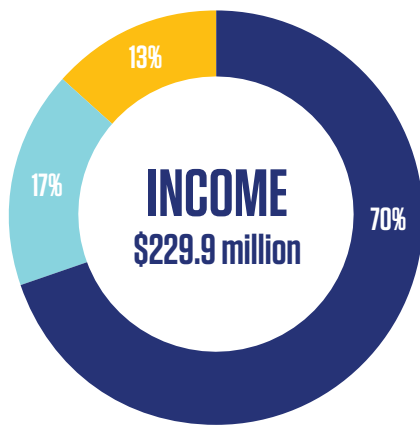
One of those Guardian Angels is Hawke's Bay business Hurford Parker Insurance Brokers.

Hurford Parker manager Jeff Parker says it's important to the business that it is supporting the local community. "Supporting local services is paramount and Family Works Guardian Angels is one of the most important ones we contribute to."

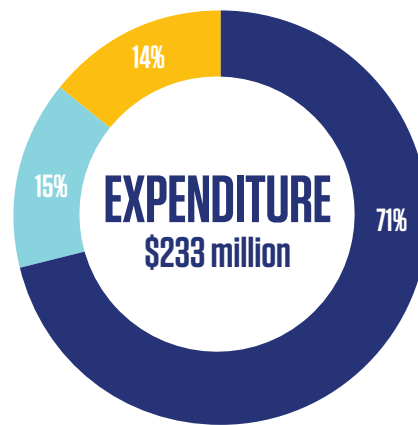
Jeff's son William, who also works in the business, believes it comes down to social responsibility – to giving something back. "If everybody gave a little bit, I think we can achieve a lot. If we've got a great community – we've got a great region."



Hurford Parker manager Jeff Parker and his son William



- Government – \$160.8 million
- Fee-For-Service/Private – \$38.8 million
- Philanthropic and self funding – \$30.3 million



- ENLIVEN Services for Older People – \$166 million
- FAMILY WORKS Services for Children & Whānau – \$34 million
- OTHER – \$33 million

\* The statistics and figures included in this annual report are the totals achieved by Presbyterian Support organisations across New Zealand.



### Shop On

The popularity of physical charity stores has led Presbyterian Support Otago to launch Shop On – an online charity store amongst the first of its kind in New Zealand.

Presbyterian Support Otago Communications Manager Warren Rosser says Shop On was launched as a way of connecting with a wider audience.



“Online vintage stores are gaining popularity, but it’s unique to have a charity store online in New Zealand. This is an amazing way for people to support Presbyterian Support Otago and the work we do, and they can do it from the comfort of their couch.”



### Cutting edge dementia care technology

Enliven elders with dementia or anxiety have been some of the first in New Zealand to experience the latest in relaxation technology, thanks to the AR & TI Harper Trust.

A grant of more than \$32,000 has allowed Enliven to purchase two state-of-the-art Nordic Wellness Chairs and a range of therapeutic dementia resources to be used with residents at its Manawatu homes.

The state-of-the-art technology uses soothing music, gentle movement, tactile stimulation and a weighted blanket to relax, calm and soothe those feeling anxious, angry or agitated. The technology is not believed to be available in any other rest homes in New Zealand.

“The chair has been a great aid in helping us restore a sense of calm to agitated residents. On many occasions, this has reduced their need for medication,” says Clinical Nurse Manager Vicki Marshall.





## Family Works – a year in review

Family Works' vision is for Aotearoa New Zealand to be the best place in the world to grow up; a place where all tamariki are safe, families and whānau are strong and communities are connected.

Family Works services take a whole-of-family approach to providing wrap-around social service support. This multi-disciplinary approach addresses highly complex and multi-generational issues and achieves positive long-term outcomes for the whole whānau.



## Making hearts smile

Adversity is no stranger to Katrina Taplin but it ignited in her a zealous love of life and a deep desire to give vulnerable children the opportunity to experience happiness and wellbeing growing up.

She's also always wanted a big family so when Katrina went along to a Family Works Southland information evening about its Buddy Programme and instead signed up for foster care, it wasn't a complete bolt out of the blue for husband David and their two adult-age children.

"Dave's always known I have a lot more love to give," says Katrina, "but the kids did take a bit longer to get on the same page," says Katrina.

Having sailed through the rigorous vetting process and taken up every training and support option offered, the family has opened up their hearts and home to over eight children on their 14-month fostering journey to-date.

