



**Presbyterian Support New Zealand
& Family Works New Zealand Trust**

Annual Report 2022—23



National Council update

I'm proud to chair a Federation with so much heart and so much commitment to serving those most challenged by the cost of living crisis and the general aftermath of one disaster after another in New Zealand. The heightened complexity of need for our clients has put real strain on our staff and volunteers and so we've seen big changes to our workforce, including in our Leadership. What always impresses me however is that for every member of our national team that we farewell, there is an incredibly talented and passionate new Leader to take their place and carry on this hard work.

Providing care and support in our homes or serving complexity and meeting crisis in family households is always challenging. Transformations in the Health and Social Sectors compounded these challenges, so recruitment and staff shortages challenged all our service and regional office teams like never before. Across all regions we lost well over 400 paid staff and at the start of the new financial year we still had 160 vacancies to fill throughout our Family Works, Enliven, Shine and Lifeline service centres. We hope pay parity for our nurses and equity settlements for our social workers and our care and support workers will make a difference, but as these processes run their course they throw up their own unique challenges for us, to cooperate fully with our government and ensure we get this right for all our people. There may be light at the end of the tunnel but over the year this was no compensation for our teams who were left under-staffed and sometimes overwhelmed by the level of complex needs out in our communities.

It's important to keep impressing upon our leaders that as one of New Zealand's largest and longest-standing community based social service organisations, Presbyterian Support can contribute experiential knowledge and analysis toward good policy making. Through direct correspondence and meetings with our leaders, collaboration with our stakeholders, collaborative submissions and hearings before parliamentary select committee, PSNZ continued to look for ways to support and inform our policy makers throughout the year. Of growing concern to us was the growing population of poorer older people needing higher levels of care and services. We fear government's current health funding levels do not account for the rapidly growing population of older people retiring with no equity to afford residential care. It is our charitable, community and voluntary sector that serves this population, but current gaps in our funding as well as in our workforce leave us ironically struggling to stay open, just when the statistics show us we should expand!

The solutions are not just in funding more care-beds in Aged Residential Care alone: older people want alternative, affordable housing options that keep them close to their whānau, and then they need efficient services provided within their homes. We continue to call for significantly higher investment in Aged Care with specific consideration by government for the Not-for-Profit entities like us who ensure equity, by serving well the poorer older people within that age-group.



National Executive Group from Left to Right: Joe Asghar (PSC), Carolyn Cooper (PSSC), Dr Sanja Majstorovic (PSEC), Matt Russell (PSS), Kim Manahi (PSUSI), Bonnie Robinson (PSN), Barry Helem (PSUSI), Jo O'Neill, Chair (PSO) and Jim Berry (Te Kahui Rangatira)



National Council Chair, Andrew Johnston signing our updated Te Pātikitiki o Kotahitanga policy May 2023.

Despite challenging times it is with enormous pride PSNZ presses on with its Tiriti o Waitangi journey. PSNZ's national Māori advisory group Te Kahui Rangatira reviewed and updated Te Pātikitiki o Kōtahitanga, our national policy for engaging with Tangata Whenua. With this roopū's collective support, te Pou Tohutohu Ahurea Māori (members of Te Kahui Rangatira from each region) continue at local level with professional development measures to lift all staff's cultural competence. Te Manukura o Te Kahui Rangatira also supported myself and the National Executive Officer on various occasions, to represent PSNZ within Sector networks and before government officials.

Our Family Works services to children, young people and their whānau, serve an increasing number with trauma, physical and mental distress, lack of care or parenting supports and/or violent or chaotic situations in their home. So it was a real surprise to us during this year, when we learnt from Oranga Tamariki that its service contracts were being reviewed and then some reduced. When one government agency withdraws funding for such essential services, our work is cut out for us to fill that gap building relations with alternative government arms, such as the new Whaikaha, Ministry for Disabilities or Te Puna Aonui, Ministry for implementing Te Aorerekura strategy to eliminate family and sexual violence. Some regions are becoming Community Housing Providers to work with the Ministry of Housing and Urban Development. It's clear when we review our finances accumulatively, nowhere can we stretch our government agencies' dollar far enough to meet demand. We're working harder than ever to raise funds from other sources.

A huge thank you to all of you who donate, volunteer or worked for us over the year. Together, we continue to make a positive difference to the lives of vulnerable New Zealanders.



National Council from Left to Right: Craig Smith, Deputy Chair PSNZ (PSS), Sharyn Roberts (Tangata Whenua representative, PSUSI), Eoin Powell (PSSC), Andrew Johnston, Chair PSNZ (PSUSI), Stephanie Pettigrew (PSO), Stuart Signal (PSEC) and Nigel Little (PSN).

