



Presbyterian Support
Central

Our services

enliven



2018
CALENDAR



Presbyterian Support Central Annual Report: 2016-2017

A report from the Chair and Chief Executive

It is important as we come to the end of another financial year to remind ourselves what Presbyterian Support Central (PSC) and the work that we do, is all about.

PSC is dedicated to supporting, empowering and strengthening lives spanning all age groups.

Through Family Works we focus on those who are socially disadvantaged including the most marginalised – those whose lives have been impacted by violence, crime, deprivation and poverty.

Through Enliven we support the elders of our communities to 'thrive, not just survive' by creating

elder-centred communities that focus on holistic wellbeing. Our commitment to aged residential care continues to grow through our facility investment programme - more on that later.

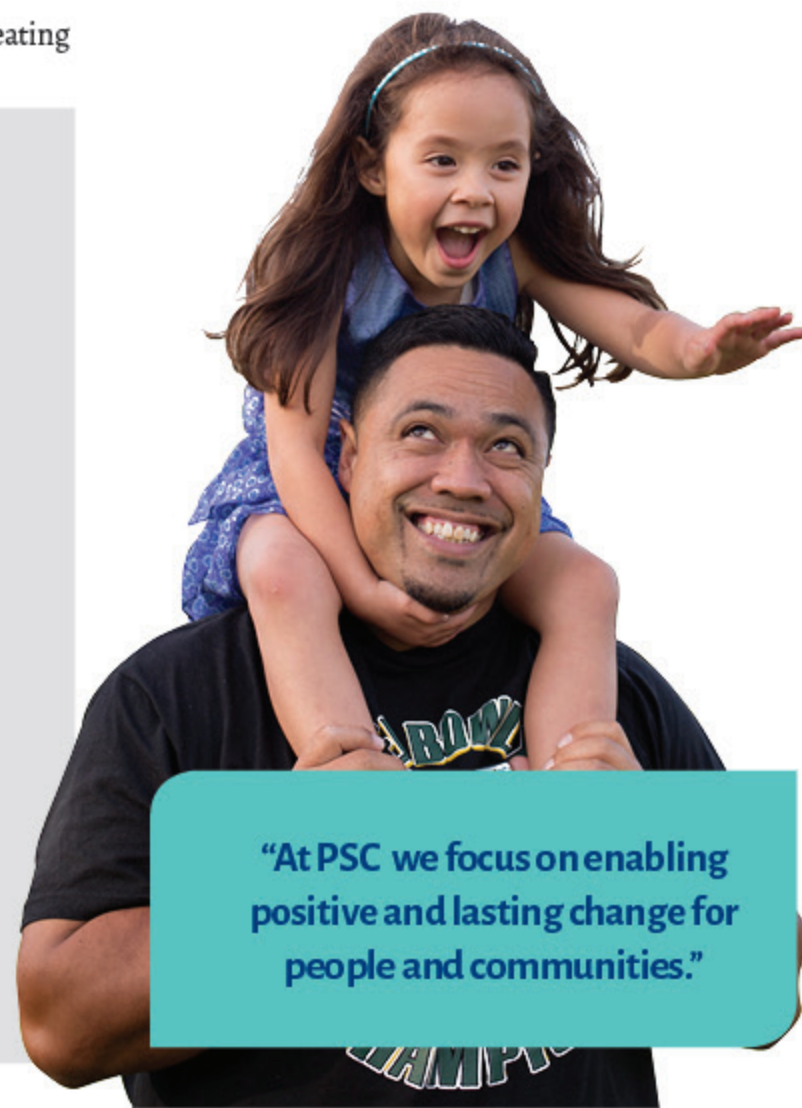
FINANCIAL PERFORMANCE

In the 2016/17 financial year PSC generated a surplus of \$3.085m. However, this was only achieved on the back of strong performance from our investment funds and licence to occupy retirement villas and apartments.

The operating result from Enliven aged residential care and Family Works produced a deficit of \$3.6m. This was mainly due to our residential care occupancy and mix being well down on budget. In particular we have been hit hard by a significant downturn in the number of hospital level residents being admitted to our facilities.

The Pay Equity Settlement, which resulted in much improved wages for our health care assistants, should over time provide us with a much more stable and financially secure workforce. We support and applaud the outcomes for our staff, but the impact on us financially remains uncertain as the funding increases don't match our increased cost of operation.

