



*Presbyterian Support*  
Central

# **Presbyterian Support Central**

## Annual Report: 2014-2015

**2016**  
**CALENDAR**

At Presbyterian Support Central we are about working alongside people to create positive change. We are about doing what matters. We are about supporting and strengthening lives, and this year has been no different.

Every year, as we put together our annual report it's difficult to decide which success stories to highlight. There are so many. We are both proud of the work we do, and humbled by so many of the inspirational and resilient people we come across, and it's our privilege to work with them.

While there are many highlights of 2014/15, there are three key themes which stand out. Firstly, PSC provides high quality, responsive continuum of care and wrap around services to meet the needs of our communities. Secondly, collective impact and partnership is powerful. Thirdly, it's the little things that can make the biggest difference. You'll find these themes interwoven in the stories highlighted in our annual report.

In 2014/15 Family Works provided social services to almost 3000 children, young people, adults and families. Our Family Dispute Resolution, Out of Gate and Social Workers in Schools programmes introduced in 2013/14 are proving effective in helping people deal with difficult personal issues.

Family Works is seeing an increasing number of people with complex needs, requiring wrap around services.

We continue to expand our work with the most vulnerable members of our communities. This includes the development of an intensive parenting programme for women who have spent time in prison.

And, Family Works interventions are working. An impressive 98 per cent of evaluation survey respondents told us they feel better prepared for the future as a result of Family Works' services. We are making a real difference in our communities.

In 2014/15 Enliven supported approximately 900 rest home and retirement village residents, almost 3000 in-home support clients, and many more people through our day programmes.

Enliven continues to embrace the elder-directed model of care called the Eden Alternative. This philosophy combats the plagues of loneliness, helplessness and boredom amongst older people. It focuses on a persons' entire wellbeing not just the clinical aspects. It is one of the important factors that sets Enliven apart from others in the sector.

In November, Enliven's Cashmere Home in Johnsonville became the first Enliven Central home, and one of just a handful in New Zealand to receive full Eden Alternative certification.

**"At PSC we focus on enabling positive and lasting change for people and communities."**

We've also continued to embark on our Spark of Life journey. Founded by Jane Verity of Dementia Care Australia, Spark of Life is a profound and practical approach to dementia care which is changing the way people think worldwide.

This year, one of our team members became a Spark of Life Master Practitioner, while many others completed introductory programmes. These are outstanding achievements.

Enliven's retirement villages continue to play an important role as part of our growth and financial sustainability strategy. The new Kowhainui Village in Whanganui is thriving and we have other development plans in the pipeline.

Of course as a people focused organisation, we must also invest in our own people. The 2015 PSC Quality and Innovation Awards showcased just some of the amazing teams and individuals who go above and beyond the call of duty.

Finally, a nod to the photographs included in this calendar. These are a tribute to the amazing communities we're a part of across the lower North Island.

  
PETER SHERWIN  
CHAIR

  
CHRIS GRAHAM  
CHIEF EXECUTIVE

OUR PEOPLE



292 VOLUNTEERS



1432 STAFF

Presbyterian Support Central Board



**PETER SHERWIN | CHAIR**  
Peter is a Partner in Grant Thornton New Zealand, chartered accountants. He specialises in business development and advisory and succession planning. Peter holds a number of governance and advisory roles with business and public benefit entities.



**RUTH RAINEY**  
Ruth is a Mangaweka sheep and beef farmer though she graduated with a food technology degree from Massey University. She has a strong grounding in governance at community and regional level in both Government-funded and not-for-profit organisations. She is a Rangitikei District Councillor.



**MARIE CALLANDER**  
Marie began her career in teaching and is now a commercial lawyer in New Plymouth, working with commercial and not-for-profit entities specialising in governance, commercial and property advice. Marie is a member Institute of Directors and a former Deputy Chairperson of Scripture Union New Zealand Incorporated.



**NIGEL WILLIS**  
Nigel is an orthopaedic surgeon currently working for the Capital and Coast DHB, as well as in private practice. He is the chair of the NZ National Board of the Royal Australasian College of Surgeons, is an associate clinical leader at Capital and Coast DHB.



**STUART FRANCIS**  
Stuart is a management and health care consultant, working at senior levels, particularly on facilitating organisational design and transformation, multi-agency initiatives and national programmes.



**CHRIS GRAHAM | CHIEF EXECUTIVE**  
Chris started his working life as a lawyer, before moving into the commercial world. He is committed to continuing PSC's proud history of caring for and supporting children, young people, adults, older people and families in need.



**CHRIS NICHOL**  
Chris is a director at Mixed Media Ltd. He is an ordained minister of the Presbyterian Church and has held a number of positions within the national church. Chris has also had a career in TV where he has worked as a producer, director and presenter.

**SENIOR LEADERSHIP TEAM**  
Joining chief executive Chris Graham at the Presbyterian Support Central Senior Leadership Team table is:

TREVOR PLAYFORD  
Chief Financial Officer  
JULIA HENNESSY  
General Manager  
Family Works Central  
NICOLA TURNER  
General Manager  
Enliven Residential

BRONWYN WILLIAMS  
General Manager  
Enliven Community Support  
MATTHEW GUTSCHLAG  
HR Director  
ALISHA KENNEDY  
General Manager  
External Relations

Results for 1 July 2014 - 30 June 2015



**1,912**  
active clients

**PLUS 962 FDR clients**

Have accessed the Family Dispute Resolution service funded by the Ministry of Justice and supplied by Presbyterian Support Central in partnership with Family Works Upper South Island, Otago, South Canterbury and Southland.

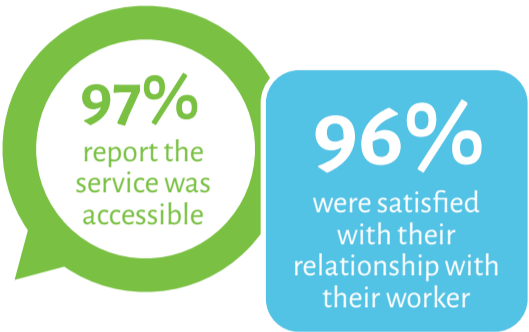
Gender



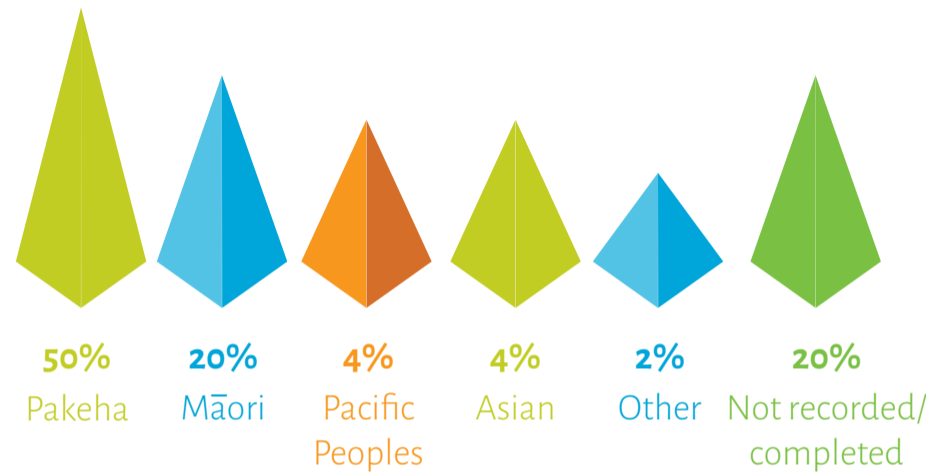
Clients by service type

1,219	Social work and counselling clients
34	Localised community development initiatives
344	Parenting support clients
156	Group learning clients
159	Budgeting advice clients

How well did we do?