National Office update

Presbyterian Support operates charitably across Aotearoa New Zealand; its federation model ensures that the majority of its resources go directly to our health and social services in each region.

Our small National Executive team seeks opportunities to gather regional knowledge and represent the regions' shared interests – and more importantly the interests of those we collectively serve; children and young people, their whānau, their elders and those with disabilities – to our stakeholders. It does so effectively by bringing the federation's leaders of each region together regularly, to share with each other their local successes and learnings and also search for the ways that through working collaboratively, we can find even more savings while scaling up our impact in the community.

Over the 2022/2023 year National Executive Officer Dr Prudence Stone represented Presbyterian Support upon the New Zealand Christian Council of Social Services (NZCCSS), its Church Leaders Advisory Group and its Equity and Inclusion Policy Group. PS Northern's new CEO, Rev Dr Bonnie Robinson is also Chair of NZCCSS. Family Works and Enliven experts were also identified to represent us on NZCCSS's Child and Family Policy Group and Older Person's Policy Group.

Prudence also represented us as Chair of ComVoices, the advocacy network of leaders representing the Community and Voluntary Sector. In this period ComVoices conducted its 2022 State of the Sector Survey in partnership with Community Networks Aotearoa (CNA), launching its findings early 2023. ComVoices also hosted a successful Seminar on Community Research findings through the Pandemic, with Prudence as MC and Labour's Angie Warren-Clark, Chair of the Social Services Select Committee as parliamentary host.

National Executive Administrator Vicky Prout works hard across the year to ensure PSNZ's national council, national executive group (NEG), Māori Advisory group Te Kahui Rangatira, Church Partnership group PresCare and six more service area groups meet regularly to share ideas and discuss current and emerging issues. Over this year the Family Works Managers Group reviewed and updated their national Family Works Caseworks Manual for their staff and volunteers. Vicky was instrumental in ensuring the group's timely process and the new versions published and distributed to all our centres.

After consultation with the Enliven Managers Group and the NEG, Prudence and Vicky hosted an early political forum for its national council, to press all Parties inside government on how prepared they are for serving the rapidly ageing population of New Zealand.



Dr Prudence Stone, NEO for PSNZ, active in a workshop at Community Housing Aotearoa conference 2023.

As charitable entities, the Presbyterian Support regions looked for assurance from our nation's leaders, that a strategy of affordable care and its costs were investment priorities inside government. Sadly, we walked away from our event disappointed by most Party representatives' presentations, so we lend our support to stakeholder partners Alzheimer's NZ and the New Zealand Aged Care Association who continue to raise awareness on this issue.

As an experienced advocate and qualified sociologist Prudence held the pen on the federation's collaborative development of a position statement on Mental Health, ratified May 2023. The paper reflects our growing concern with what Family Works teams see among those we serve: whānau are experiencing mounting stress and anxiety over the costs of living and the social, health and education impacts inside their homes. Such complexity of need was also reflected in the grant applications PSNZ received from regions and Church partners as a Local Donations Manager for the Tindall Foundation. Each year we manage over \$200,000 to be awarded to worthy initiatives for tamariki, rangatahi and their whānau.

We feel proud to keep so busy finding collaborative advocacy opportunities for the federation and funding innovative regional solutions for the growing complexity of need across Aotearoa New Zealand.



Dr Bonnie Robinson, MNZM became Presbyterian Support Northern's CEO at the start of 2023.



At PSNZ's Election Forum for Poorer Older People, Ricardo Menendez (left) represented the Green Party. With Jim Berry (Te Manukura), Andrew and Prudence.



Angie Warren-Clark, Chair of the Social Services Select Committee, co-hosted with Prudence the Comvoices Community Research on Covid Seminar.



We welcome Matt Russell, CEO of PSS to PSNZ's National Executive Group



Jo O'Neill, CEO for Presbyterian Support Otago, took on the role of Chair for the PSNZ National Executive Group in July 2023



As Chair of Comvoices, Prudence and Vicky hosted the network's hui throughout the year.

Ngā Rerenga Tiriti o Waitangi — Our Tiriti o Waitangi Journeys

At Presbyterian Support we aspire to reflect the bi-cultural and diverse nation we serve. PSNZ supports the cultural development journey of each region by bringing together all regional Pou Tohutohu Ahurea Māori (Cultural Advisors) to form a national advisory roopū, Te Kahui Rangatira. Over this year Te Kahui Rangatira farewelled Pou Tohutohu Ahurea Ruth Garvin and Kim Manahi from the South Canterbury and Upper South Island regions. These farewells were celebrations though, as Ruth left to become a fulltime grandmother to her moko in Scotland, while Kim Manahi has been promoted to Pou Arahi for her region, in co-leadership with Barry Helem, PSUSI's CEO.

