



**Presbyterian Support Central Annual Report: 2015-2016**  
with 2017 calendar

# Empowering people, families and communities

## A report from the Chair and CEO



June 2016 was the conclusion of a year of success, innovation, planning and, of course, challenges.

Through our Family Works services we supported more than 4,000 children, young people, parents and families. Through our Enliven services we supported more than 5,000 elders and people living with disabilities.

We saw families build resilience and brighter futures. We saw elders celebrating their independence and enjoying their retirement years. We've seen hope, happiness and determination on the faces of those who we work with.

The stories, images, testimonials, proverbs and quotes included in this annual report reflect the life and work of PSC. Through the stories and photos of our clients, residents, staff and volunteers we aim to offer you a glimpse into our work, our communities and our successes. Through the calendar images and inspirational quotes we aim to offer you a demonstration of our values, our purpose and our work towards improving the outcomes for vulnerable members of our communities.

### THE HIGHLIGHTS

For Enliven, our commitment to ensuring elders have companionship, variety, spontaneity and meaningful activity in their lives remains front of mind. In the 12 months to June 2016, Enliven's Eden Alternative journey has gained significant traction. We now have three homes with full Eden certification and many others are well on their way to achieving this status.

This elder-directed model and focus on holistic wellbeing means that we don't have the rates of transition from rest home to dementia or hospital care that we had previously. In some cases people are even being able to return home. It's certainly creating positive and lasting change.

During the past year Family Works Central has continued to cement itself as leading and trusted social service provider. We're both embedded in communities and well connected with government through our relationships with the Ministry of Social Development, Ministry of Justice, Department of Corrections and Ministry of Education.

One highlight that stands out for Family Works has been the adoption of the UK's Family Solutions model. This unique, evidence-based model formalises our wrap-around approach to working with whole family units and is gaining positive interest from Government. For clients the approach means the support is tailored to individual circumstances – intensive at first but developing over time to match the needs of the family and whānau.

### THE CHALLENGES

For many years we've been operating in a rapidly changing and extremely challenging environment. This year has been no different.

Amongst the challenges - the low hospital occupancy in our homes impacting on the bottom line, zero increase in social services funding and the loss of the Capital and Coast and Hutt Valley DHBs' Home and Community Support contract.

The loss of this contract has highlighted the competitive funding environment we operate in; while the satisfaction in the service we provide was high (both amongst the DHBs and clients), the DHBs elected to go with a low cost model and selected a single provider of these services for the region.

While we may face challenges, this is not new. Instead each challenge brings an opportunity to reassess, re-evaluate and find new ways of supporting our communities.

As we look to the future we continue to be seen as a credible, flexible and wide-reaching provider.

### THE FUTURE

The competitive funding environment highlights the need for us to invest in our own future. The performance of our investment portfolio and the dedicated fundraising efforts continue to make a huge difference.

This year we have also reviewed and updated PSC's Statement of Strategic Intent 2016-26 (summarised on the right) to ensure our direction is robust, sustainable and future focused.

Of particular note is our commitment to developing our property portfolio. The aim here is to ensure a strong and sustainable base to support our social services.

The management team is working closely with the Property Committee and Board in developing a 10 year Property Development Plan. This work plan is likely to involve both the development of current sites, increasing our license to occupy retirement villa numbers and looking at new developments as well. We are hopeful to be able to announce start dates for two major projects in the second half of 2016.

Through this we will focus on our purpose, to empower people, families and communities and ensure our values drive us to achieve the best possible outcomes for our communities.

## Statement of Strategic Intent

2016-2026

#### PURPOSE

Empowering people, families and communities.

#### VISION

To be the preferred provider of aged care and social services in New Zealand.

#### VALUES

Our values guide our behavior, decision making and performance.

- ∞ Respect
- ∞ Compassion
- ∞ Professionalism
- ∞ Excellence
- ∞ Holistic
- ∞ Passionate
- ∞ Ethical

#### STRATEGIC PRIORITIES

We will pursue our purpose by concentrating our resources and efforts in priority areas.

- ∞ Strong and sustainable services
- ∞ Property development
- ∞ Strong team culture
- ∞ Efficient and effective systems and processes
- ∞ Prudent management
- ∞ A robust health and safety culture.

#### PHILOSOPHIES

Our philosophy and models are driven by our purpose, vision and values and support our strategic priorities.

- ∞ Family Solutions | Te Ara Whānau
- ∞ The Eden Alternative
- ∞ Spark of Life

# Thank you

At PSC we are hugely grateful for the response from our supporters, members and volunteers.

The partnerships we have with these individuals, groups and philanthropic organisations are vital to achieving positive and lasting change in our communities. Together are making a difference and for that we can not thank you enough.

PETER SHERWIN  
CHAIR

CHRIS GRAHAM  
CHIEF EXECUTIVE

# Family Works Central | 2015-16



Family Works Central's aim is to make Aotearoa New Zealand the best place in the world to grow up, a place where children are safe and families flourish.