We reported last year on the loss of our major in-home and community support contract from Capital & Coast District Health Board. This prompted us to assess the viability of our remaining Enliven community support business. The result of this was a decision to sell the remainder of our in-home support business to Geneva Healthcare Ltd. While it was disappointing to exit, the decision was the correct business decision. The in-home support sector is now dominated by major national providers, some with international affiliations. The structure and contractual arrangements for this sector don't favour regional organisations, such as PSC.



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

PROPERTY DEVELOPMENT

Earlier this year we announced plans to carry out a major redevelopment at Kilmarnock Heights Home in Wellington South. This involves the development of a new 72-bed home and 57 retirement apartments. Work is now underway and we anticipate completing the home by the end of 2018 and the apartments by the end of 2019.

In addition, we now have resource consent to develop 43 retirement apartments at Longview Home in Tawa. Final approvals for this project are expected to be with the Board by March/April 2018.

The site of our Central Office in Thorndon is also under consideration for redevelopment as we seek to maximise the financial upside from our current property assets. All of the above is going to change the face of PSC over time as we become a major provider of retirement living in our region. Careful management of our finances will be required during this expansion phase.

STRONG AND SUSTAINABLE SERVICES

Being awarded the Most Trusted in Aged Care and Retirement Villages for 2017 by the independently commissioned 2017 Reader's Digest Most Trusted Brands survey has confirmed what we believe about our Enliven services. We intend to build on this and it's a great compliment to all our Enliven team as they are deservedly recognised for the individual care and attention they give to each of our residents.

Family Works continues to deliver a broad range of programmes to the at risk members of society. The work of our teams in Taranaki, Whanganui, Manawatu, Wairarapa, Hutt Valley and Wellington continues to elicit strong praise from clients, referrers and Government agencies. A big challenge for us in the coming financial year will be to connect with the requirements of the new Ministry of Vulnerable Children, Oranga Tamariki. The Government is pushing all of us very hard to be even more innovative in designing programmes which demonstrably benefit the lives of the most vulnerable in our communities, particularly children and young people.



Finally from the both of us to all our board members, committee members, staff, volunteers and supporters - an enormous vote of thanks for your part in making PSC such a successful organisation. We base this on feedback from our clients and residents, and the dedication we observe in our workplaces.


CHRIS GRAHAM
CHIEF EXECUTIVE


PETER SHERWIN
CHAIR





1061 STAFF + 351 VOLUNTEERS + 15 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, governance and succession planning. Peter holds a number of governance and advisory roles with business and public benefit entities.

**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 the Board of the Health Innovation Hub.

**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 of the Institute of Directors and a former Deputy Chairperson of Scripture Union New Zealand Incorporated.

**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.

**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. He is also the National Chair of Scouts New Zealand.

**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 the community and regional level in both Government-funded and not-for-profit organisations. She is a Rangitikei District Councillor.

**SO'O LEATIGAGA**

So'o is currently an Economist for New Zealand Post Group. He has extensive experience in corporate strategy services, network economics, financial business case modelling and negotiations in mergers and acquisitions.

**NIGEL WILLIS**

Nigel is an orthopaedic surgeon currently working for the Capital & Coast DHB, as well as in private practice. He has a number of roles with the New Zealand National Board of the Royal Australasian College of Surgeons, is an associate clinical leader at Capital & Coast DHB and the Chair of the Brooklyn Community Centre.