Te Kahui Rangatira welcomed Michelle Ryland for PS Southland, Raelene de Joux for PS South Canterbury, Joe Waru for PS Northern and Hutika Crofts-Gibbs for PS Upper South Island in Napier, June 2023.

Kia kōrua e ngā māreikura, kia hora te marino kia papa pounamu te moana, kia tere te kārohirohi i mua i ō kōrua huarahi. Kei ngā manu hou, nau mai, haere mai kōrua ki Te Kahui Rangatira.

Te Manukura (Chair) o Te Kahui Rangatira is Jim Berry and he sits on the National Executive Group. Te Kahui Rangatira advises the federation on all national matters that concern tangata whenua and worked across this year to develop a national workplan to support their collaborative approach to the regional rerenga Tiriti o Waitangi.

In 2017 te roopū developed PSNZ's Māori Engagement Policy, Te Pātikitiki o Kōtahitanga, and over this year reviewed and updated the policy. National Council held a signing ceremony at their Day in Town in May 2023.

The overarching goal of the policy is to ensure we operate in a culturally inclusive way at all levels of engagement and operation. In practice this means such things as building meaningful relationships at an organisational level with runanga, iwi, marae, iwi organisations and Māori providers; proactively offering opportunities for Māori participation on committees, panels or governance boards; and encouraging staff participation in Māori community programmes. It also means supporting services to be responsive to the values and beliefs of Māori; understanding the importance of whānau support for whānau wellbeing; providing a culturally safe working environment for all staff; and continuing to use appropriate Te Reo skills at all levels across the organisation.

Ngā Rerenga Tiriti are diverse to accommodate the whakapapa of each region to therefore whakawhanaungatanga with local tangata whenua appropriately.

In PS East Coast for example, there is a diverse inclusive board of Tangata Whenua and Tangata Tiriti, with a Tangata Whaikaha member currently being inducted. PS Upper South Island's board became more diverse with three Māori members and a Pacifica representative, and in this year committed to adopting co-governance and co-leadership models with two chairs of equal authority, and a CEO and Pou Arahi sharing the region's leadership.

In this year PS Southland became the first region to appoint a full time Pou Tohutohu Ahurea Māori, Michelle Ryland. Runaka leaders were involved with discussions about the role position description and in the initial candidate assessment process. PS Otago are currently seeking their new Pou Tohutohu Ahurea Māori, with Te Kahui Rangatira's guidance and again in consultation with local Runaka o Kai Tahu. PS Central has a relationship with Ngāti Toa, involving mana whenua in the selection and approval process for new board members, for example former Pou Tohutohu Ahurea Māori for PS Central Cheri Ratapu-Foster, selected onto the PSC Board this year.

In every region we take opportunities to engage with Māori services and organisations by organising or attending whanaungatanga hui, educational courses, presentations, or celebrations. Valuing and genuinely displaying principles of manaakitanga, kotahitanga, mana motuhake, respectfulness, integrity, tika, pono, aroha, enhance whanaungatanga to occur and develop. Services have adopted this approach to enable partnerships and collaborations.

In PS Otago for example, our Family Works Director serves as the NGO Community Based Governance representative within Whangaia Nga Pa Harakeke ki Otepoti, a community led collaboration in joint leadership with mana whenua o Te Rūnanga ō Ōtākou. This collaboration works to ensure all whānau experiencing violence in our community are responded to and engaged with in a way that is respectful, responsible, accountable, culturally relevant and effective. In PS Upper South Island there are working relationships in place with Nga Hau e Wha marae and Purapurawhetu, Kaupapa Māori providers in the health and wellbeing sector. The Ashburton office works rohe-wide with Hakatere marae while the Greymouth office works with Kati Waiwae/Poutini. Down in PS Southland we work alongside local Runaka Waihopai, which supported the region by naming and blessing our offices, and with Nga Kete Pounamu Charitable Trust and Awarua Whānau Services to deliver services.



Te kohatu pakohe (Argillite) next to Kim Manahi, Pou Arahi for PSUSI as she signs the updated policy, May 2023.

Te Mauri o Te Pātikitiki o Kōtahitanga.

The kohatu pakohe is found in the region of Te Tau Ihu o te Waka, Whakatū NZ. PSNZ's kohatu pakohe was gifted as a mauri stone by Trevor Te Naihi Wilson, former Manukura o Te Kahui Rangatira as the mauri (life force) of the kaitiaki (guardian and protector) of PSNZ's Te Pātikitiki o Kōtahitanga National Engagement with Tangata Whenua Policy.