Ethnicity



Is anyone better off?



Family Works clients said the most helpful thing was:



Children said they learnt:



Results for 2014/2015

"Moving in here means my family doesn't have to worry about me. The staff are friendly and welcoming, they're cheerful, very capable and they love what they do. I feel at home here."  
- Effie, rest home resident

"I chose Coombrae because I needed extra support and I had heard good things about it. I'm spoilt rotten and loving every minute of it."  
- George, rest home resident



**467573**  
hours of in-home support provided



**1350**  
staff members

"Some homes we went to felt like prisons, but Kandahar isn't like that. It's a totally different feel here."  
- Raewyn, family member



More than **270**  
stories published  
about Enliven and its  
residents and clients.

"Help is always here. The staff are brilliant. It's so good to have them come and see how we are."  
- Angela, retirement village resident

**306**  
respite visitors



**280**  
dedicated  
volunteers

"I didn't know what to expect going into a rest home, but I was quite pleased. I thought the care was great, it was very nice, all the staff were very good and I liked the environment."  
- Helen, short-term health recovery resident



More than  
**850,000**  
meals served

"I've had respite elsewhere and it was just so clinical. At Kandahar all my medical needs are taken care of and they don't make me feel like a patient."  
- Keith, respite visitor

7

RETIREMENT VILLAGES

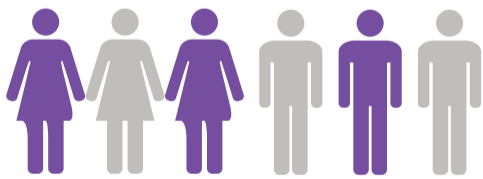
16

REST HOMES

187

RETIREMENT VILLAS/  
APARTMENTS/UNITS

6



day guest programmes

"Some people see rest homes as places where people sit and do nothing day after day, but Eden [Enliven's elder-directed philosophy of care] doesn't allow that to happen... I feel I was meant to be here. The staff are absolutely wonderful."  
- Johnnie, rest home resident

"Everything Enliven has done for me so far has been absolutely first class. If it wasn't for them I'd be in a rest home by now."  
- Ken, in-home support client

"I like that the profits don't go into shareholders pockets, instead it goes into improving the place and keeping it going."  
- Betty, retirement village resident.






**280,109**  
Rest Home Bed Days

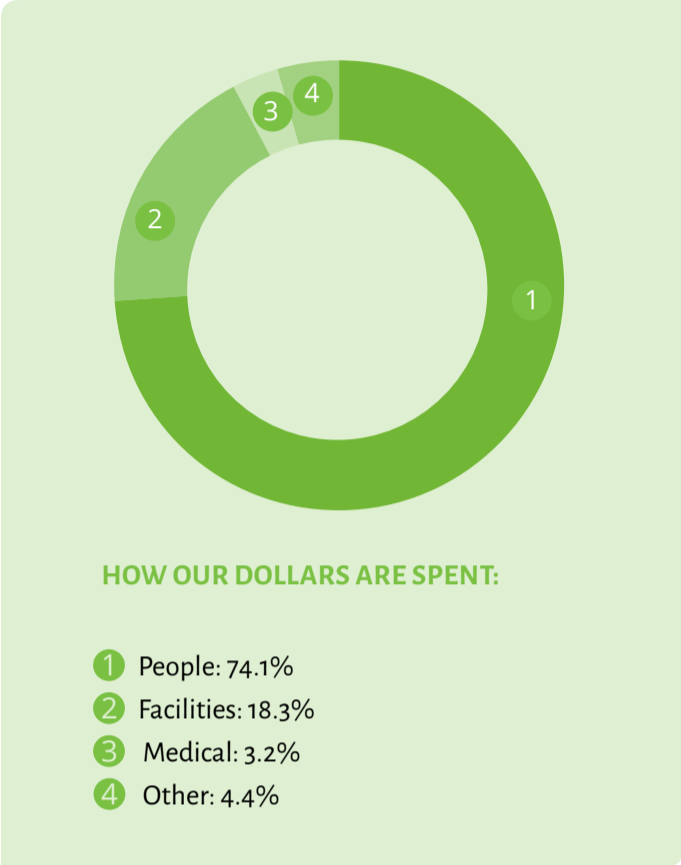
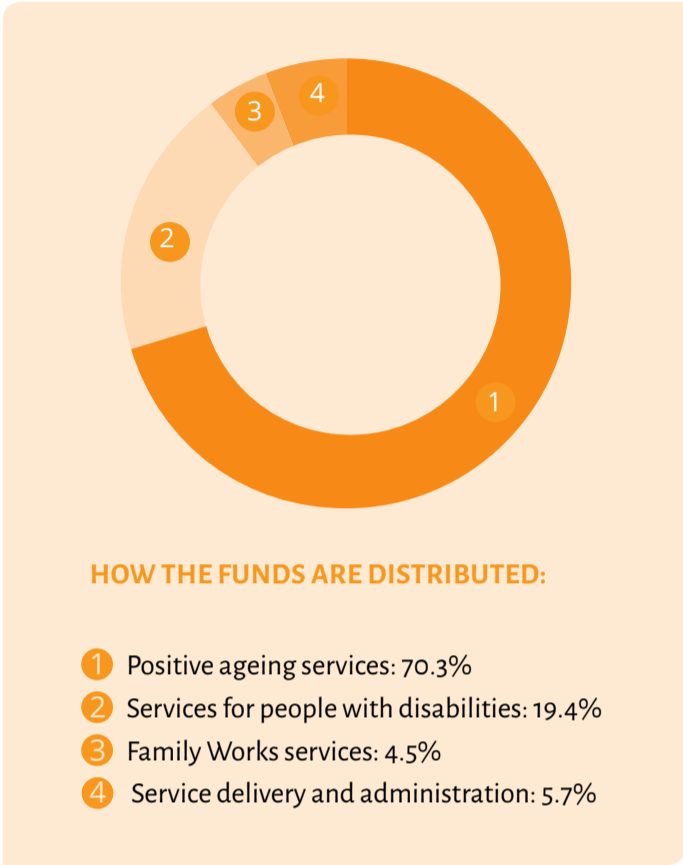
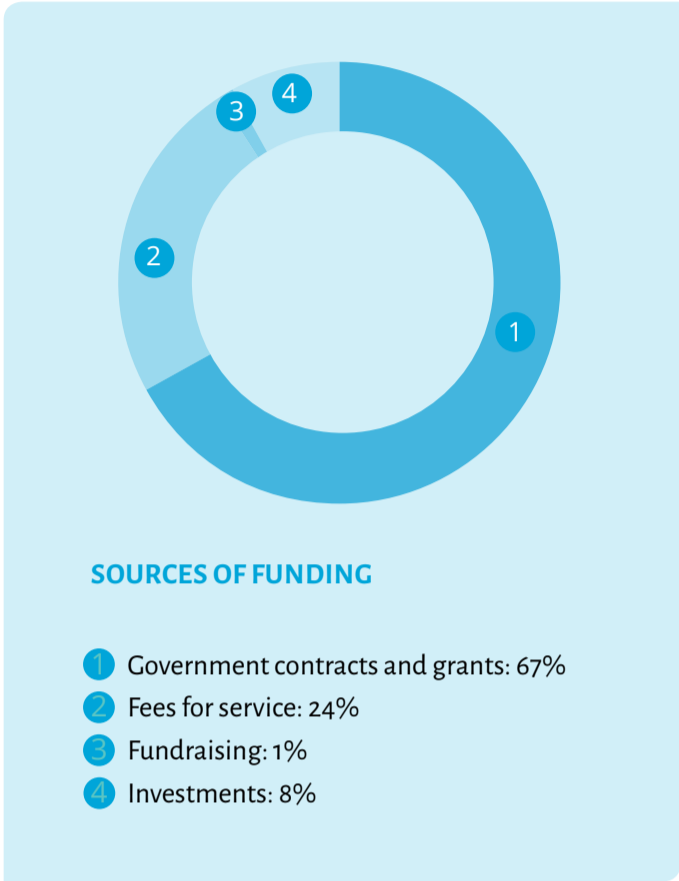
In 2014/15 Presbyterian Support Central reports an operating loss of \$1,600,000, compared to loss of \$785,000 in 2013/14.