SENIOR LEADERSHIP

CHRIS GRAHAM
CHIEF EXECUTIVE

JULIA HENNESSY
GENERAL MANAGER
FAMILY WORKS

ALISHA KENNEDY
GENERAL MANAGER
EXTERNAL RELATIONS

GERARD LOGAN
PROPERTY DIRECTOR

TREVOR PLAYFORD
CHIEF FINANCIAL
OFFICER

NICOLA TURNER
GENERAL MANAGER
ENLIVEN

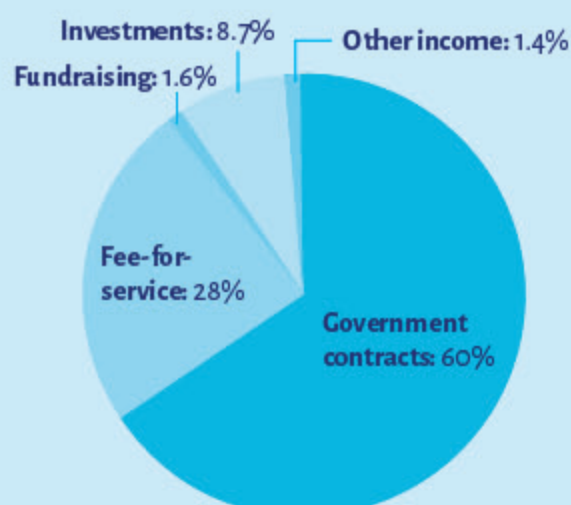
FINANCIALS | PRESBYTERIAN SUPPORT CENTRAL

"In the 2016/17 financial year PSC generated a surplus of \$3.085m. However, this was only achieved on the back of strong performance from our investment funds and licence to occupy retirement villas and apartments.

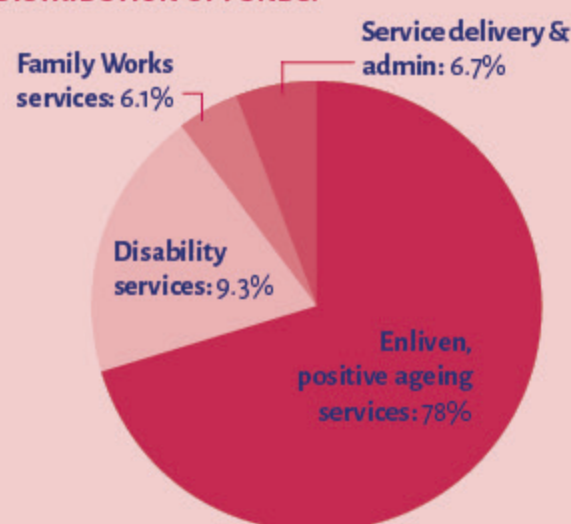
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—from PSC Chair Peter Sherwin and Chief Executive Chris Graham

 **Expenditure \$56,538,919**  **Revenue \$59,623,718**  **Net result \$3,084,799**

SOURCES OF FUNDING:

Government contracts: \$35,978,365
 Fee for service: \$16,660,739
 Fundraising: \$963,100
 Investments & self funding: \$5,179,255
 Community support sale & other income: \$842,259

DISTRIBUTION OF FUNDS:

Enliven, positive ageing services: \$44,082,155
 Services for people with disabilities: \$5,244,806
 Family Works: \$3,439,431
 Service delivery & administration: \$3,772,528

HOW OUR DOLLARS ARE SPENT:

People: \$41,164,969
 Facilities: \$10,776,306
 Medical: \$2,072,211
 Other: \$2,525,433



New Zealand's Most Trusted in Aged Care and Retirement, according to the independently commissioned 2017 Readers Digest Most Trusted Brands Survey.

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



16 homes
Providing rest home, hospital & dementia care
—that's **851** rooms

4
homes with full Eden Alternative certification



More than **1400** elders accessing residential care, that's **274,091** bed days

323
respite visitors



7 retirement villages & apartments that's **187** units!



90% of residents say living at an Enliven home has made a positive difference in their lives.



342 modified Tai Chi class participants.

338
dedicated volunteers



979 Enliven staff members
(706 FTE'S)

ENLIVEN | CLIENT'S FEEDBACK

Results for 2016/2017

"The staff are so nice here. Everybody that comes to see us says the same thing; that as soon as you walk through the front door you get a warm, homely feeling."
- Joy, Kandahar Home resident

"She [Mum] really enjoys being here in this home - the staff are just wonderful. The care is personalised and it's very homely."
- Lyn, family member

"I play bowls regularly, which I hadn't tried before I came to live here. We go on outings, children come and visit us all the time, we often have singers and entertainers, pampering sessions where you get your fingernails painted, quizzes and lots more."
- Robin, Reevedon Home resident

"When I moved in I was really pleased to find that all these activities were on here. I wouldn't have done most of these things at home, but now I always go..."
- Joan, Cashmere Heights Home resident

"Whatever your background, religion, spiritual or cultural beliefs are, in an Enliven home it's respected."
- Leanne, chaplain

"It's such a neat place! It's a nice environment and the people are great."
- Paddy, Kowhainui Home volunteer

"I am very happy... I like everything about my home and I recommend it to everybody, it's a good place."
- Alletta, Longview Home resident

"I absolutely love it here. Everyone talks to you and you're part of the family. The manager couldn't do more for you. We have social gatherings and I know everyone. It's a lovely place."
- Avis, Reevedon Village resident