The pakohe has a partially polished surface on one side of the stone and the rest of the stone remains in its natural form. The intention is to encourage people to mirimiri (stroke or rub) the surface of the stone to generate the mauri (life force) of the kaitiaki (guardian) to protect and maintain the mana (authority and influence) of Te Pātikitiki o Kōtahitanga.

Te Kahui Rangatira support Te Pou Tohutohu Ahurea Māori in each region to undertake a consistent framework of cultural development including celebrating our diversity with all our staff and volunteers.

The framework usually consists of three Kete of resources, adapted for the region. Progressing through these resources is underway at a varying pace, reliant on each region's establishment of Te Pou Tohutohu Ahurea Māori role. For example all 3 Kete have been distributed to PS East Coast's staff and are used continuously by the Board and Management as reference resources. In PS Central, Otago and Southland all Family Works staff have completed Kete 1, while in PS Northern a third of all staff have completed this stage and in PS South Canterbury, 82% of all staff. A further 35% of all South Canterbury staff have also completed Kete 2.

In every region staff are also encouraged to celebrate Waitangi Day, Matariki and Māori Language week. At PS East Coast for example, organising Waitangi Day Celebrations begins when everyone returns from the Christmas break! There is a Waitangi Day Quiz Competition, kai, with celebrations occurring at many service sites. Local Kapa Haka and Waitangi Day celebrations are also promoted on PS East Coast social media platforms.

At PS Central all our Enliven Homes have resources to celebrate Matariki including posters, stories, craft activities and hangi recipes. Māori staff, Māori residents and whānau assist with other activities on a site-by-site basis, and these are shared on the Enliven Facebook page. In PS Otago, our annual foodbank drive Octacan is linked to Matariki, the time for harvesting and gathering food for the community.

Volunteer Week, Pink Shirt Day, Elder Abuse Awareness Day, Pride Week, Samoan and Niuean Language Weeks, Tongan Emancipation Day, Chinese New Year, Diwali, International Food Day, St Patrick's Day, Philippine Independence Day, White Ribbon Events, International Women's Day, Naw Ruz (Afghanistan New Year), Ramadan and World Refugee Day were more cultural events celebrated in various PS regions where they were relevant to those we serve as well as our staff and volunteers.



Te Kahui Rangatira, met from 17th to 19th June for their hui in Napier. Backrow (L - R): Raelene de Joux PSSC, Jim Berry (Manukura) PSC, Barry Helem (co-CE) PSUSI, Kim Manahi (co-CE) PSUSI, Hutika Crofts - Gibbs PSUSI, Michelle Ryland PSS, Joe Waru PSN. Front row (L - R): Ruth Garvin PSSC, Sharyn Roberts (Board) PSUSI, Francis Te Pou PSEC



Enliven services for older New Zealanders and Whaikaha – people with disabilities

Caring, enabling, supporting.

At Enliven we grow increasingly concerned about the shortage of qualified Aged Residential Care (ARC) nurses in Aotearoa. Charitable not-for-profit providers like us can't compete with the higher wages that our competitors offer, and so we lose good staff and find it increasingly hard to recruit them.

The Retirement Commission released data late 2022 suggesting that a third of the population retiring today have no equity, and this population will swell to two thirds in coming years. They need capable not-for-profit providers in the community like Enliven, because they can't afford to pay the premium price for private (for-profit) facilities. If their health fails, it's New Zealand's public health system that suffers, if providers like us can't staff our services adequately. This is why we held a political forum early this year, to raise the issue of affordable aged care with our Party leaders (see more about the forum on p8).

We were delighted when government announced more funding for initiatives serving the Dementia Mate Wareware Action Plan. PS Upper South Island secured a contract with Te Whatu Ora to pilot a project providing innovative dementia care across Te Waipounamu for people with Mate Wareware. PSUSI's role is to project-manage this collaborative contract, working closely with Alzheimers NZ, PS Otago, PS South Canterbury, and Access Community Health Otago, to deliver 17 whare tautoko/homeshare programmes.

Ngā Hau e Wha marae have agreed to provide a whare tautoko to host Māori whānau who have Mate Wareware. This will be the first dedicated whare tautoko for Māori whānau in the greater Ōtautahi area. This has come about because of PSUSI's relationship with Tuahiwi and Nga Hau e Wha who support each other on many levels throughout their rohe.