In main, this was due to Enliven’s rest homes experiencing lower occupancy of hospital beds which caused a significant reduction in income. However, investment income coupled with gains on our retirement village assets resulted in an

accounting surplus of \$4,194,000 which compares favourably with the \$3,122,000 achieved in 2014. The following information has been extracted from Presbyterian Support Central’s unaudited annual accounts.

For a copy of Presbyterian Support Central’s audited annual accounts please email [info@psc.org.nz](mailto:info@psc.org.nz) or call us on 04 439 4900.

	<b>Expenditure:</b>	<b>\$61,267,413</b>
	<b>Revenue:</b>	<b>\$65,460,979</b>
	<b>Assets</b>	<b>\$159,000,000</b>



**955**  
donors

**\$641,058.14**  
in donations received

Presbyterian Support Central would like to offer sincere thanks to its supporters who have made generous donations or volunteered their time to support our work over the past year.

Unfortunately there is always a shortfall in government funding and resources are thin on the ground. It’s thanks to the generosity of our donors, members, sponsors, volunteers and communities that the thousands of Family Works clients, Enliven clients and Enliven residents gets the support they need.

**Thanks to the individuals.....**

Every year there are hundreds of individual donors and members that support the work of PSC. While there are far too many to name, your huge contribution does not go unnoticed. Thank you.

**Thanks to our dedicated volunteers...**

Again, there are too many dedicated volunteers to name individually. Across PSC we have almost 300 volunteers who selflessly give their time. Thank you.

**Thanks to the philanthropic trusts, foundations and groups that support us...**

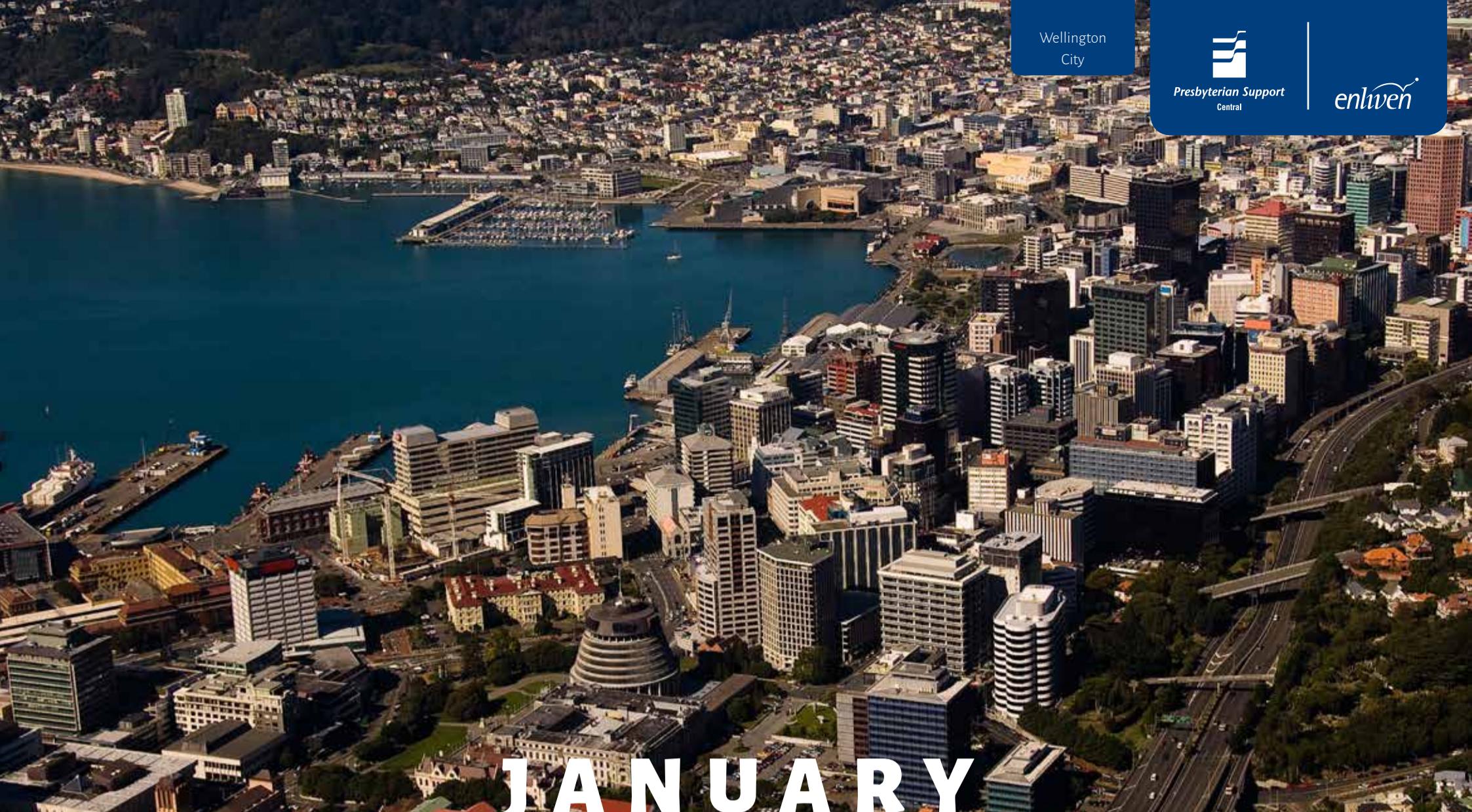
We are very grateful to have received support from a growing number of trusts, foundations, and groups in 2014/15. Thank you.