Currently, Katrina and Dave care for pre-school siblings, two at a time, on alternative weekends and

holiday breaks. They find respite care especially fits well with their rural lifestyle and means they can dedicate quality time and attention to the youngsters when they stay.

"We don't really do any special activities per se," says Katrina, "Just taking part in what we would consider 'normal' farm and family life is often a huge change and challenge for these kids."

Indeed, some of Katrina's most cherished moments of caregiving come in the form of small acts of trust or achievement, like: eating at the kitchen table; taking a shower without mayhem; touching a pet lamb; the unprompted holding of a hand; first smiles; an enthusiastic greeting ... an unexpected hug.

"We gain as much as we give," says Katrina, "They make my heart smile."

Katrina will admit it's not all easy but says empathy, loads of patience, positivity and a healthy sense of humour gets them through most challenging situations.



More than \$34m spent on Family Works prevention, early intervention and intensive casework services.



Then there's always the full back-up, specialised support, training and networks provided by Family Works to depend on.

Presbyterian Support Southland Family Works Director Judith McInerney says she is proud of her team and the work they do alongside community carers, such as Katrina and Dave.

“Together we are making a difference.”

“We are helping to transform lives by giving these children and young people the safe, happy and healthy experiences and opportunities they so deserve.”



# Family Works – a year in review

Family Works provides a range of services from prevention to early intervention and intensive casework.

## Our services include:

- Social work
- Counselling and therapy
- Parenting education
- Family violence prevention and safety
- Mediation and dispute resolution
- Mentoring and youth support services
- Foster care
- Foodbanks and financial capability services
- Community development



## Early intervention builds resilience

Susan\* is in her mid-fifties. She has three grandchildren (aged 3, 6 and 10) and an adult son who has mental health issues in her care. The family lives in a small one-bedroom flat.

Despite the struggles, Susan has always been committed to looking after her family. She wants to do the best by them.

The family came to the attention of Family Works Early Childhood Education social worker Ruth\* when a referral was made by a teacher regarding Susan's 3-year-old granddaughter Emma\*.

The kindergarten was concerned about Emma's sporadic attendance, her poor social skills and interactions with teachers and other children.

Ruth was able to quickly and professionally build trust with Susan who explained that her older grandchildren were also struggling.

6-year-old Jess\*, was being bullied at school and had started expressing suicidal thoughts, while 10-year-old Tom\*, was showing signs of mental health and behavioural issues.

Together Ruth and Susan identified health and

wellbeing goals for the whole family.

Today, with Family Works' support Emma's kindergarten attendance has improved. She's already happier, more confident and is starting to interact with her peers.

The older children are seeing Family Works counsellors and now have the support of Family Works' Social Workers in Schools (SWiS) team.

Ruth has supported Susan to access additional financial entitlements and support for the family, including a holiday programme for the children that gives Susan a break, and is advocating for Susan and her adult son with local mental health agencies.





**70+**

localised initiatives and projects responding to community needs

almost  
**7,000**

food parcels distributed to families in need

more than  
**400**

Family Works staff (FTEs) and 390 volunteers

## Te Ara Whānau

Imagine being 4 years old and not knowing when your next meal will be. Worse still, being too scared to ask for food in case your Dad hits you or Mum, again.

Imagine living in constant fear, suffering daily beatings and death threats only to be beaten so badly you're dipping in and out of consciousness as you crawl to the neighbours for help, again.

Imagine being constantly anxious and angry. As you struggle to deal with what happened in your own past you find yourself taking it out on the family you're meant to love and care for, again.

Family Works family violence safety and non-violence programmes are being recognised as a 'life-changing turning point' for hundreds of women, men, children and whānau across New Zealand every year.

Family Works takes a whole-of-family, multi-disciplinary approach, known as Te Ara Whānau, to tackle complex and multi-generational issues such as family violence, poverty and substance abuse. The strength-based approach builds on the skills and resources of the individuals and the whānau unit. The focus is always on keeping children and those most vulnerable safe.

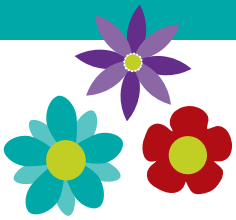


Tairāwhiti manager Alica Richardson-Marr says sadly tamariki whose everyday home environment exposes them to family violence grow up thinking this type of experience is normal because they know no different.

Children who are victims of family violence and abuse suffer from a myriad of emotional, physical and mental issues, including depression, Post Traumatic Stress Disorder, psychosis and anxiety.