"I was impressed with the staff and how they talked to me, and how the caregivers cared for the residents. They have a family-like approach and it exudes warmth that families latch on to and are so appreciative that their loved ones are in good hands. I also noticed there was a nice comradery between the staff and the home has plenty of light and warmth."
- Bevan, family member

"I've found that ever since I've been here I don't worry about anything. If you have any problems, for whatever reason, there's immediate help."
- Bill, Huntleigh Apartments resident

"They allow you the freedom to do what you can. If you're really keen to do something, they will try to make it work. They try to make the impossible possible, and I think that's incredible."
- Lilian, Cashmere Home resident

"The food is lovely. The caregivers are absolutely wonderful. I have a nice room. What more could you want?"
- Hazel, Willard Home resident

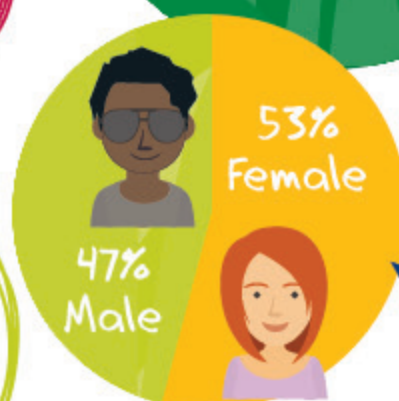
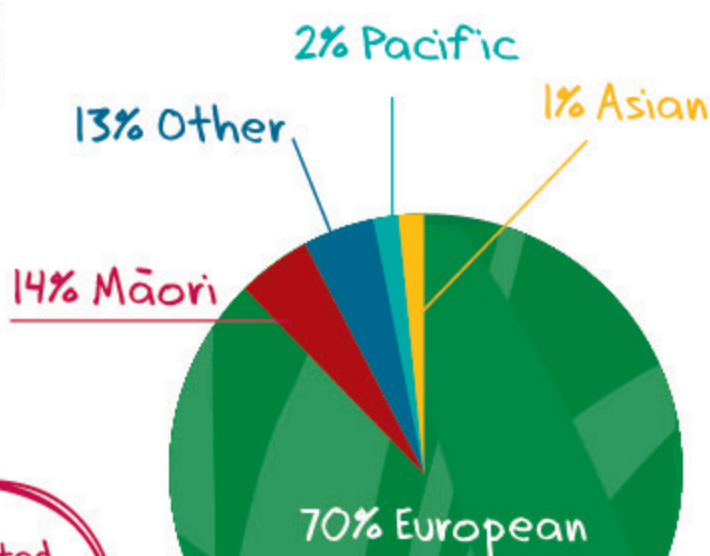
Making Aotearoa New Zealand the best place in the world to grow up; a place where all children are safe, families are strong and communities are connected

94% say the service was accessible

81% reported improved relationships

84% learnt useful new skills and strategies

93% felt better prepared for the future



 **13** volunteers
 **40** contractors
 **70** staff

Qualified and professional staff based at 10 Family Works centres and 13 schools across the lower North Island.

Family Dispute Resolution clients*	1375
Social work and counselling clients	+ 1743
Parenting support clients	+ 547
Group and community clients	+ 531
Total clients	= 4206

* Note: The FDR service is supplied by FamilyWorks Central in partnership with Family Works Upper South Island, Otago, South Canterbury and Southland. As such, FDR clients come from across the lower North Island and South Island.

FAMILY WORKS | CLIENTS SAID

Results for 2016/2017

“[The best thing was] working with our family as a whole unit.”

“[I learnt] how to get on better with my brother and setting goals.”

“I learnt how to be brave, protect myself. I learnt how to be confident even if I am scared.”

“You saved my life. You gave me the courage to do what I had to and the faith to trust myself to achieve.” - Counselling client

“If you want to change patterns or need to open your eyes this is the course!” - Parenting through Separation participant

“Since starting this programme with my children I have noticed a massive improvement in how we all manage our emotions, and how I go about helping my children.” - Free to be Me programme participant

“[It was] sensitive, wise, respectful, inspirational, insightful, fair, safe, authentic and real!” - Boundaries programme participant

“It helped me more than I ever imagined it would. There was value from sharing our experiences, but no pressure to do so. I got strength from it.”

“The way the class was facilitated embodied everything taught. Very fulfilling and rewarding.”

“Thank you so much, I have benefited so much from this!”

[I learnt] about my feelings and I'm ok now.”