- ANZ New Zealand Staff Foundation
- Community Organisation Grant Scheme
- Eastern and Central Community Trust
- Edward Carter Special Assistance Fund
- Endeavour Community Trust
- Featherston’s Own Charitable Trust
- Horowhenua District Council - Community Development Fund
- Hutt Mana Charitable Trust
- Hutt City Council Community Development Fund
- Infinity Foundation
- J R McKenzie Trust
- John Ilott Charitable Trust
- Margaret Watt Children’s Trust
- Pub Charity
- Roy and Jan Mace Charitable Trust
- Scots College and Queen Margaret College
- Southern Trust
- St John’s in the City
- Thomas George Macarthy Trust
- Tindall Foundation
- Tom and Ann Cunningham Trust
- Trust House Charitable Trust
- Waiopahu College Class of 88
- Wellington City Council - Social and Recreation Fund
- Whanganui Community Foundation
- Winton and Margaret Bear Charitable Trust

**Thanks to those who leave a lasting legacy...**

We are grateful for those who have decided to leave a legacy to PSC, Enliven or Family Works. These supporters make a lasting contribution to their communities after their passing. It is something truly special. Thank you.

- Brenden Brechin Estate (endowment)
- Bruce Hope Learmonth (bequest)
- Christian Honore Trust (endowment)
- David Smith (endowment)
- Douglas Henry Inch (bequest)
- Effie Barbara Taylor Estate (endowment)
- Etta Littlejohn (bequest)
- Frank and May Griffith Trust (endowment)
- Helen Melrose Brown (bequest)
- Jack Thorby McFadzean Estate (endowment)
- James Wotherspoon Trust (endowment)
- John A M Boyd (bequest)
- Joseph McCracken Estate (endowment)
- Lamb Estate (endowment)
- Lawrence William Teaze Estate (endowment)
- Nancye Margaret Davis Estate (endowment)
- Margaret Anwyl Greenwood (bequest)
- Muriel Belle Smith (bequest)
- The Presbyterian Church Property Trustees (endowment)
- George Winder Estate
- McGruer Estate
- Social Service Fund
- Walter Arthur Clark Estate (endowment)



# JANUARY

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## Retail therapy

Shops have been popping up in many Enliven homes across the lower North Island giving residents more choice, independence and freedom.

The shops stock items chosen by residents, such as confectionary, personal care items and gifts.

Recreation advisor Mary Lawson explains the shops are another way of supporting residents to have more choice about the things they buy.

She says the shops are run by the residents with the support of volunteers, and profits generated go towards restocking supplies and funding special events or projects.

Huntleigh Home resident and 'Trading Post' shop volunteer Chris Whitta says residents were involved from the start, including naming the shop, setting opening hours and deciding what to stock.

"The main purpose of the shop was to make shopping easier, so residents don't have to worry about asking people to go

out to get things for them," Chris explains.

He says one of the greatest aspects of having a shop is that it has become a social focal point.

"Residents can come and enjoy themselves.

That's one of the best achievements of the shop. We've had fun."



Huntleigh Home resident Chris Whitta serves a Trading Post customer



# FEBRUARY

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## New sites for Family Works

Family Works Central is expanding its reach to those in need with new sites in Waitara, Porirua and Palmerston North.

Most recently, in March 2015, Family Works opened the Manawatu Centre for Women and Children at the Palmerston North Women's Centre.

Family Works General Manager Julia Hennessy says it an honour to be invited to join these communities.

She says services at the sites vary depending on local needs.

“We pride ourselves on being responsive to local needs. That means as the community identifies a need, we’ll look at how we’re able to help.”

She says one of the benefits of the new sites, at Porirua Community Service Centre, Palmerston North Women's Centre and Knox Church Waitara, is

being colocated with other community services and organisations.

“It means we’re able to share resources and provides opportunities for wrap around services for our clients.”

Family Works now has centres in New Plymouth, Waitara, Hawera, Stratford, Whanganui, Palmerston North, Wairarapa, Upper Hutt, Wainuiomata, Wellington and Porirua.



Family Works Central General Manager Julia Hennessy with Manawatu Coordinator Kat Steeneken



# MARCH

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## ANZAC

Hundreds of people turned out to stand alongside Enliven residents for the 2015 ANZAC Day commemorations.

At Levin Home for War Veterans alone, more than 300 people turned out to remember the fallen. It was the 55th time the home had held a public ANZAC Day service.

Manager Joanna Thomson says it's always a moving experience.

“The veterans don't let mobility issues stop them from taking part in the parade or laying the wreaths. They're dedicated to paying their respects.”

Following the ceremony, many took the opportunity to view the home's portrait gallery.

“The photos of our World War Two residents have been taken as part of a project to photograph all remaining veterans in New Zealand,” says Joanna.