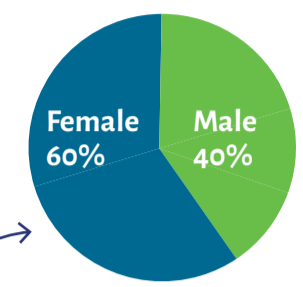
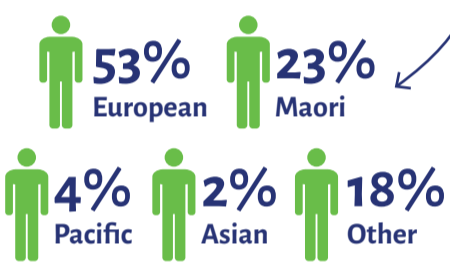
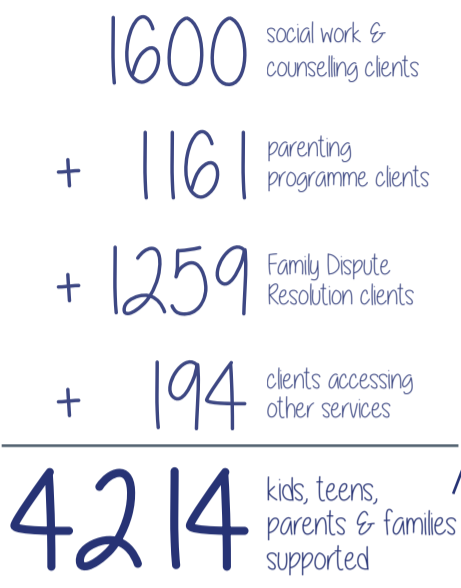
Today the needs of the children, young people, parents and families are more complex than ever before. Those we work with are facing multiple issues including family violence, abuse, poverty, grief, depression, anti-social behaviour and substance abuse. Demand for Family Works services is higher than ever before.

But our results based accountability framework shows we are making a difference.

Through community partnership and collaboration Family Works services, such as Out of Gate, Family Dispute Resolution, Social Workers in Schools, family violence safety support programmes and parenting programmes, are reaching an increasing number of vulnerable children, families and whānau.

This is, in part, due to our ability to offer wrap-around services and collaborate with our community partners to reach those most at-risk, to develop trusting relationships with them, and to achieve long term outcomes.

Family Works supports individuals and their family and whānau both during the initial trauma or challenge and into the future so that the family is able to build skills and resilience for the future. Support is usually intensive at first but fluctuates over time depending on the needs of the family. We call this unique model Family Solutions | Te Ara Whānau.



Based at 10 Family Works centres and 14 schools between Taranaki and Wellington.



## Family Works clients have shared with us the positive changes happening in their lives and what they learned.

"Thanks to Family Works I feel more hopeful about the future."

"Thank you for saving my relationship with my family."

"It has opened my eyes and I now know what my next step in life is."

"I had no money, one pair of clothes and nowhere to go. If my Family Works hadn't helped me I don't know what I would have done."

"It has been life changing. I have changed the path that I'm on and I'm looking forward to the future, knowing I'm doing the best I can for my children."

"My social worker is very easy to talk to, very efficient, she follows through with what she says and goes above and beyond."

"It was a godsend that's all I can say. When I had literally nobody they were there for me every step of the way, reminding me that I can do it."

"At first I thought 'I don't need this', but now I know I'm a much better dad since doing the course."

"Lovely, caring, non-judgemental, easy to talk to and very helpful."

"The collaborative approach makes you feel like you're not alone."

"It makes life better knowing that I can call them anytime if I need to and there are people that really do care."

"I couldn't see light at the end of the tunnel before the course and by the end I had hope. I only wish I found this support earlier."

## Children and teens saw improvements too:

"Me and mum are better now and we talk more."

"If I am scared or stressed I can always ask for help or talk to someone I know, and I'm always welcome here."

"I'm not scared now."

"I learned some things I can do when I get angry to help me."



# Enliven Central | 2015-16

At Enliven Central we recognise that some things make for healthier, happier living no matter your age or abilities. Our aim is to support older people and those living with disability to thrive, not just survive.

The principles of caring, enabling and supporting have always underpinned everything we do. But the shift to increasingly focusing on supporting people's emotional, cultural and social needs, as well their practical day-to-day requirements and healthcare is making a real difference.

Enliven Central is more than just a group of rest homes, hospitals, retirement villages and in-home support services. Our support is person-centred and designed to help individuals achieve the goals that are important to them.

Since 2008 we've been embracing the Eden Alternative model of care and the Spark of Life approach to dementia care. It's changed the way people think about support. Instead of focusing on what people can't do, Enliven Central supports people to continue doing the things they've always done.

We put choice and control back into the hands of the clients and residents. We foster companionship and community rather than loneliness, meaningful activity rather than boredom, and self-reliance rather than helplessness.

**7 Retirement Villages/Apartments**

That's 187 units

**16 Homes** providing rest home, hospital & dementia care

That's 861 rooms

**6 Community Support offices**



**1355**  
staff members

PLUS



**327**  
dedicated volunteers

APPROXIMATELY

**1426**

PEOPLE ACCESSING RESIDENTIAL CARE



**289**  
Respite visitors



**486,506**  
hours of in-home support provided

**2**

INTERNATIONALLY RECOGNISED PHILOSOPHIES OF CARE



**283,897**  
Rest home bed days



**201**  
Tai Chi attendees



**3 HOMES WITH ALL 10 EDEN ALTERNATIVE PRINCIPLES**



In 2015-16 more than **240** stories have been published about Enliven Central and its residents, clients, volunteers and staff! Here are some of the things interviewees say.

*"There are no set routines here. It's flexible, it flows and you can be as private or as social as you want."*  
- Glennys talks about living at an Enliven home.

*"My support worker is marvellous. We have a little chat then she's off making my bed, doing the washing and seeing what else I need done."* - Harold talks about the service he receives from Enliven's Community Support team.