Enliven is usually known for its Aged Care services but we also provide Enliven Disability services too. At PS East Coast for example, Enliven provides residential services for disabled people under 65 with a high level of complex support needs. There is currently one 22-bed service (Rowan) and two smaller houses (Middle Road). Our team works alongside the 'flatters', supporting them to reach their potential in completing the necessary tasks of life. Flatters are assisted to do as much for themselves as possible. PS Northern also provided Disability homecare services to 3108 people through individualised funding. PS Central served 219 disabled people with both residential care, respite, day programmes and mobility assessments. Across the South Island our regions served 290 more disabled people with domestic assistance, residential care, Club Enliven day programmes, SupportLink companions and Total Mobility services.

4275
in-home support clients and **1771**
respite care clients

"They care for me and show I am not alone. They have changed my life for the better."

– Enliven Intensive Home Support, Hastings / Napier, Hawke's Bay.

2264
day programme attendees

1786
carebeds in **29** Aged Residential Care homes

18
retirement villages with **397** independent/supported living apartments

"The Tōtara club is my tie to humanity"

– Enliven Tōtara Club, Christchurch (Day Programme for Older people/Kaumātua)



Family Works New Zealand Takihua takimano – Making a difference together

The Family Works vision is for Aotearoa to be the best place in the world to raise children. We want all tamariki and rangatahi to flourish so we work to support them and their whānau, and to champion their cause in our community.

Our work with clients is vital in reducing child protection referrals to Oranga Tamariki, also family violence referrals, re-offending rates and thereby we contribute to safer communities. Our work also helps lower unemployment and youth benefit rates and reduce hospital admissions.

In every region throughout the year, our Family Works Managers reported seeing higher stress and anxiety in more clients, related to the higher costs of living, especially food insecurity in the home. Some feared that rising anxiety and depression were impacting rates of family and sexual violence, as well the rates of trauma among children living in unstable housing or witnessing family breakdown. Across all regions Managers reported heavier casenotes for each client, detailing this greater complexity of need inside homes.

We fear that rising financial pressures over a prolonged period means more children are being left in situations of neglect, while parents work longer hours to pay the bills. In Southland for example, staff noted how higher truancy and gaming were outcomes of this neglect, affecting education outcomes among their clients and risking late diagnosis of mental illness or learning difficulties.

While more of our services are likely to be disrupted regionally during and after a climate event or other kinds of disaster, Family Works mitigates catastrophe for children and families every day, throughout the year. We struggle to understand why funding for Family Start and Social Workers in Schools was cut by Oranga Tamariki during this period, when such services are needed more than ever to identify and mitigate risks for tamariki inside troubled homes.

2519
financial capability clients

3689
family/sexual violence prevention clients

10,296
children, young people and adults provided social work, counselling or other mental health support

9609
food parcels plus **2717** fresh produce packs distributed to hungry New Zealanders

"Before I felt sad, angry, scared, lonely. Now I am happy, pleased and safe."

– Child from the Social Workers in Schools programme, Porirua.

"Your willingness to continue working with me, not just finishing after a few sessions, your ability to see me, hear me and work with me, actually help me and not just tick the boxes. You saw me as a person and made sure you stayed with me to get results I needed."

– Casework client, FW Tairāwhiti.

991
Family Dispute Resolution clients

Presbyterian Support New Zealand is proud to be a Tindall Foundation Local Donation Manager. We encourage applications from our regional organisations and also our Church partners, who wish to undertake local projects for tamariki and whānau in their communities. It is a privilege to read the reports of these initiatives at the end of the year and learn of the difference these funds have made. Here are just some examples in every region.



Presbyterian Support



In rural Waitara, Taranaki, **Knox Presbyterian Church** received support to coordinate the **children's programmes and family support services** in that region. In Wellington, Island Bay Presbyterian Church's **Tēpu Mō Tātau programme** provided mentoring and leadership skills to the young people residing in the high-density social housing complexes of Berhampore. Presbyterian Support Central was given support to **"Focus on Marton"** with a **safety programme** for adults and a Family Works social worker based in the area.

Presbyterian Support Northern's Lifeline **recruited and trained 23 new volunteers** to meet the increased demand for counselling in 2021. PSN's **Communities Feeding Communities** Project created a sensory nature play area with allotment gardens at its Mt Roskill site.

PSN's Shine family violence service is Auckland-based although Shine's team offers family violence training nationally (and online).



PS Northern manages the national Lifeline service.



Hornby Presbyterian Community Trust's Te Whare Awhero programme was supported to ensure professional counselling, **Mana Ake** workers in schools and **Horizons Oscar childcare programmes** in this low socio-economic area of Christchurch. Presbyterian Support Upper South Island was supported to ensure its **Youth Mentoring service** reached at-risk youth aged 6-14 years across the Marlborough region.