“To change the cycle of family violence, we need to protect our tamariki first and foremost. They are our future generations. Without them, there is no future for anyone.”

\* Names and images have been changed to protect the privacy of our clients.

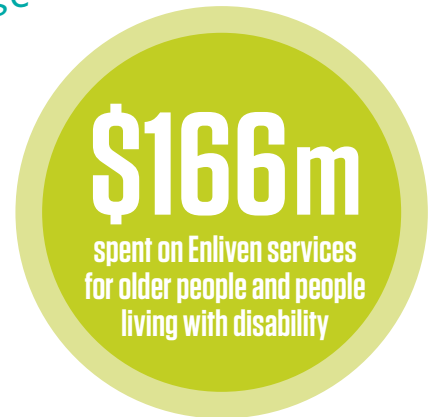


## Enliven – a year in review

At Enliven we know that some things make for happier, healthier living, no matter what your age or ability. We work alongside people to achieve the things that are important to them.

We create communities where people have companionship, connections to friends, family, whānau and the wider community, a sense of meaning and purpose, choice, fun and, of course, access to practical support when they need it.

**“Whenever you walk in, you can just feel that wairua or spirit of the place is really positive. It makes you want to be part of life here.” – Isobel, relative.**



## Cultural diversity celebrated

Enliven is embracing cultural practices in its homes, villages and services.

In the Upper South Island, Enliven has two very experienced Whaea (respected wahine from Ngā Tuāhuriri, Ngāi Tahu) who work alongside whānau, marae and local Māori health services to improve access to culturally appropriate social services for koro and whaea (respected elders).

Kaumātua have challenging outcomes compared to their Pākehā contemporaries due to lack of access to appropriate services. Enliven’s whaea advocate for and on behalf of kaumātua and ensure that all services available understand their requirements.

In the Central region, Enliven’s hauora Māori approach to developing care plans is gaining traction and aged care innovation recognition.

“The work aims to combine the four elements of the holistic Māori health model, Te Whare Tapa Whā,

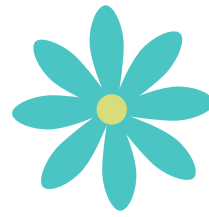
with Enliven’s elder-directed philosophy. It focuses on ways to support elders to enjoy the things they always have,” says Enliven general manager Nicola Turner.

Whanganui’s Kowhainui Home and Village manager Trish Boswell, Te Whānau-ā-Apanui, explains that Māori health plans are also proving successful with other cultural groups.

“Our first goal is to focus on tangata whenua and ensure we have guidelines in place to meet their spiritual and cultural needs, and then use those experiences to look at how we can be more attentive to other cultural practices.”

At Enliven’s Cashmere Home, near Wellington, and Iona Home in Oamaru the focus has been on embracing the residents’ multicultural roots by celebrating some of the world’s most vibrant cultures.





more than  
**6,500**  
in-home support  
clients

**1,769**  
aged residential care  
beds at 29 rest homes,  
571,947 bed days

more than  
**450**  
retirement villas,  
apartments and flats at 22  
retirement villages

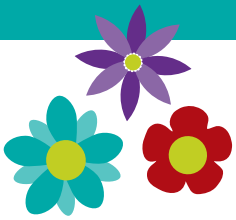


Like many Enliven homes, these two homes have residents and staff that come from countries near and far. India, the Philippines, Sri Lanka, Samoa, China and many more are represented.

“Our cultural days are a chance to celebrate the history, culture, dance and food of those places,” says Cashmere Home recreation officer Liz Rivadelo.

Meanwhile Iona manager Steph Leith says the home’s ‘Connecting Cultures’ group has had a positive impact on staff satisfaction. Iona Home was awarded the Training and Staff Development Award at the 2018 Healthcare Excellence in Care Awards for the Connecting Cultures project.





## Enliven – a year in review

Enliven provides a range of services to support older people and people living with disability to thrive and enjoy a happy life.

### Our services include:

- In-home and community support
- Day programmes
- Health recovery care
- Rest home care
- Hospital care
- Dementia care
- Palliative care
- Short-term respite
- Independent retirement living



## Walking towards the future

Thirteen-year-old Mya was born with cerebral palsy. Her doctors thought she'd never walk on her own. But last year the bright and spirited girl amazed everyone when she ditched her walker. Now she can stand straight and move independently using only her leg splints.