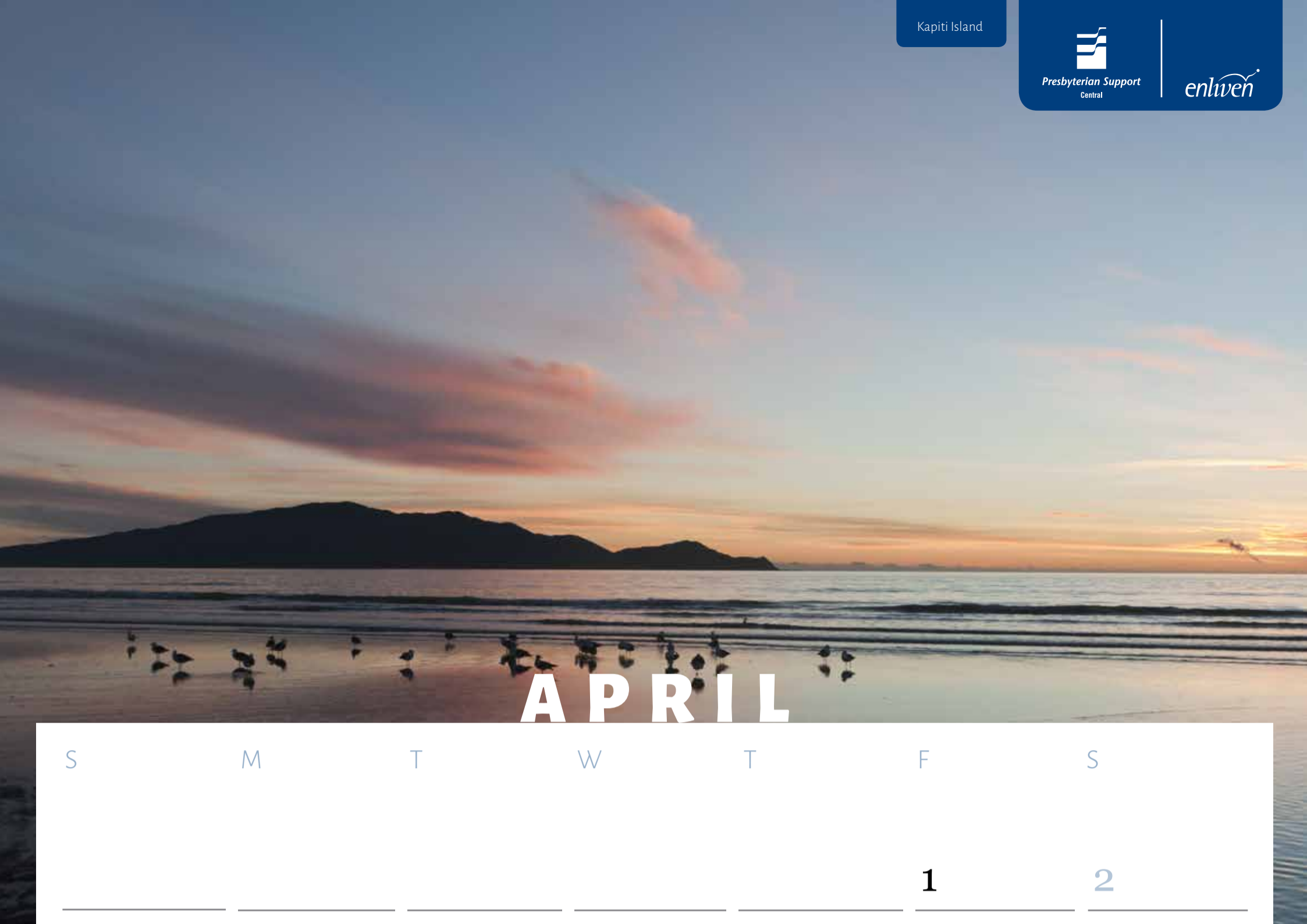
Meanwhile, the home's past World War One residents are being honored with a field of remembrance.

“The crosses honour those who survived World War One and chose to make Levin Home their home.”

The crosses will be put up every April until 2019 - the final year of the centenary commemorations. By then the field of remembrance will include approximately 900 crosses for past residents.



Levin Home for War Veterans' Field of Remembrance



# APRIL

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## Families of Enliven

For all Enliven services, family involvement is vital to providing the best possible care. That's because nobody knows the person receiving care better than their family, explains Enliven general manager Bronwyn Williams.

In February 2015 the dementia day programme at Kapiti Cottage began encouraging family members to attend monthly family afternoon teas. Joan

Cassidy, whose husband attends the programme, says it gives her insight into her husband's experience.

"I usually ask him how his day was and he can't remember, but now I can see for myself what a typical day is like for him."

At Enliven's homes, family members are encouraged to take part in daily life at the home, special events and meals.

For Raewyn Davies, visiting her husband at Kandahar Court is like stepping into her home away from home.

"They make an effort to make me feel at home here," says Raewyn.

"They invite me to come for lunch, and one day they dressed up a romantic table in my husband's room with candles and our own waiter. I was absolutely blown away."



Kapiti Cottage clients and family members enjoying afternoon tea



# MAY

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## Counselling service for Waitara

Counselling is now making a difference for Waitara locals thanks to a partnership between Family Works and Knox Presbyterian Church Waitara.

Funding from the James Gibb Fund has supported the partnership which sees Family Works Taranaki practice leader Karen Southall offering counselling from the Waitara site once a week.

“We opened in July 2014 and it was a little slow, but once we got established and

became known to the community, our counselling service became really well used,” Karen explains.

“Being able to provide services to Waitara people has met a real need for this community and they’re grateful that they can now access the service closer to home.”

Karen says the service is helping children, young people and adults with a wide range of issues, including family violence, depression, anxiety and bullying.

“Having services available in Waitara is supporting the development of the community while helping individuals and their families to make positive changes in their lives.”

Family Works is currently investigating options for funding further programmes to support the Waitara community.



Family Works Taranaki  
Manager Megan Jackson with  
Practice Leader Karen Southall

# JUNE

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## No place like home

An increasing number of people are being supported to return home, after rest home care.

Enliven Central is in the unique position to provide a full range of positive ageing services. This includes retirement villas, in-home support, rest home, hospital and dementia care, respite and day programmes. So, as people's needs change so too can the support Enliven provides.

In 2010, at the age of 73, problems with

rheumatoid arthritis left Bob Mansfield needing rest home care. Four years later, following a stroke and heart attack, Bob's wife Betty joined him.

But in early 2015 the couple decided they wanted to move back home and, with the help of Enliven's in-home support service, they've been able to.