*"I love it here, I really do. It's got the 'wow factor'. Even my daughter says it's a place she could live."* - Barbara talks about life at an Enliven village.

*"It's so different to what I thought it would be. There's so much laughter. We thoroughly enjoy ourselves here."* - Gwen, a rest home resident, talks about life at an Enliven home.

*"At home I could go days and days without seeing anyone and I was beginning to get quite isolated. In here I'm not by myself."* - Isobel, a rest home resident, talks about companionship in Enliven homes.

*"I don't think I would be able to manage without the day programme because it's quite stressful at times."* - Susan, a family member, comments on the benefits of an Enliven day programme.

*"I went from having three falls in a short period of time to none at all. Your balance is so much better when you come to these classes."*  
- Ann, a Tai Chi participant, talks about the benefits of Enliven's Tai Chi classes.

*"I love it here, if I won lotto I wouldn't move. I've got everything I need and I'm happy here. I feel safe and I don't worry anymore."* - Rosalie on the safety and security at her Enliven village.

*"I love animals, and it's really good that they like them here, too."* - Julie, a rest home resident, on welcoming pets at Enliven homes.

*"There are things to look forward to. I enjoy the recreation activities here, there's always something to do. I love music and I enjoy the entertainers that come in."* - Patricia, a rest home resident, talks about the home's recreation programme and social calendar.

*"My favourite part is the people. It's the company and just being with everybody. You meet different people and the staff are very helpful. They do a great job here I must say. It's lovely."* - Trevor, on attending an Enliven day programme.

*"They have been wonderful here. When I came in I couldn't walk or stand unassisted. Now I can get around on my own. I couldn't have asked for anything better in the way I have been treated and cared for."* - Thomas, a rest home resident, on the care he receives at his Enliven home.

# OUR PEOPLE

 1443 STAFF + 340 VOLUNTEERS + 14 BOARD AND COMMITTEE MEMBERS

MAKING A DIFFERENCE TOGETHER

## 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.



**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.



**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.



**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.



**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.



**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.



**STEPHEN LORIMER**  
Stephen currently works in the commercialisation office of Victoria University of Wellington. He was previously on the board of Presbyterian Support Otago between 2010 and 2013. Stephen also sits on a number of national science commercialisation panels.