“I really appreciate her [social worker] coming out to visit us in our home environment.”

“She helps me and my kids a lot. I'm so thankful.”

“I learnt to take deep breaths to calm down.”

more than **700** donorsalmost **\$1M** in donations received

Thank you to all our incredible supporters who have made donations, or given their time in the 2016/2017 year. Quite simply, these faithful supporters make positive and lasting change in communities each and every day. Sadly, every year we are seeing more and more need, and without you, we could not continue to offer this level of support. **Thank you.**

Thanks to the individuals.....

To all our individual donors, a huge thank you. While we can't name you all, we want you to know that we are so grateful that you believe in our mission. Someone once said that whatever we possess becomes of double value when we share it with others. For those who have been supported because of your kind hearts, whose lives are that much better because of you, they thank you!

Thanks to our dedicated volunteers...

To all our volunteers... a massive thanks! By volunteering, you give the most expensive and priceless gift anyone can give – time, kindness and love. It is impossible to list you all, but your time, selflessness and dedication does not go unnoticed!

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

Thanks to all the philanthropic trusts, foundations and groups who have supported us this year. Your generosity has helped us make a positive difference in so many people lives.

- Community Organisation Grants Scheme
- Featherston's Own Charitable Trust
- Four Regions Trust
- Four Winds Foundation
- Gordon Lindsay Isaacs Estate
- JR McKenzie
- Lottery Community Funding
- Margaret Watt Children's Trust
- Pelorus Trust
- Rimutaka Trust
- Roy and Jan Mace Trust
- St Johns in the City
- Strathlachlan Fund
- The Tindall Foundation
- Thomas George Macarthy Trust
- Todd Foundation
- Tom and Ann Cunningham Trust
- Trust House
- Whanganui Community Foundation
- Wellington Children's Foundation
- Winton and Margaret Bear Charitable Trust

Thanks to those who leave a lasting legacy...

Thanks to those who leave a lasting legacy... PSC is very grateful to those kind and generous people who chose to leave a gift in their Will to support our work. These wonderful people are truly creating positive and lasting change.

Legacies:

- Sunny Braconnier Estate
- Jessie Elizabeth Greenaway Estate
- George Alexander Malcolm Estate
- Flora Wards Estate

Endowment funds:

- Bear Trust Endowment
- Brechin Endowment
- Clark Endowment
- Effie Taylor Endowment
- Griffith Endowment
- Honore Endowment
- I & N Davis Charitable Trust
- McFadzean Endowment
- Smith Endowment
- Teaze Endowment
- Winton and Margaret Bear Charitable trust (Endowment)
- Wotherspoon Trust
- The Presbyterian Church Properties Trustees:
 - George Winder Estate
 - McGruer Estate
 - Social Service Fund

Presbyterian Support
Central


change
starts
with us...

Will you be part of the solution?

Every day in your community there are children being subjected to family violence and abuse, there are elders feeling alone and helpless, there are families living in poverty and young people struggling to cope with life's pressures.

Sadly, limited government funding means help is often only available for a fraction of those in desperate need. Communities must come together to help those in need. Together we can make a positive and lasting difference.

MAKE A DONATION

Call us on 0508 TO HELP or visit www.psc.org.nz to make a one-off donation using your credit card. Any gift, regardless of size, helps make a difference in your community

BECOME A REGULAR GIVER:

A monthly gift of just \$30 or \$1 a day can be life changing for children, families and elders who need it most. Free phone us on 0508 TO HELP to find out more about becoming a regular giver.

LEAVE A BEQUEST:

By leaving a gift in your Will, you leave your mark in your community without making a change in your day-to-day living. Free phone us on 0508 TO HELP for a confidential, no-obligation chat.

Visit www.psc.org.nz

**“Ageing can be
reimagined as a vivid
and enlivening process.”**

– Dr Bill Thomas

JANUARY

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Development starts in Wellington South



Computer generated image of the new development from the driveway

The much-awaited transformation of Enliven's Kilmarnock Heights Home site in Berhampore, Wellington got underway in May 2017.

The existing 40-bed rest home will be replaced with a new, purpose-built 72-bed home and 57 retirement apartments.

A carefully staged approach means the current Kilmarnock Heights Home will remain fully operational until the new home is opened in late 2018.

Presbyterian Support Central CEO Chris Graham says the development is not just a new building.

“There’s a strong emphasis on creating a caring, supportive and stylish elder-centred community.