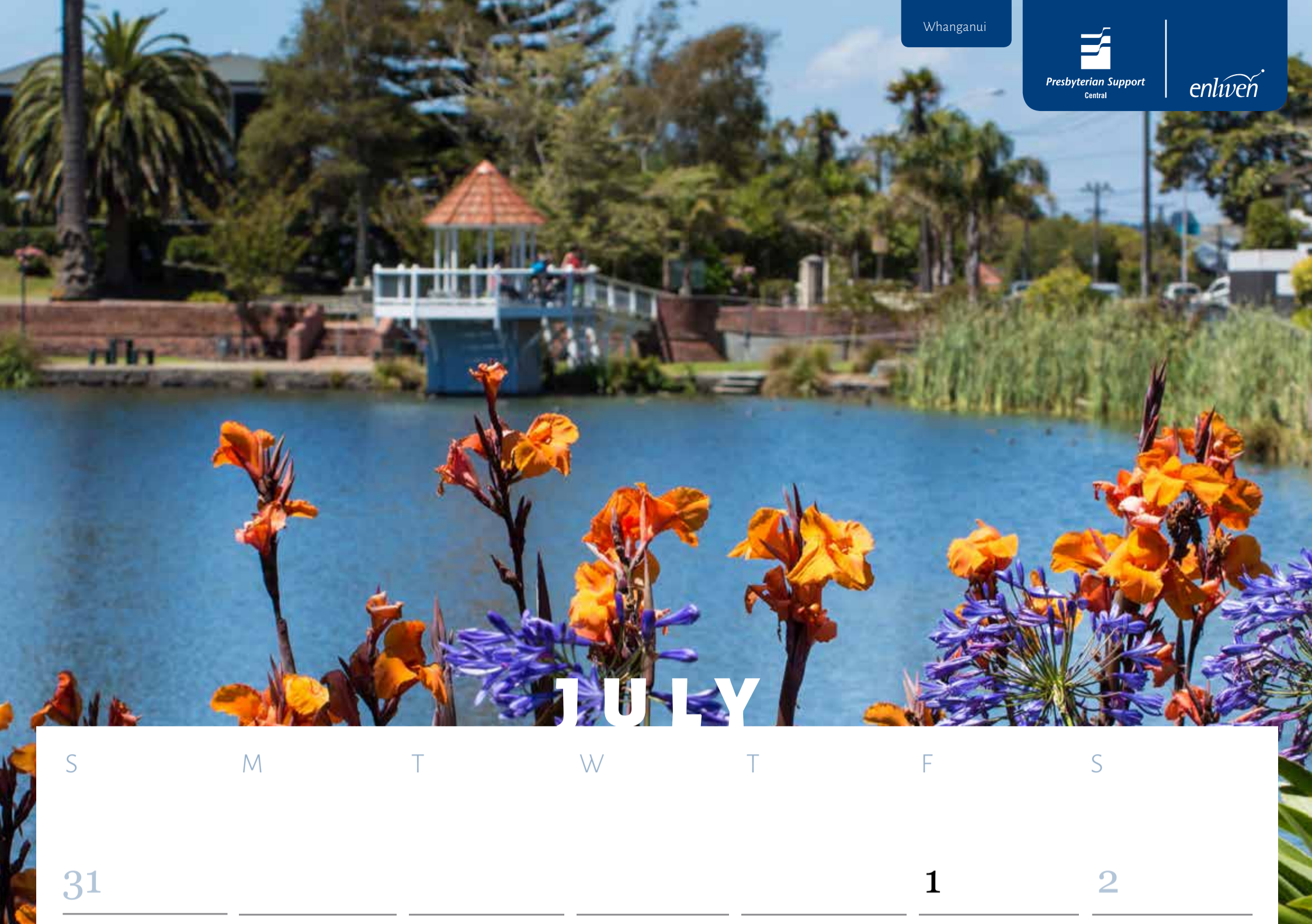
"We started with a two week trial with Enliven staff and it went well so we decided to stay. I get assistance twice a

day, morning and night, and Betty gets a small amount of help. We're coping well and we have very good carers so there are never any problems," says Bob.

"I would certainly recommend Enliven, they have been very good and we wouldn't be living here without their help."



Enliven in-home support clients  
Betty and Bob Mansfield



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# Making a difference together

In May 2015 Presbyterian Support Central saw the final stage of Whanganui’s Kowhainui Village completed with residents moving in almost immediately.

Enliven’s retirement villages continue to be an important part of the organisation’s financial growth and sustainability strategy, and PSC is now looking at developments in the greater Wellington region.

Kowhainui Village and Abingdon Village

sales agent John Bell explains retirees are often pleased to find that proceeds from Enliven village sales go back into Enliven’s facilities or towards social services offered by Family Works.

“For many people it’s the icing on the cake because it means they’re giving back to their community when they choose Enliven,” says John.

Kowhainui Village resident Dulcie Middleton says her main reason for

choosing Kowhainui is because it is owned by a not-for-profit organisation.

“I’ve always been interested in Kowhainui because it meshed with my interests and values being owned by Presbyterian Support,” says Dulcie.

Enliven operates boutique retirement villages and apartments in Whanganui, Feilding, Palmerston North, Levin, Hutt Valley and Wellington.



Kowhainui Village,  
Edith Collier Drive



# AUGUST

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## Enliven’s Spark of Life ‘Master’

Enliven has made a commitment to return the sparkle to the eyes of those experiencing dementia.

In 2010 Enliven introduced the Spark of Life Philosophy developed by Jane Verity of Dementia Care Australia. This unique and practical approach is changing the way people think of dementia care worldwide.

Most recently, in May 2015, Enliven’s

Donna Hitchcock became one of New Zealand’s few Spark of Life Master Practitioners. She is now taking Chalmers Home in New Plymouth on a journey to become Enliven’s first Spark of Life Centre of Excellence.

Donna’s new qualification means she can now introduce other Enliven staff, across the lower North Island, to this philosophy and offer support programmes for families, friends and carers of Enliven

clients and residents.

She explains the Spark of Life Philosophy is centred on how to connect with the person with dementia and understanding their perspective.

“Spark of Life has amazing potential for rehabilitation for people with dementia. We’ve seen improvements in social interactions, memory and language as a result of using the approach.”



Donna with Jane Verity and Hilary Lee of Dementia Care Australia



# SEPTEMBER

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## Parenting after prison

Family Works has begun developing a unique intensive parenting programme, specifically for women who have spent time in prison.

The development, pilot and evaluation is made possible thanks to funding from JR McKenzie Trust and support from Department of Corrections.

Programme Manager Taiana Anderson explains the need was identified when Family Works began supporting women through the Out of Gate prison to

community reintegration programme.

She says many women were struggling with parenting, or weren't allowed to see their children until they had done a parenting course.

“Many women hadn't been taught healthy parenting strategies from their own parents, so they needed strong guidance.”

Taiana explains the programme will provide parenting support in prison, as well as support to develop personalised