**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.

## Presbyterian Support Central Senior Leadership Team

CHRIS GRAHAM  
Chief Executive

JULIA HENNESSY  
General Manager  
Family Works Central

ALISHA KENNEDY  
General Manager  
External Relations

JUDE KING  
HR Director

TREVOR PLAYFORD  
Chief Financial Officer

NICOLA TURNER  
General Manager  
Enliven Residential

BRONWYN WILLIAMS  
General Manager  
Enliven Community Support




# FINANCIALS

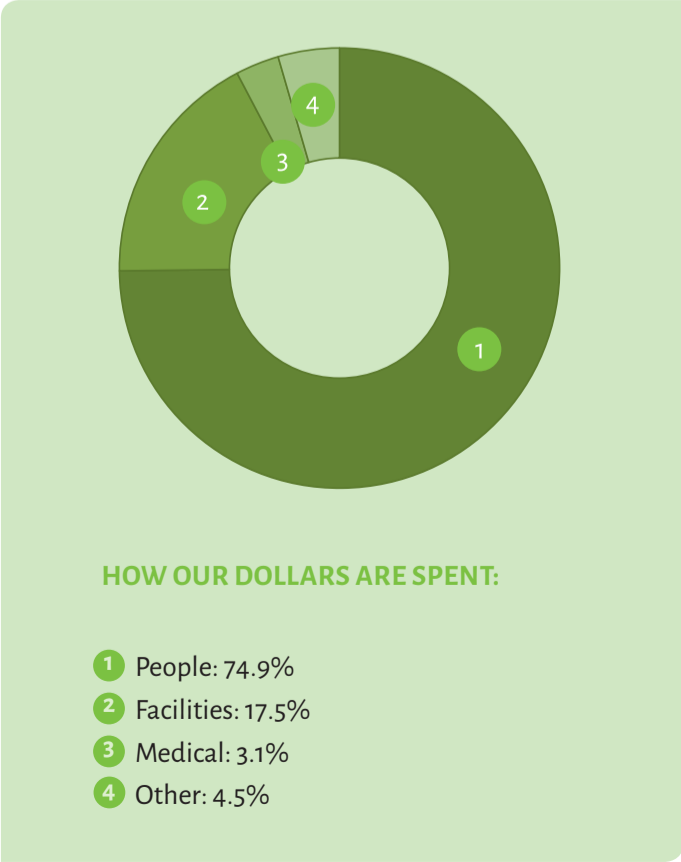
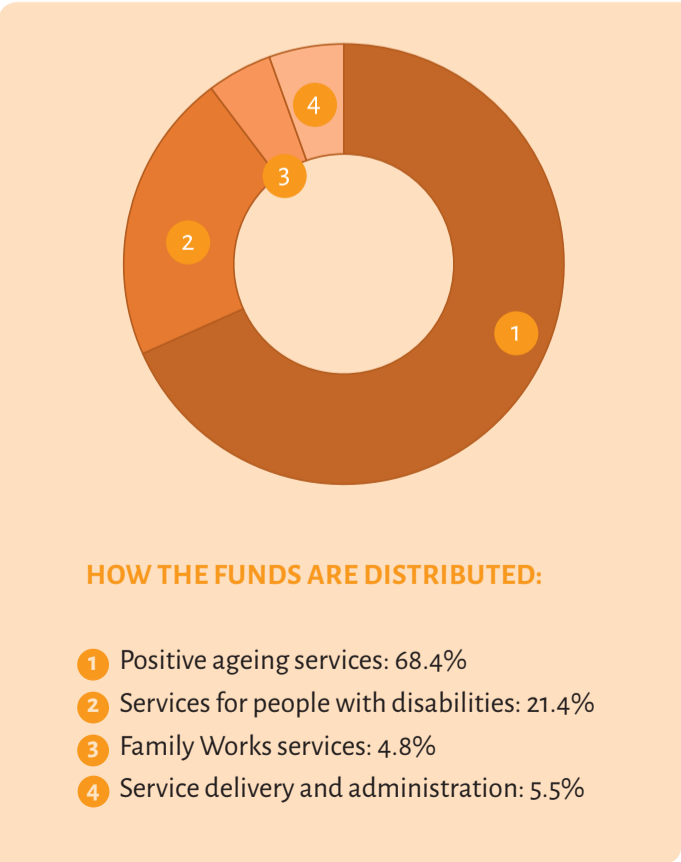
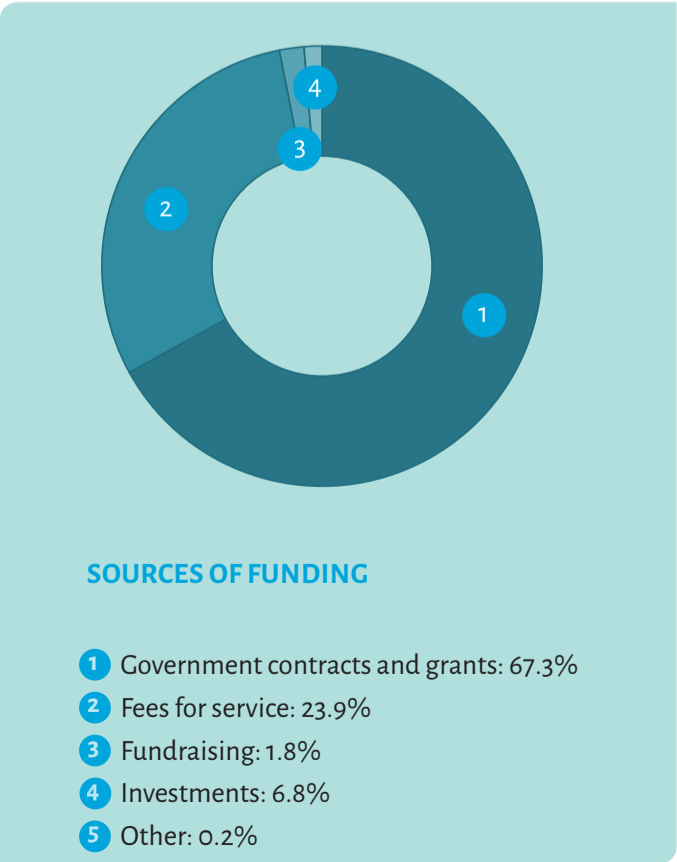
In 2015/16 Presbyterian Support Central reports an operating deficit of \$2,532,000, compared to a deficit of \$1,636,000 in 2014/15.

As with last year, this was mainly due to Enliven’s rest homes experiencing lower hospital bed occupancy for the second year in a row, which caused a significant reduction in income.

However, investment income coupled with gains on our retirement village assets resulted in an accounting surplus of \$2,910,000 compared to \$4,194,000 achieved in 2014/15.

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>\$65,346,744</b>
	<b>Revenue:</b>	<b>\$68,256,236</b>
	<b>Assets</b>	<b>\$164,000,000</b>



Excellence is not a destination;  
it is a continuous journey that  
never ends. – Brian Tracy

JANUARY

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Eden Alternative

Enliven is leading the way for the Eden Alternative model of care in New Zealand.

The elder-directed model of care transforms the way people think about aged care by focusing on alleviating the plagues of loneliness, helplessness and boredom for elders.

Since Enliven Central’s Cashmere Home in Johnsonville gained full Eden Alternative certification in late 2014, Levin Home for War Veterans achieved the honour November

2015, while Kowhainui Home in Whanganui was advised of their success in May 2016.

Enliven general manager Nicola Turner explains that to achieve full Eden certification the homes have to demonstrate they are maintaining ten key principles.

“Only a handful of homes in New Zealand have achieved full Eden registry and so it’s fantastic for our homes to be at the forefront of this transformational model of care,” says Nicola

“Since we started using the Eden Alternative way of life in our homes we have seen a huge difference in the morale of residents. They are more social, more enthusiastic and more involved with what goes on in their home.”

Enliven Central’s goal is for all homes to obtain all 10 Eden Alternative principles within the next few years.



Levin Home for War Veterans resident Dan Crowley and Enliven general manager Nicola Turner with the home’s Eden plaque.