“It will add to the growth and hum that Berhampore and Wellington South is experiencing.”

Chris says the extensive planning phase, over almost three years, was

a reflection of the organisation’s commitment to ensuring the development fits in with the surrounding residential environment and neighbouring town belt.

“The contemporary design takes advantage of the location on the City to the Sea Walkway, the site’s gentle elevation, peaceful off-street location and wonderful views across the neighbouring golf course.”

**“Trust is always
earned, never given.”**

– R Williams

FEBRUARY

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Most Trusted in Aged Care and Retirement Villages



Enliven's Mohini Lata and Huntleigh Home resident Anne McKay with the well deserved Trusted Brand mark

Presbyterian Support (Enliven) has been named New Zealand's Most Trusted Aged Care and Retirement Villages Brand.

The accolade comes from the independent, commissioned 2017 Reader's Digest Most Trusted Brand Survey carried out by Roy Morgan Research.

Respondents highlighted Presbyterian Support (Enliven) for its not-for-profit values, genuine care, honesty, high quality aged care and retirement

services and support.

Enliven Central general manager Nicola Turner says the recognition is credit to the dedication, passion and care of the staff.

“Having trust in the people that are caring for you, or your loved one, is of the utmost importance and we are so honoured to receive this award,” says Nicola.

“Enliven staff, regardless of their role, treat and support every resident the

way they would like to be treated and supported themselves – with kindness, dignity and respect, and it really shows.”

General Manager External Relations Alisha Kennedy says people have been putting their trust in Presbyterian Support for more than 100 years.

“That’s something truly special. It just shows our values and Eden Alternative philosophy truly drives what Enliven does.”

**Naku te rourou nau te
rourou ka ora ait e iwi.**

With your basket and my basket the
people will live.

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Family Works kete development



PSC staff at the launch of the Cultural Competency Framework at Rātana Pā

When you're dealing with families and communities in crisis, it's crucial to show empathy and cultural sensitivity.

To ensure that all staff develop the cultural capabilities they need to serve the Māori communities they work with, Family Works launched its Cultural Competency Framework at Rātana Pā, near Whanganui, in May 2017.

"Culture can influence both communication and etiquette, and

our staff need to be attuned to that when they work with Māori," says Julia Hennessy, Family Works General Manager.

"We're committed to developing in our staff an understanding of Māori customs and tikanga – these are important skills which they need to serve the communities they work with."

Led by Family Works Whanganui's Regional Manager Jim Berry and

Business Manager Michelle Baker, the project team designed the first of three training resources, kete tuatahi, in collaboration with cultural advisors from around the region.

Julia says new staff will be introduced to kete tuatahi within three months of their employment. Kete tuarua and kete tuatoru will be developed to build on this knowledge base.



“One cannot think well,
love well, sleep well, if
one has not dined well.”

— Virginia Woolf

APRIL

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A dining revolution



Longview Home residents enjoy the home's new self-service dining

Enliven is revolutionising the dining experience for elders at its homes.

Following a successful trial at Longview Home in Tawa, a number of homes have introduced self-service buffet dining, giving the elders more choice, control and independence.

“Elders can choose what they’d like to eat and how much, and that’s resulted in weight gain and improved health,” says Longview Home manager Olwyn Cunningham.

“The residents also have the freedom to help each other out, so they feel useful and valued.”

To complete the dining improvement project, Longview Home staff also made improvements to the table settings and completed dining services and etiquette training.

Meanwhile, Chalmers Home in New Plymouth has been working to ensure elders restricted to eating soft foods, can still be offered attractive meals.

“After all, we eat with our eyes too!” says cook Bronwyn Brown who has been using moulds to reshape pureed foods to resemble their solid forms.

The creative cook has experimented with all sorts of foods and ingredients.

“It does take some time and preparation, but it’s worth it to see the residents get excited about meal time!”

afetsy gebnis thiw orwktmea.

Answer: safety begins with
teamwork.

MAY

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Health and Safety: serious fun

If you want people to stay engaged with health and safety in the workplace, make it fun.

That's the approach Presbyterian Support Central is taking to engage staff in creating a robust and positive healthy and safety culture – a strategic goal for the organisation.

All year, Health & Safety Advisor Kathy David has been busy cooking up ways to create an active and engaged health and safety culture across PSC's Enliven

homes and villages and Family Works centres.

"Looking out for others' wellbeing is a form of kindness," says the passionate safety advocate.