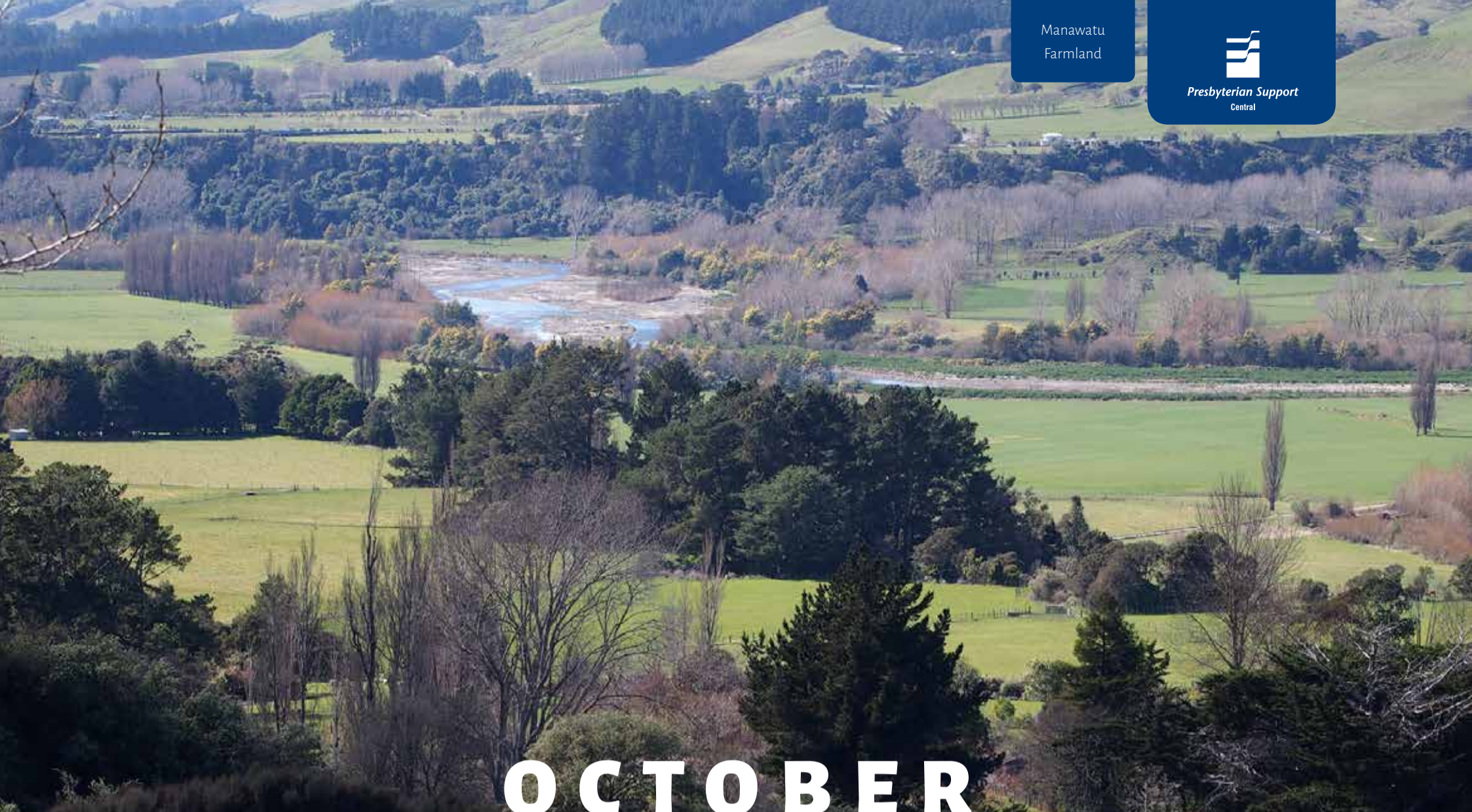
parenting plans and an intensive two day programme with the women and their children on release.

“It's intensive and practical, and each programme is personalised to support the woman and her kids in the best way possible.”

The programme development is being governed by a steering group including Family Works, Department of Corrections, Child, Youth and Family, Probation Service and client representation.



Family Works' Programme  
Manager Taiana Anderson



# OCTOBER

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## Ann Sinclair supports young farmers

For Wairarapa farming student Filmon Neguse Kahsay, assistance from the Ann Sinclair Charitable Trust is helping turn his dreams into reality.

Administered by Presbyterian Support Central, the Ann Sinclair Trust aims to assist students studying agriculture, farming and horticulture with their tertiary education, travel and accommodation expenses.

Filmon says his journey to New Zealand and eventually Taratahi Agricultural

Training Centre wasn't an easy one.

Originally from Eritrea in Africa, Filmon left home in search of refuge at the age of 10, and after spending four years at a refugee camp he chose New Zealand as his new home.

Now 18 years old, Filmon is pursuing a career in farming to help provide for his family.

To help with his study costs he was awarded \$3,500 from the Ann Sinclair

Charitable Trust in February 2015.

"I've never received support like that before," says Filmon.

"It has helped to change my life and my family's life; I really appreciate what the Ann Sinclair Trust has done for me."

Applications for the Ann Sinclair Charitable Trust close on 31 October every year.



Ann Sinclair Trust fund recipient  
Filmon Neguse Kahsay



# NOVEMBER

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## 10/10 for Cashmere Home

Enliven's Cashmere Home in Johnsonville has become one of the first aged care providers in New Zealand to receive full Eden Alternative registration.

The Eden Alternative is a philosophy of elder-directed care that empowers and supports elders to have meaning, purpose, companionship and activity in their lives. For full registration facilities have to gain, and maintain, 10 Eden principles that are audited by the Eden Board.

In November 2014 Cashmere Home

became the second home in New Zealand to achieve the highly regarded certification, which all Enliven homes have been working towards since 2008.

Aileen Oliver, manager of Cashmere Home says the Eden Alternative makes a notable difference to the lives of residents in the mainly hospital level care facility.

“Eden is an elder-directed model of care, which means that the home truly belongs to the residents and we're here to

support them. It's very hard to obtain and maintain all 10 principles and it's a very proud moment in our Eden journey,” says Aileen.

“We've also seen a lot of residents rehabilitate and be able to return to their own homes or a rest home level care facility, which we believe Eden has played a part in.”



Cashmere Home resident Kevin Collett shakes hands with Peter Dunne at the home's Eden celebration



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25	26	27	28	29	30	31

# The importance of a holiday

The first ever Enliven Vacation Club has taken out the Supreme Award at the Presbyterian Support Central 2015 Quality and Innovation Awards.

The club, which this year saw residents from Huntleigh Home in Wellington and Chalmers Home in New Plymouth swap homes for a week, is set to become an annual event.

Enliven general manager Nicola Turner

says the feedback from residents, their families, and staff was nothing but positive.

“The residents experienced new things, met new people, some even saw relatives they hadn't seen in years, and they all returned home re-energised with new stories to tell.”

Nicola explains the Vacation Club is a great example of Enliven homes

embracing their elder-directed philosophy of care, called the Eden Alternative.

“At Enliven we believe in creating elder-centred communities, so a move to an Enliven home should be a change of address not a change in lifestyle.”

“If residents want to take a holiday, why shouldn't they? We're just there to support them to do it in a way that's right for them,” says Nicola.