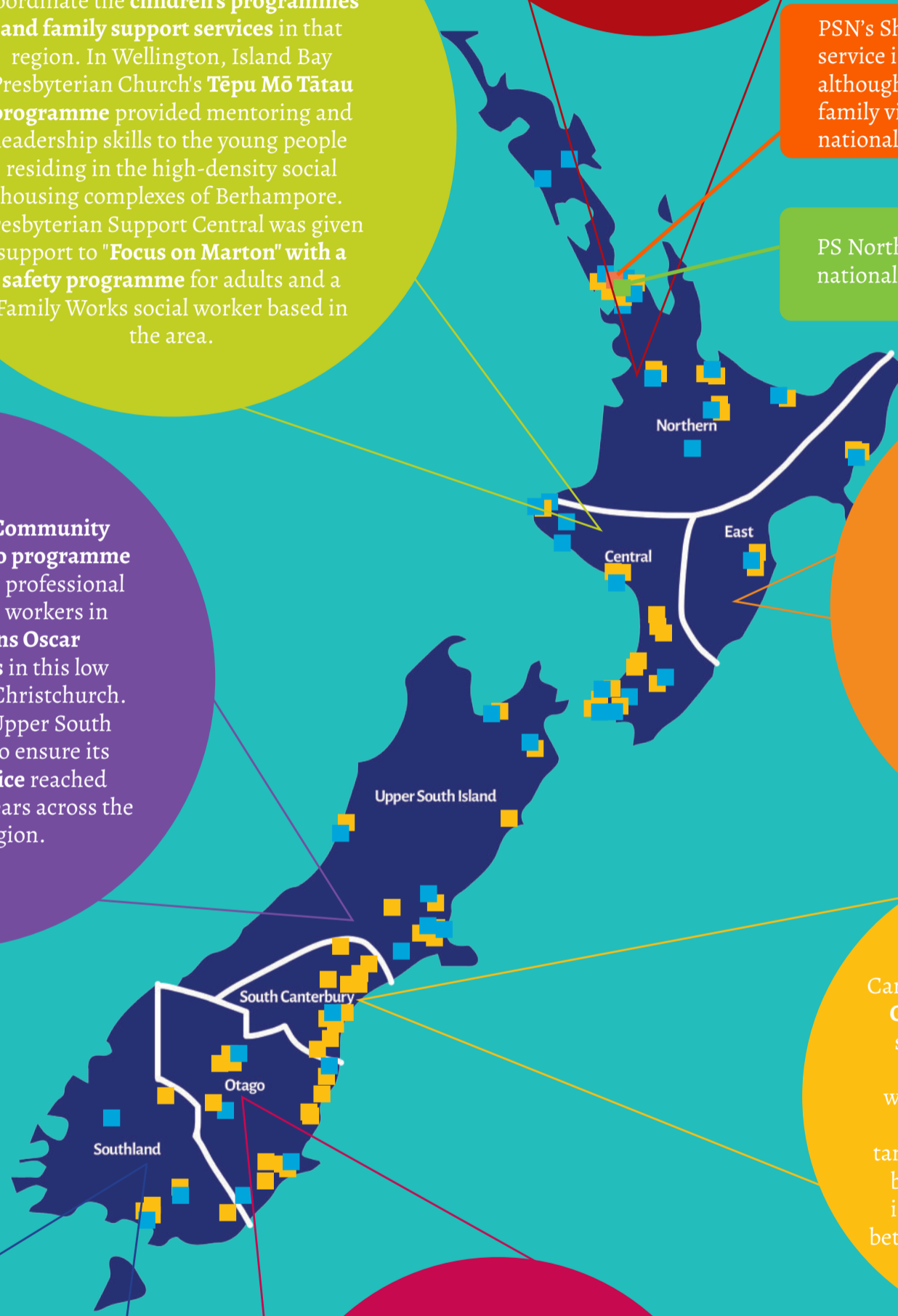
Presbyterian Support East Coast's **Poi Poi Mokopuna programme** is in its second year, for children with attachment and trauma related behaviours and their parents. PSEC's **Awhi Mai Awhi Atu programme** is a support group for nannies and koro raising their mokopuna, facilitated in both Gisborne and Tokomaru Bay.

Presbyterian Support South Canterbury's **Grandparents Raising Grandchildren programme** got support to provide a dedicated community whānau support worker. PSSC's **Whānau Ngāhau** is a Theraplay approach to tamariki/family therapy, to redress behavioural and developmental issues and enhance attachment between parents and their children.