"At PSC, caring for others has never been about box-ticking and compliance, so why should health and safety be any different?"

Site Health & Safety representatives recently experimented with activities

like word scrambles to help staff remember important workplace safety slogans. Kathy says they proved so popular and effective she has taken to using them regularly.

"Getting our staff to engage with these messages is key and may save one of our staff members, residents or visitors from a serious accident. If we can do that by throwing some fun and games into the mix, then why not?"



Health & Safety Advisor Kathy David holds up a safety message puzzle

**Ko te ahurei o te tamaiti
arahia o tātau māhi.**

Let the uniqueness of the child guide
our work.

JUNE

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The child's voice in resolving family disputes



*Funding from the Todd Foundation has
been instrumental in setting up the FDR:
Voice of the Child project*

Family Works is working hard to ensure children are given a voice in the Family Dispute Resolution (FDR) process.

FDR, a Ministry of Justice funded service, is designed to help families reach agreement on childcare arrangements without the need to go to court.

The service has been a huge success, but for Family Works it was important the voices of the children involved were heard as part of the process.

In late 2016, thanks to a \$70,000 grant from the Todd Foundation, Family Works began a unique project that will see them develop a practical model for child participation in FDR.

"When parents separate it affects the whole family and whānau. Involving children in the process of mediation ensures that arrangements really take on board their best interests," says Family Works practice development manager Nici Nixon.

The project team, which includes representatives from MOJ and the Office of the Children's Commissioner and international experts, expects to have the draft model for consultation by October 2017.

"We're confident that we'll be able to develop a robust process that ensures children are included and heard in a way that is professional, skilful, sensitive, safe and, of course, ensures that the best and most enduring parenting agreements are agreed."



**“If you want to change
the world, go home
and love your family.”**

– Mother Teresa

JULY

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enliven

Families welcome



Having family members to stay at Enliven homes is now even easier with the introduction of on-site family accommodation

Enliven's homes are making it easier, and more affordable, for family living out of town to visit their loved ones, thanks to the development of whānau accommodation.

Most Enliven homes now have on-site accommodation where residents' family and friends can stay for a short time. The initiative makes it easier for visitors to join their loved ones for meals, activities, and simply spend time together.

“For families that live out of town it means they can be a lot more integrated into their loved one's life,” explains Nicola Turner, Enliven general manager.

“Accommodation can be expensive, so by providing affordable on-site accommodation for family and friends they are more likely to be able to visit, meaning the residents have that valuable contact with their friends and family.”

Family member Robyn Mason, who often stays Willard Home's whānau cottage, says having accommodation available on-site means she can spend more quality time with her mum.

“I can tuck her in at night and it really feels like I'm staying in my mother's home,” says Robyn.

“The other residents enjoy having you around too - you feel like you're part of the family.”

**Whāia te iti kahurangi
ki te tuohu koe me he
maunga teitei.**

Chase your goals; if you bow your
head, let it be to a lofty mountain.

AUGUST

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Youth in the shearing shed



Shearing contractor Lionel and Family Works mentor Greg have been there for Kurt when times were tough*

A fifteen year old boy involved with gangs, taking drugs, committing crime and living on the street. It wasn't a place Kurt* wanted to be. But, then life at home was no better.

Kurt was heading down a path of destruction. That was until Family Works and a shearing contractor with an urge to make a difference stepped in.

Family Works mentor, Greg, worked with Kurt to help him make better decisions.

Today Kurt has a safe place to stay and access to regular support. He's learning skills as part of a shearing gang. It's been a new start.

"School was no good for me. I just wanted to be able to work."

But it wasn't just having a job that changed his life. He says having someone "there for me" is what helped the most.

"When you have no one and you are in the middle of everything with your

family – it's good to have a person just for you, that you can trust."

As for the shearing contractor, he's encouraging others to help where they can.

"It is no bother, I am happy to help - to give youngsters a chance."

*Name has been changed to protect the identity of our client

**“Take care of your body.
It's the only place you
have to live.”**

— Jim Rohn

SEPTEMBER

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30						1
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enliven

World Tai Chi Day



An Enliven Tai Chi class in action

Enliven Central celebrated World Tai Chi Day in April 2017 by offering community members free tai chi classes.

Enliven runs regular modified tai chi classes across the greater Wellington region. The classes are open to people of all ages, but are particularly targeted towards the needs of older people and those with mobility issues.