Huntleigh recreation officer Gwen Esler with Chalmers residents Dorren Jeffries and Nyla Murphy

GET IN TOUCH | WHERE WE ARE

PSC phone:

04 439 4 900

Enliven phone:

0508 ENLIVEN

Family Works phone:

0800 FAMWORKS

Email: [info@psc.org.nz](mailto:info@psc.org.nz)

ENLIVEN CENTRAL

Central Office:

Presbyterian Support Central,  
Enliven Central and  
Family Works Central,  
3-5 George Street,  
PO Box 12706,  
Thorndon,  
WELLINGTON 6144

Abingdon Village

22 Oakland Avenue,  
St John's Hill  
WHANGANUI 4500  
Phone: 06 345 0447  
Email: [abingdon@psc.org.nz](mailto:abingdon@psc.org.nz)

Brightwater Home and Village

69 Brightwater Terrace  
PALMERSTON NORTH 4410  
Home phone: 06 356 4190  
Email: [brightwater@psc.org.nz](mailto:brightwater@psc.org.nz)  
Village sales agent phone: 06 366 0444

Kandahar Court

2 Colombo Road  
MASTERTON 5810  
Phone: 06 370 0449  
Email: [kandahar.court@psc.org.nz](mailto:kandahar.court@psc.org.nz)

Kandahar Home

8 Roberts Road  
MASTERTON 5810

Kapiti Cottage

14 Tongariro Street  
PARAPARAUMU 5032  
Phone: 04 298 8060  
Email: [kapiticottage@psc.org.nz](mailto:kapiticottage@psc.org.nz)

Kilmarnock Heights Home

20 Morton Street, Berhampore  
WELLINGTON 6021  
Phone: 04 380 2034  
Email: [kilmarnock.heights@psc.org.nz](mailto:kilmarnock.heights@psc.org.nz)

Kowhainui Home and Village

88 Virginia Road  
WHANGANUI 4500  
Home phone: 06 349 1400  
Email: [kowhainui@psc.org.nz](mailto:kowhainui@psc.org.nz)  
Village sales agent phone: 06 349 1494

Longview Home

14 Sunrise Boulevard,  
Tawa  
WELLINGTON 5028  
Phone: 04 232 6842  
Email: [longview@psc.org.nz](mailto:longview@psc.org.nz)

Cashmere Home

51 Helston Road  
Johnsonville  
WELLINGTON 6037  
Phone: 04 477 7067  
Email: [cashmere@psc.org.nz](mailto:cashmere@psc.org.nz)

Cashmere Heights Home

16 Helston Road, Johnsonville  
WELLINGTON 6037  
Phone: 04 478 9051  
Email: [cashmere.heights@psc.org.nz](mailto:cashmere.heights@psc.org.nz)

Chalmers Home

20 Octavius Place  
NEW PLYMOUTH 4312  
Phone: 06 758 5190  
Email: [chalmers@psc.org.nz](mailto:chalmers@psc.org.nz)

Coombrae Home and Village

34 North Street  
FEILDING 4702  
Home phone: 06 323 4491  
Email: [coombrae@psc.org.nz](mailto:coombrae@psc.org.nz)  
Village sales agent phone: 06 366 0444

Huntleigh Home and Apartments

221 Karori Road  
Karori  
WELLINGTON 6012  
Home phone: 04 464 2020  
Email: [huntleigh@psc.org.nz](mailto:huntleigh@psc.org.nz)  
Village sales agent phone: 04 439 4949

Levin Home for War Veterans

Cnr Proust & Matai Streets  
LEVIN 5510  
Phone: 06 366 0052  
Email: [lwwh@psc.org.nz](mailto:lwwh@psc.org.nz)

Reevedon Home and Village

37 Salisbury Street  
LEVIN 5510  
Phone: 06 368 7900  
Email: [reevedon@psc.org.nz](mailto:reevedon@psc.org.nz)  
Village sales agent phone: 06 366 0444

Willard Home

17 Russell Street  
PALMERSTON NORTH 4414  
Phone: 06 357 6959  
Email: [willard@psc.org.nz](mailto:willard@psc.org.nz)

Woburn Home and Apartments

57 Wai-iti Crescent, Lower Hutt  
WELLINGTON 5010  
Phone: 04 569 6400  
Email: [woburn@psc.org.nz](mailto:woburn@psc.org.nz)  
Village sales agent phone: 04 439 4949

COMMUNITY SUPPORT

PO Box 12706  
Thorndon  
WELLINGTON 6144

Greater Wellington phone: 04 439 4980  
Palmerston North phone: 06 356 9245  
New Plymouth phone: 06 753 2015  
Whanganui phone: 06 349 1484  
Email: [enliven@psc.org.nz](mailto:enliven@psc.org.nz)



Presbyterian Support

enliven

Family Works



FAMILY WORKS CENTRES

Family Works Hutt Valley

4 Exchange Street  
UPPER HUTT 5018  
Phone: 04 528 4164  
Email: [familyworks.huttvalley@psc.org.nz](mailto:familyworks.huttvalley@psc.org.nz)

Wainuiomata Centre

102 Main Road  
WAINUIOMATA 5014  
Phone: 04 528 4164

Family Works Manawatu Centre

for Women and Children  
Palmerston North Women's Centre  
53 Waldegrave Street  
PALMERSTON NORTH 4410  
Phone: 06 355 9088  
Email: [familyworks-manawatu@psc.org.nz](mailto:familyworks-manawatu@psc.org.nz)

Family Works Porirua

Pember House  
16 Hagley Street  
PORIRUA CITY 5022  
Email: [familyworks@psc.org.nz](mailto:familyworks@psc.org.nz)

Family Works Wairarapa

42 Fox Street  
FEATHERSTON 5710  
Phone: 06 308 8028  
[familyworks-wairarapa@psc.org.nz](mailto:familyworks-wairarapa@psc.org.nz)

Family Works Wellington

3-5 George Street  
Thorndon  
WELLINGTON 6144  
Phone: 04 439 4900  
Email: [familyworks@psc.org.nz](mailto:familyworks@psc.org.nz)

Family Works Whanganui

179 Wicksteed Street  
WHANGANUI 4500  
Phone: 06 345 6681  
[familyworks-wanganui@psc.org.nz](mailto:familyworks-wanganui@psc.org.nz)

Family Works Taranaki

51 Buller Street  
NEW PLYMOUTH 4312  
Phone: 06 758 5037  
Email: [familyworks-taranaki@psc.org.nz](mailto:familyworks-taranaki@psc.org.nz)

Stratford Centre

42 Juliet Street  
STRATFORD 4332  
Phone: 06 765 0531

Hawera Centre

45 Regent Street  
HAWERA 4610  
Phone: 06 278 6365



*Presbyterian Support*  
Central

**Central Office:**

Presbyterian Support Central, Enliven Central and Family Works Central,  
3-5 George Street. PO Box 12706, Thorndon, WELLINGTON 6144

**PSC phone:** 04 439 4 900

**Enliven phone:** 0508 ENLIVEN

**Family Works phone:** 0800 FAMWORKS

**Email:** [info@psc.org.nz](mailto:info@psc.org.nz)

**[www.psc.org.nz](http://www.psc.org.nz)**