Mya's boundless enthusiasm makes her shine in school too where she loves to sing in the choir, participate in drama and bowling, and – despite being unable to move her right hand – to sew and bake. She comes up with creative hairstyles and fixes her own hair with some help.

“I'd like to become a hairdresser someday,” she says.

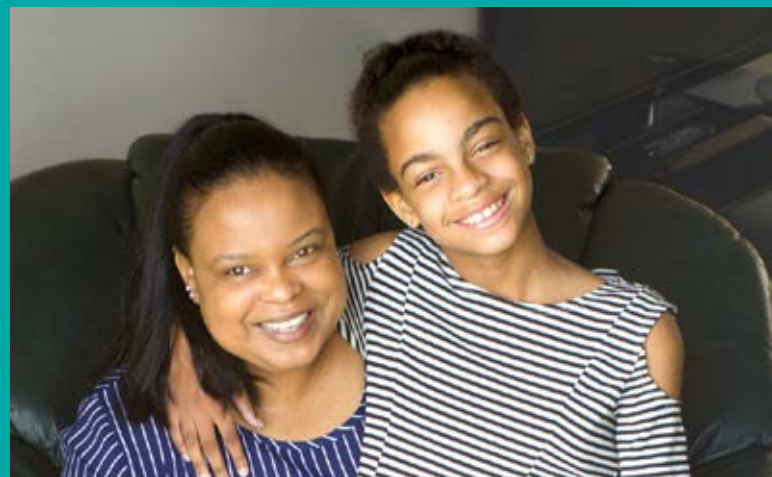
Although Mya's no longer reliant on a walker or wheelchair, she's unable to walk for long periods of time and still struggles with her balance and motor skills. She gets tired quickly and feels exhausted after a full day at school.

Enliven carer Natasha visits Mya daily to help her unwind when she comes home. She helps remove

Mya's leg splints, and helps her to bathe and dress.

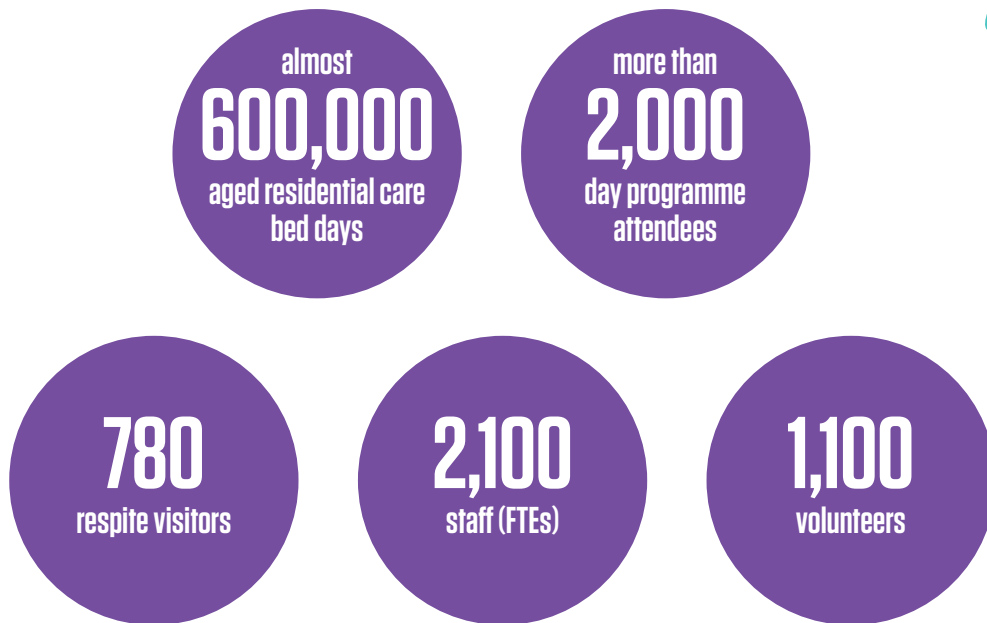
Mum, who has another daughter and works full-time says, “Natasha's help is extremely valuable to us. She's great with Mya. We're so grateful to have her.”

With her family's support and Natasha's assistance, Mya continues to blossom into a strong, independent young lady who's capable of achieving what her heart sets out to do.



Mum is very proud of Mya's achievement. “She's a very determined and persistent girl!”