“Our modified classes are great for improving balance, flexibility, mobility, circulation and heart

health,” says Enliven health support coordinator Keri Paterson.

“We get great feedback from those who regularly take part.”

Keri says regular practice of tai chi can help reduce the risk of falls, which is a common reason for injury amongst older people.

Participant Judy Rickard-Hall says she experienced a positive difference after only a few weeks of attending the Waikanae classes.

“After only three classes I am feeling more relaxed and my body movement is certainly benefiting.

“The instructor puts smiles on our faces and we all leave feeling physically better,” says Judy.

Enliven is currently running modified tai chi classes in Kapiti, Wellington and Hutt Valley.

In 2016/17 more than 300 people regularly attended these classes.

**“The essence of
pleasure is pure
spontaneity.”**

– Germaine Greer

OCTOBER

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enliven

Kandahar Court Car Wash

Sometimes the simple ideas are the best.

Spontaneity and fun, companionship, meaningful activity and giving and receiving care are all key parts of Enliven's philosophy, based around the internationally recognised Eden Alternative.

In 2016 Kowhainui Home and Kilmarnock Heights Home gained full Eden Alternative certification, joining Cashmere Home and Levin Home for War Veterans.

But it was a simple, spontaneous and seemingly 'ordinary' activity that saw Enliven's Kandahar Court, a secure dementia facility, recognised for the Best Eden Alternative initiative at the 2017 Quality and Innovation Awards.

When enrolled nurse Pauline Anderson saw residents looking bored and lethargic one sunny morning, she suggested a car wash.

The judges said the initiative not only gave residents an activity, but also facilitated companionship, made

residents feel useful and valued, and demonstrated how the Eden Alternative principles can be simply worked into everyday life.

For Pauline, the reward came from the smiles on the elders' faces.

“Best of all was seeing the smiles on their faces as they chatted and reminisced about the cars they'd once owned, then later in the day seeing the relaxed pleasure that comes from a hard day's work.”



Kandahar Court residents enjoying the simple act of washing cars outside their home

“The secret to happiness is freedom.
And the secret to freedom is courage.”

—Thucydides

NOVEMBER

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				1	2	3
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Deb finds her voice

Family Works is continuing to help those who have experienced family violence to find their feet, their voice, safety and hope.

Almost 120,000 family violence incidents were investigated by police in 2016, many more go unreported.

Deborah was one of those, but after years of domestic abuse she was determined to reclaim her life and approached Family Works Whanganui for help for herself and her children.

Through counselling and group programmes, Family Works helped Deborah to learn how to be in positive relationships with clear boundaries, to recognise warning signs of a violent relationship and to plan a brighter future.

“I have achieved so much and will continue to do so, so one day my kids will be able to say to me, ‘Mum, I’m proud of you’,” says the mother-of-three.

Today, Deborah is committed to a hope-filled life for herself and her family. With her newfound resilience and commitment to the safety and wellbeing of her children, their future looks bright.

Family Works Central provides family violence safety programmes and individualised support across Taranaki, Whanganui, Manawatu, Wairarapa, Hutt Valley and Wellington.



“The smallest act of kindness is worth more than the grandest intention.”

—Oscar Wilde

DECEMBER

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30	31					1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29



Giving back to the community



Residents of Willard Home enjoy using their baking skills to help others in need

The elders of Willard Home in Palmerston North have proven that classic home-baking is the ultimate way to win hearts and give back to the community.

Inspired by the local Kind Hearts movement, the resident baking group has been serving up sugary delights for families and children at Palmerston North Hospital's Children's Ward.

"The elders of Willard Home are always looking for ways to give back, so we

signed up to Kind Hearts in August 2016," says manager Christine Tester.

Christine explains that when people need support to go about daily life, they can sometimes feel helpless and bored, but at Enliven homes staff do all they can to alleviate that.

"The elders of Willard Home obviously receive care and daily support here, but it's important they have the chance to give care or do things for others. It's an important part of life. It's something

that gives life purpose and meaning."

Resident Fay Clark says having the opportunity to do something for someone else is the best part of the Kind Hearts project.

"I feel I need to do something for others because so much is done for me here at Willard."

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enliven

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

www.enlivencentral.org.nz



**Presbyterian Support
Central**

Presbyterian Support Central:
Empowering people, families and
communities across the lower
North Island.

www.psc.org.nz



FamilyWorks

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

www.familyworkscentral.org.nz





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