Presbyterian Support Southland received support to run **He Kete Matauranga Kaupapa Māori training** to all their Family Works Staff, increase confidence engaging with whānau Māori in Murihiku. **Upper Clutha Presbyterian Church's Precious Beginnings Programme** is a parenting programme supporting new parents with babies in their first 1000 days.

In the rurally isolated Waitaki district Presbyterian Support Otago were supported to hold **clinics** as well as visit individual clients on an appointment basis. In Dunedin, PSO's **Buddy Programme** was supported to ensure children 4-12 yrs old are matched well with carefully selected and trained adult volunteer Mentors.

Together the seven Presbyterian Support regional organisations provide these services nationwide:



PSNZ's Position on Poverty

At our frontline services we see how the costs of living are increasing the complexity of need within family households. So we developed a position statement.

June* is a Grandmother living in Kawerau, a small town with a population under 10,000. She has lived there all her life and like almost 30% of the adults living in the area, never received a qualification at school. But in parenting she's got experience and now raises her two grandsons at home, Daniel and Noah.

"After the years of not having any kids... well Daniel and Noah came up. So you know, if we didn't take them, where would they be?"

Presbyterian Support Northern has been operating in the Bay of Plenty area for over 60 years, focusing on the smaller towns like Kawerau surrounding Whakatane. These towns have very limited access to services because of the geographical distance from the main centres. The median income in Kawerau is just over \$20,000 per annum.

June appreciated all the support and advice she could get and didn't know why the boys' visits from Oranga Tamariki's social worker had to finish.

"We had an Oranga Tamariki social worker in Rotorua and she came and said to me, this is the last visit. I thought oh my gosh, where am I going to go?"

Nothing about June's conditions had changed – she was still struggling, couldn't treat herself to any nice things, which left her 'hangry' when the boys misbehaved – still, she'd get no further government-funded social support until the child's B4 school check with Plunket. That's because there is currently no early intervention strategy by government that specifically looks to support the families and whānau of children between the ages of 3 and 5.

When Presbyterian Support Northern discovered this, they piloted their own Social Workers in Early Childhood Education (SWiECE) programme, through private donations and grants. Thankfully they chose Kawerau for their pilot, so June didn't have to wonder, but parents and grandparents living in poverty everywhere else in New Zealand should ask: Where's my support? To make sure my child isn't left behind before s/he even starts school?

Where not-for-profit organisations like Presbyterian Support don't offer a programme for 3-5 year olds, there is no social service targeting this vulnerable age-bracket.

New Zealand's government has a shifting number of services and programmes supporting whānau to raise young children. There is Family Start, a flagship home-visiting programme for pregnant mothers and families with infants and children up to 3 years old. Then there is Social Workers in Schools (SWiS) which is primary school based (years 1-8). Both interventions have been proven effective in addressing social challenges for at-risk families, such as housing unaffordability, food insecurity, financial hardship and trauma, yet Family Start and SWiS budgets were cut by Oranga Tamariki across the country by up to 10% in 2022.



So for now, Government has a big gap in its safety net for struggling whānau like June's. There are plenty of communities across New Zealand that sit collectively either close to or beneath the poverty line, like Kawerau. Despite their whānau's best efforts, children in these communities grow up with less opportunities and greater risk of poor health, education, then low employment outcomes long term. Unless a Social Worker recognises and develops their strengths, resources, resilience and problem solving abilities, they and their families are not as likely to get ahead or flourish.

June says the support she received from Presbyterian Support Northern's pilot was great because with a social worker's help, June got better results dealing with Work and Income.

"I don't think I've met a person so devoted to a job as what she was, you know, you could talk to her about anything."

Presbyterian Support New Zealand holds a position on poverty because we serve struggling whānau like June, Daniel and Noah and overwhelmingly, it's because of their material hardship, housing unaffordability and food insecurity that they are at risk. It's poverty that puts their children's education, health and safety on the line and that's a risk for the community at large. It's also one that government is capable of mitigating through better – kinder – fiscal investments.

For equity's sake it is Government's role to provide a safety net for those whānau in our community who find themselves in poverty. In a place like Kawerau, where there is a large Māori population, there is also a Tiriti o Waitangi obligation. Shouldn't we find it frustrating when we see charities raising their own funds in the community, to provide the support that our taxes, invested more wisely by government, could have paid for?

**The names and images in all our articles have been changed to keep our clients anonymous. Presbyterian Support keeps the identities of all its clients confidential.*

PSNZ's position on Mental Health

To read any of our position statements please visit:

<https://www.ps.org.nz/psnz-positions/>



We worry about the growing mental health and wellbeing demands on New Zealanders because we know it correlates with New Zealand's rates of child abuse, youth suicide, family and sexual violence statistics.