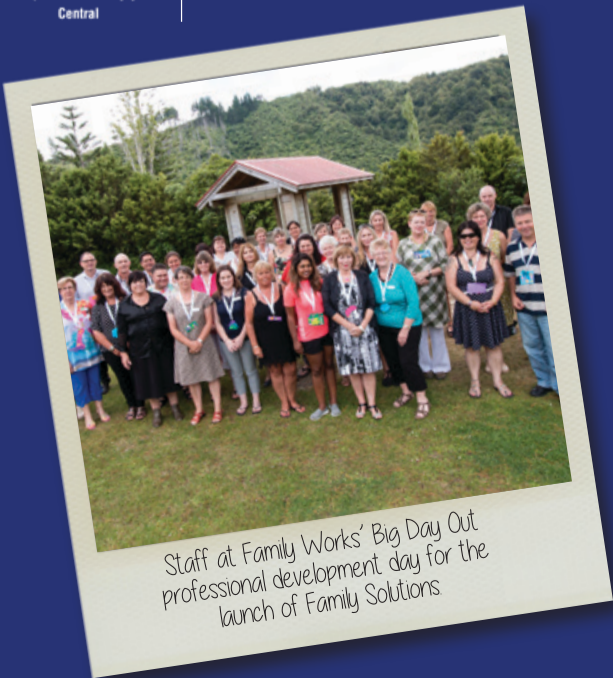
*Naku te rourou nau te rourou ka ora ai te iwi. With your basket and my basket the people will live.*  
– Māori whakataukī (proverb)

FEBRUARY

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Family Solutions | Te Ara Whānau



Staff at Family Works' Big Day Out professional development day for the launch of Family Solutions

Family Works Central’s new Family Solutions model is changing the future for vulnerable Kiwi kids and their families.

In September 2015 the UK’s Essex County Council officially gifted Family Works Central the evidence-based Family Solutions model. Since then it’s been tailored to fit the New Zealand setting and adopted by Family Works New Zealand.

Family Works Central general manager Julia Hennessy says Family Solutions is focused on solutions

for the whole family, rather than individuals.

“Initially the intensive support is about responding to an incident or trauma but support continues, fluctuating as needed, to ensure families can identify their own solutions in the future and build resilience,” says Julia

“We’re able to offer a wrap-around service that is much more responsive to families’ needs, which is so important considering the complexity and seriousness of the

issues many families are facing.”

Those issues include family violence, poverty, eviction, criminal offending, drug and alcohol abuse and mental health problems.

Julia says feedback about the model has been extremely positive, and so have the outcomes.

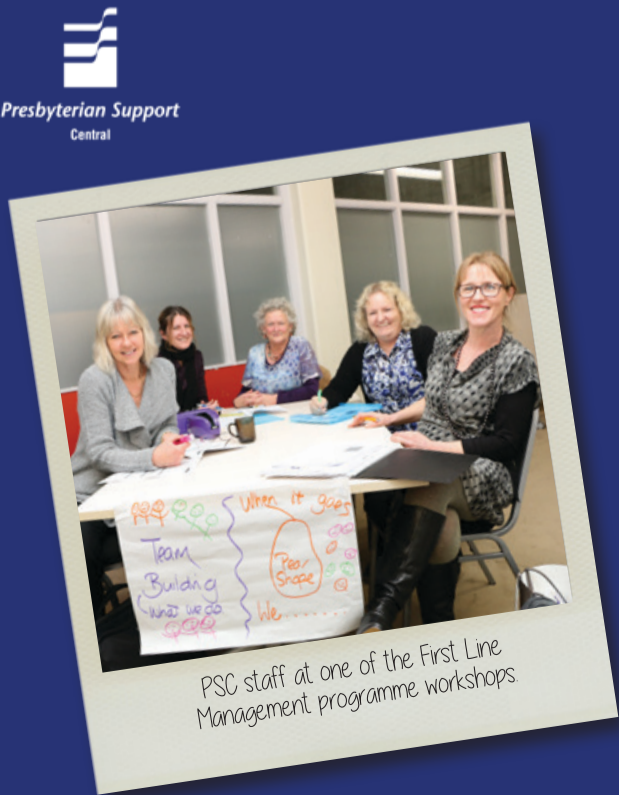
“Ultimately it helps prevent family breakdown and keeps children safe and out of the state system.”

*Purpose is the reason for  
your journey. Passion is the  
fire that lights the way.*  
— Anonymous



MARCH

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PSC staff at one of the First Line Management programme workshops

Empowering learning

Presbyterian Support Central staff are taking up the challenge of pursuing further education and training more than ever before.

More than 250 staff completed various PSC run courses and training in the past year, many of which completed multiple courses.

CEO Chris Graham says PSC’s dedicated staff are integral to the organisation’s growth, resilience and continual improvement.

“We recognise the importance of providing opportunities to up-skill,

to celebrate success and to share ideas, knowledge, experience and best practice.”

An example of this is the First Line Management programme which PSC offered to staff for the first time in 2016.

The nationally recognised programme is designed for people in team leader/middle management roles and those with potential to move into management.

Topics include communication, leadership, team work, decision

making and problem solving.

PSC HR Manager Jude King says the programme was very well received by the 30 staff who took part.

“The feedback has been excellent. Everyone enjoyed the shared learning aspect that came from joining staff from different business units. The programme is something we hope to continue to offer as part of our commitment to ensuring staff in management roles are the best leaders they can be.”

Home is where the heart is.  
– Gaius Plinius Secundas



APRIL

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No place like home



Woburn Home resident Harry Buttner and clinical manager Anneke Barkwith reveal one of the home’s new wing names.

Enliven is leaving no stone unturned when it comes to making rest homes feel like homes, not hospitals or institutions.