**90% of survey respondents said Enliven made a positive difference in their life**

## Going green with Enliven

Environmental sustainability projects led by Enliven residents and staff are gaining traction across the country.

Enliven's Croft Home in Timaru started the region's environmental sustainability bid with the resident-led 'Greenie Group'. The group has overseen the introduction of a new waste separation and recycling system, established a worm farm using scraps from the kitchen and started sourcing more environmentally-friendly products.

"Medication measuring cups were changed from plastic to paper, the gloves worn by staff were changed to a variety that was more readily biodegradable, the use of wet wipes has stopped and drinking straws were changed from plastic to plant based," explains Chief Executive Carolyn Cooper.

In March 2019, Enliven's Wallingford Home in Temuka started a voluntary trial of washable incontinence underwear for people with light to moderate incontinence.

"Disposable incontinence products are one of the main things that end up in our waste," says Carolyn.

"So far the trial is going really well. It's been great to see the residents so involved in this project. They truly care about the environment and want to leave the place cleaner and greener for the next generation."

Other environmentally friendly initiatives started across the country include removing bin liners, cutting out single-use plastic, using glasses instead of disposable cups at water fountains, composting and reducing general waste.



# Our People

Across New Zealand Presbyterian Support employs more than 4,000 people. It's a whānau that is dedicated to making a positive difference every single day.

Not only do these professional carers, nurses, social workers, counsellors, mentors and others provide quality services and support; but the hallmarks of kindness, compassion, love, humour, respect and empathy are easy to see.

## Nursing from the heart

"In this industry you have to have care running up and down your veins," says Enliven clinical nurse manager Anna Roberts.

She says working as a nurse in aged care is a fantastic way to gain skills while having the privilege to be part of the residents' journey and hear their remarkable stories.

"We are here to support the residents to maintain independence as well as ensuring they have meaningful activities and purpose in their lives."

Anna, who started working with Enliven more than 16 years ago, is a firm believer in Enliven's philosophy of care which recognises that some things make for happier, healthier living, no matter what your age or ability.

"It [the philosophy of care] works to combat the feelings of loneliness, helplessness and boredom that can come with ageing, and I've seen the difference that makes to the lives of elders."

## A passion for reducing family harm

Another team member with care running through her veins is Family Works social worker Deb Tongotea who works with children, parents and whānau who have experienced family violence.

"I love this work and the opportunity to contribute to reducing family harm in Whanganui.

"The best thing about my job is gaining trust and being allowed to support whānau to find new and creative ways to navigate the complex systems and situations we work

within," says Debz.

The work is complex, it's tough, but the rewards are second to none.

"One story always comes to mind and that is of a Mum who arrived at Christmas with bags of groceries to give to others. She said through tears that 'if it wasn't for Family Works her and her children would have been dead'. It was real testimony to the staff that had worked alongside her and her whānau."

## Making dreams come true

Meanwhile, in Hawke's Bay nurse and Enliven Disability Services Manager **Andrew Wordsworth** is making dreams come true for clients living with disability at Rowan, a residential service for people under 65 and Mosaic, a purpose-built creative space.

Since taking up his role in 2018, Andrew has been encouraging, empowering and supporting clients to live their best possible life and let go of limiting beliefs.

Take 59-year-old Pete for example. Pete was left disabled and confined to a wheelchair after an operation went wrong when he was a teenager. He explained it had been

at least a decade since he had had a spa – something he always enjoyed doing. Andrew and his staff subsequently made it their mission to assist Pete in having a regular spa at his local swimming pool complex.

But why stop at a spa? Pete went on to book himself a 10-day cruise around Fiji.

"Our vocational staff and support workers worked tirelessly to help make this cruise come to fruition.

"With their courage and our passion, what once seemed unobtainable becomes a reality," says Andrew.

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**“With their courage  
and our passion,  
what once seemed  
unobtainable  
becomes a reality,”**

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**– Andrew Wordsworth,  
Enliven Disability Manager**



### **Presbyterian Support**

Creating connected and well-functioning families and communities.

[www.ps.org.nz](http://www.ps.org.nz)

### **Family Works**

Making Aotearoa New Zealand the best place in the world to grow up; a place where all tamariki are safe, whānau are strong and communities are connected.

[www.familyworks.org.nz](http://www.familyworks.org.nz)

### **Enliven**

Creating elder-centred communities where people have companionship, choice and control, meaningful activity and purpose in their lives.

[www.enliven.org.nz](http://www.enliven.org.nz)