Enliven homes are no longer using traditional wing names, like ‘C Wing’, and are encouraging residents to name the different areas of their homes instead.

Clinical nurse manager Anneke Barkwith says residents at Woburn Home recently decided to rename the wings and lounges after the streets on a Monopoly board, which everyone loves.

“Now they have an actual address, for example their room could be 12 Vine Street, which brings a sense of normality to their lives.”

Anneke says the shift is part of Enliven’s efforts to make the homes homely.

“It gives a sense of warmth to a rest home. By changing the way we communicate things like that we can help change how people feel about where they live and their sense of identity.”

Woburn Home resident Harry

Buttner, who came up with the Monopoly idea, says he enjoys his new address.

“I don’t like corridors and wings – they remind me of a hospital. Monopoly is a bit more fun and we all recognise it. I like the new signs and I like living on Bow Street.”

Alone we can do so little;  
together we can do so much.  
– Helen Keller



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## Collaboration supports parents



Family Works has teamed up with Wadestown Presbyterian Church in Wellington to provide a support group for parents of children who are struggling at school.

The group, which started in August 2015, was established in response to a need identified by Wadestown Presbyterian Church members.

“They [the parents] were feeling strained, stressed and isolated from their communities and we thought the problem must be more widespread, so it was suggested

that a support group would be a good idea,” says Jeanette Brunton of Wadestown Presbyterian Church.

Funded by the Tindall Foundation and the James Gibb Fund, the support group sees up to 16 parents attending monthly sessions with various topics that give participants a chance to talk, share their experiences, ask questions and support one another.

Family Works regional manager Nici Nixon says the partnership is a demonstration of Family Works’

commitment to working with the community, for the community.

“Working alongside the community means we are able to provide more services to people in need,” Nici explains.

“The group has a promising future and it’s already making a big difference. We will continue to find ways of working with our community to find more ways of helping those who need it most.”

The meaning of life is to find your gift. The purpose of life is to give it away.  
– Pablo Picasso



JUNE

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From Navy chef to Coombrae cook

Living in a rest home doesn't mean you can't do what you love.

Residents of Enliven homes are being supported to continue with their hobbies and interests, regardless of their abilities.

When the staff at Coombrae Home in Feilding found out that resident George Dudley, is a former Navy chef, they supported him to get back in the kitchen again.

"It certainly brings back a lot of memories – I didn't think I'd ever be back in the kitchen cooking for lots

of people again and the staff have been fantastic – I tell them what I want to cook and they help to make it happen," says George.

Coombrae Home clinical manager Hayley McKean says supporting elders to have meaningful activity in their lives is part of Enliven's model of care.

"Often when people think of activities in rest homes they think of bingo and housie, but we go further by making sure we find activities that are meaningful to individuals,"

Hayley explains.

"Being a Navy chef is an important part of George's life and getting back in the kitchen gives him a sense of achievement and fulfilment - he's all smiles and the other elders think it's great."





Coombrae Home resident George Dudley and cook Conor Willis prepare a trifle for dessert.

Accept and respect.  
We are all different.  
— Anonymous




JULY

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## Disputes resolved for hundreds of families



Family Works Central's Family Dispute Resolution coordination team.

Family Works Central's Family Dispute Resolution (FDR) service has now helped almost 1000 families agree on childcare arrangements, without the need to go to court.

Family Works began offering the Ministry of Justice funded mediation service in July 2014 and by March 2016 the coordination centre had managed more than 1200 cases and mediated more than 400 cases.

Ninety per cent of cases that went to mediation reached full, or partial, agreement, which benefited more than 700 children.

“The number of calls we receive every month continues to grow. It just shows there is a real need for this service,” says Family Works programme manager Taiana Anderson.

“We have more than 40 mediators who work extremely hard to work through each case and ensure both parties have their say. It’s quicker and less costly than going to the Family Court.”

Family Works Central collaborates with other Family Works organisations and mediators across

the lower North Island and South Island to offer the service from Taranaki to Invercargill.

Thanks to a generous \$70,000 Todd Foundation grant, Family Works Central has begun developing a new model that will ensure the voice of the children is heard during the FDR process.

Aging can be reimagined as a vivid and enlivening process.

– Dr. Bill Thomas

AUGUST

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The power of music



Enliven residents enjoy music therapy with music therapist Rami Heath

Enliven Central is seeing the amazing difference music can make in elders’ lives.

Enliven is increasingly using music therapy, both in the form of group sessions and individual playlists, to support elders to connect and engage.

Kapiti Day Programme Diversional Therapist Robyn Lindsay says music therapy is helping to improve memory recall and communication, facilitate discussion, reduce stress and to spread joy.

She gives an example of one woman who doesn’t seem to have a “care in the world” when listening to her tailored music playlist.

“She’s usually quite disconnected from the others, but after she’s finished listening she carries on talking about the music and her memories associated with it, so it’s also provoking spontaneous reminiscence and sparking conversation.”

Cashmere Heights Home recreation officer Kirsty Glasgow agrees. She says the group music therapy

sessions are effective, even with those who are usually unresponsive.

“Recently a resident who usually doesn’t speak all of a sudden broke out in song!”

There is no government funding available for music therapy for older people. However, having seen the results music can have Enliven is fundraising to ensure the therapy, including group sessions and individual playlists, can be made available at all Enliven homes across the lower North Island.

You're never too old to be young.  
— Snow White



SEPTEMBER

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The bond between young and old



Kilmarnock Heights Home resident Johnnie Wood and local student Daniel Gestro read together.

Life at Enliven Central’s homes is proof that nurturing the natural bond between older people and children enhances the lives of all involved.

Many Enliven homes have established strong relationships with local kindergartens, play groups and schools, which see children and their caregivers visiting the homes regularly to spend time with the elders.

Reevedon Home and Village Recreation Officer Davina Rawiri

says the home’s reading group, where local school children team up with an elder to practice their reading skills, is proving popular.

“The residents love it because they’re doing something meaningful and giving back to the community is important to them. What better way to do that then to help children learn to read?”

Meanwhile PORSE in-home childcare programme tutor Suzanne Archer, who regularly visits Enliven’s Kilmarnock Heights

Home in Berhampore with a group of children, believes there are huge benefits in supporting the children to develop relationships with elders in their community.

“Some of these children don’t have grandparents around and it’s great for them to have that contact. It’s creating true connections.”

Close and continuing contact with children, and people of all ages, is part of Enliven’s philosophy of care – the Eden Alternative.

Live so that when your children think of fairness, caring, and integrity, they think of you.  
— H. Jackson Brown Jr



OCTOBER

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29	30	31				



Family Works general manager Julia Hennessy and business development manager Everard Halbert

Parenting through Separation

A new service provided by Family Works is helping separating parents focus on their children and work out what’s best for them.

Parenting through Separation, funded by the Ministry of Justice and delivered by experienced facilitators from Family Works and Community Law, helps parents understand the legal process and learn practical skills to support children through the transition.

Family Works General Manager Julia Hennessy says the partnership has resulted in a top quality service.

“Having social service professionals working alongside legal professionals to deliver the programme really adds to the knowledge and information being provided.”

Family Works Taranaki manager Megan Jackson, who has been involved in delivering the programme, says it’s heartening to see the focus come back on the children’s best interests.

“Many parents say it’s made them realise their focus was on the ‘battle’ with their ex and coping themselves.

But, the course helps them realise how difficult and scary it is for their kids, and teaches them practical coping methods and how to better support their children,” says Megan.

Almost 300 people completed Family Works’ Parenting through Separation programme in the greater Wellington, Wairarapa and Taranaki regions between July 2015 and March 2016.

True compassion means not only  
feeling another's pain but also  
being moved to help relieve it.  
– Daniel Goleman



# NOVEMBER

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## Regaining independence



Peter Stagg with part of his support crew, caregiver Sonya Mitchell Te Amo, daughter Loren Stagg and wife Joscelyn Stagg

Health recovery and rehabilitation care at Enliven homes is helping people to regain their independence, even when it seems unlikely.

Much of this success is being put down to the combination of high quality clinical care teamed with a focus on ensuring elders have opportunities for companionship, meaningful activity, variety and fun in their lives.

“Many residents are being supported to do things they never

thought they'd do again,” says Nicola.

“Over the last few years we've even seen an increase in the number of people who are rehabilitating and either moving to a lower level of care, such as from hospital level to rest home level, or in some cases returning home again.”

For Brightwater Home resident Peter Stagg, the day he was told he'd never walk again seems like a bad dream – especially considering he's making his way around using

nothing more than a walking stick today.

“We slowly set goals to walk a bit further each time,” says Peter, who believes the ongoing support and encouragement is what helped him to walk again.

“Everyone here was so keen to help. I can't say enough about what they have done for me.”

For how the children grow, so  
will be the shape of Aotearoa.  
– Dame Whina Cooper



DECEMBER

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31					1	2
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24	25	26	27	28	29	30



Family Works mentor Greg Hawkins is helping at-risk youths to turn their lives around.

Helping troubled youths

Mentoring continues to be a much needed support service for at risk children and teenagers across the lower North Island.

Family Works has witnessed a significant increase in the complexity and seriousness of issues being faced by young people throughout the region.

Family Works mentor Greg Hawkins says mentoring gives the young person an adult to trust and helps change their attitudes, and their futures.

“I walk alongside them, put myself in their shoes and help them to work through the problems they face,” Greg explains.

“One boy met me wearing blood stained jeans. He was a cutter. He wanted a job and better living conditions but he couldn’t do it on his own so he took his frustrations out on himself. I helped him find a job and a place to live. Now he’s employed, has a safe place to live and he’s not cutting.”

Greg believes early intervention is

important in shaping the future of at-risk children and teens.

“You never give up. There’s hope for these kids, there’s an opportunity to help and we’ve got to get in there quickly. They’re just kids. They’re not bad kids – they just need guidance.”

# Snapshots

## 1 Workshop series

Family Works Central is in the midst of planning and preparing for a new professional development services which is being offered across the social service sector.

The 2016 pilot series will see Family Works hosting three international experts from Holland, England and Ireland. If successful the series will become an annual event as part of Family Works Central's commitment to ensuring professionals working with vulnerable children and families have access to affordable and inspiring professional development.



## 2 Creative cooking

Making softened food look appetizing can be a challenge, but Enliven Central's cooks now have the know-how to make soft food look and taste amazing.

The cooks have been working with Australian chef Peter Morgan Jones who has become an expert in using food moulds and finger foods to encourage elders who have difficulty with meals to eat nutritious meals.



## 3 Eye-catching top tips

Enliven Central is creating a range of eye-catching training resources for support workers and healthcare assistants, following the success of a pilot resource.

The new-look training material has been developed to be bright, eye-catching, memorable and clear. Launched in early 2016, feedback from staff has been fantastic and Enliven Central is now sharing it with sister-organisations around the country.



## 4 Family connect

Video conferencing technology, Skype, is helping the elders of Enliven Central's homes keep in touch with families separated by distance.

A number of homes across the lower North Island have introduced video calling so that residents can keep in touch with the increasing number of family members living overseas or long distances from their home towns and elderly parents or grandparents.

## 5 Family Therapy

There is an increasing need for whole family therapy across the Central region. More than ever before Family Works practitioners are seeing complex cases where support is needed for the whole family, not just an individual.

Thanks to funding from the Tindall Foundation, one of Family Works Central's generous philanthropic funders, 12 Family Works practitioners in Whanganui-Manawatu and Taranaki have undertaken specialist family therapy training and are now providing much-needed therapy to whole family units.

## 6 In home dementia respite

Many people know that Enliven provides day programmes and respite services from rest homes across the lower North Island, but the organisation also offers a specialist in-home respite service for people with dementia.

Provided through Enliven's Community Support arm, the specialised in-home service means family caregivers can have a decent break or even take a holiday while their loved one is taken care of in an environment where they feel safe and secure, resulting in less anxiety.

# Thank you!

To all the supporters who have made donations and volunteers to have given their time to supporting children, older people and families across the lower North Island in 2015-16, THANK YOU.

Presbyterian Support Central is truly grateful for your interest and ongoing commitment. Together we are making a difference in people's lives and communities.

Government funding only goes part of the way towards providing critical social and elderly care services. Presbyterian Support Central, Family Works and Enliven are humbled by the support we receive from our donors, members, volunteers, sponsors, foundations, trusts and estates. Thank you!

### Thanks to the individuals...

There are far too many of you to list, but please be assured that your donations are very much appreciated. You are making a difference to the lives of hundreds of vulnerable children, young people, families and elders in communities throughout the lower North Island.

### Thanks to our dedicated volunteers...

Presbyterian Support Central is lucky to have the support of hundreds of volunteers across the lower North Island. So, while it's impossible to list you all, your selflessness, time and dedication does not go unnoticed! We couldn't do it without you.

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

The need for support is very real. We could not carry out the many projects, programmes and services without the generous support of trusts, foundations and other groups who have generously made grants and donations during 2015-16.

#### They are:

- ANZ New Zealand Staff Foundation
- AR & TI Harper Charitable Trust
- Community Organisation Grant Scheme (COGs)
- Eastern & Central Community Trust
- Featherston's Own Charitable Trust
- Hutt Mana Charitable Trust
- Johnsonville Charitable Trust
- J R McKenzie Trust
- Lion Foundation
- Mana Community Grants Foundation
- Margaret Watt Children's Trust
- Rimutaka Trust, through Trust House Charitable Trust
- Roy & Jan Mace Charitable Trust, through Nikau Foundation
- St John's in the City
- Sutherland Self Help Trust
- Thomas George Macarthy Trust
- Tindall Foundation
- Todd Foundation
- Tom & Ann Cunningham Trust
- Trust House Charitable Trust
- Whanganui Community Foundation
- Winton and Margaret Bear Charitable Trust



869  
donors



\$1,124,395  
in donations received

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

PSC is very grateful to the following supporters who chose to leave a legacy in their Will to PSC. These bequests support the work of Presbyterian Support Central, Family Works and Enliven. These wonderful people are truly creating positive and lasting change.

#### Legacies:

- Beryl Jean Stewart Estate
- Bruce Hope Learmonth Estate
- Colin Capper Estate
- Douglas Henry Inch Estate
- E G Conder Estate
- Lucy & Ernest George Alford Bequest
- Peggy Brown Gall Estate
- Rosa Gertrude Lowenstein Estate

#### Endowment funds:

- Brendon Brechin Charitable Trust
- Christian Honore Trust
- Effie Barbara Taylor Estate
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- Jack Thorby McFadzean Estate
- James Wotherspoon Trust
- Lawrence William Teaze Estate
- Nancye Margaret Davis Estate
- The Presbyterian Church Properties Trustees
  - \* George Winder Estate
  - \* McGruer Estate
  - \* Social Service Fund
- Walter Arthur Clark Estate
- Winton and Margaret Bear Charitable Trust (Endowment)



# You can help!

Supporting Presbyterian Support Central enables our services to continue and reach the people who need them most.

PSC needs to raise more than \$1 million a year from supporters to provide the extra services that are not covered by government and other secured funds.

### "I make a regular donation"

By making a regular or one-off donation, you'll help create a brighter future for children, parents, families and elders in your community.

There are many ways you can give. Call us to find out more about making a donation or fundraising for PSC.



### "I volunteer"

Have you ever thought of donating your time? As a volunteer you can give as little or as much time as you wish, on days and times that suit you. There are some volunteer roles that require an ongoing regular commitment whilst others are more flexible. There are also one-off opportunities.



### "I'm leaving a bequest"

Leaving a charitable gift in your Will is a very special way of ensuring a brighter future for vulnerable children, elders and families in your community. Contact our Supporter Relations Advisor for a confidential, no-obligation chat.



## Interested?

For more information about supporting your community through the work of Presbyterian Support Central, call our Supporter Relations Advisor on 0508 TO HELP (that's 0508 864 357), email [support@psc.org.nz](mailto:support@psc.org.nz) or visit [www.psc.org.nz](http://www.psc.org.nz)

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