Patrick* called Lifeline many times, hanging up without saying a word. When he finally gathered the courage to speak, he told the counsellor through sobs that he was depressed and spending a lot of time in bed. Isolated and anxious, he was scared of life.

Patrick had begun to think he was better off dead. Fear that he would lose his sons, let his parents down or lose his job motivated him to call for help.

For nearly 60 years Lifeline has journeyed with New Zealanders through these kinds of moments of distress and fear. At Presbyterian Support Northern, this is our mission and our privilege: to provide Lifeline and be there for anyone, whenever someone needs us.

The Lifeline counsellor supported Patrick to appreciate that he was worthy of help and encouraged him to be kinder to himself. She helped him realise that it was normal to struggle sometimes, and that things always get better.

Patrick continued to call every day for around three months. His counsellor encouraged him to contact a local therapist to work through his anxiety. His decision to ask for help by calling and talking to someone wasn't an easy one for Patrick, but it changed the path he was walking.

Whatever you're going through and whatever the impact, you're welcome to reach out to Lifeline's caring team 24-hours-a-day, seven-days-a-week. The helpline – 0800 54 33 54 – and textline – HELP (4357) – are free to use and offer anonymous and confidential support. Whatever the issue, it can help to talk or text with Lifeline. We're committed to providing safe and effective services that support emotional and mental wellbeing.

"Thank you for the time you spent talking to me and all the support. You kept me on the phone and I felt heard," said Patrick in his feedback. "The person I spoke to was empathetic and understanding. In fact, she saved my life."

Across all Presbyterian Support's services, we find that persistent hard times are affecting more and more of our clients, particularly their spiritual and mental wellbeing.

In this financial period alone, Lifeline received **over 100,000 calls** and **250,000 texts** were sent and received. Across Aotearoa New Zealand, well over 10,000 clients met with our Family Works social workers and counsellors in the same period, a 44% increase from numbers the year before.

When asked what the top challenges were for their clients, all regional Family Works managers noted that stress and anxiety impacted clients' mental health. The demand for our support services has not only increased, but it has also become more complex.

This is due to the impacts of recent disasters and before that, lockdown conditions and the spread of COVID-19; then its subsequent impact on higher costs of living, food insecurity and people's employment, housing and working conditions.

But despite this noted increase in demand for support, Family Works saw no increase in funding (and even cuts from some Government agency contracts), while Lifeline receives no Government funding at all. Lifeline can only continue helping New Zealanders survive through generous donations, bequests and incredible members of the public who fundraise on our behalf.

We developed a position statement on mental health because we see the positive difference we make in actively preventing mental health crises for many individuals. How? By identifying risk factors with our communities and then developing evidence-based programmes and services that support people to mitigate those risks.

Family Works provides a variety of programmes that make a difference for children, young people and their whānau: counselling and anxiety groups for children and young people, parenting courses for caregivers, Family Start and Social Work in Schools (SWiS) and Early Childhood Education (SWiECE), Family Dispute Resolution (FDR) Services and our child-centred group learning courses.

At our Enliven centres for older people and people with disabilities, we have more programmes designed to maintain connection for those often isolated members of our community. Then when all else fails, there's Lifeline.

New Zealand needs to appreciate and fund appropriately these types of preventative programmes because they chip away at the bulk of social, cultural and economic conditions cementing poor mental wellbeing statistics in Aotearoa New Zealand.

For us it's about weaving tightly Aotearoa New Zealand's safety net that all of us need in times of crisis. We weave this with social support, freely available to all, that we know can save lives, enhance relationships and restore dignity.

To provide such preventative social services takes financial support and political will. And that's why we do more than raise funds for this work, we also advocate to Government.

Ageing without Equity: PSNZ's 2023 Election Forum

Do our leaders have the long-term thinking necessary for adequately addressing the costs of Aged Care coming?

We are coming into a time when there's a big emerging generational issue. As the Right Reverend Hamish Galloway described it at our 2023 Election Forum, "there's this crisis already here and it's only going to get worse for an increasing number of people who are over the age of 65, who don't own their own home and can't get by on superannuation."

By 2048 that's perhaps 600,000 New Zealanders who will be over the age of 65, who won't own their own home and will be struggling to survive.

Rt Rev Galloway was there to respond to Party representatives who came at PSNZ's invitation to present their Parties' position on the issue. Karen Chhour spoke for Act, Ricardo Menendez-March spoke for the Green Party, Greg O'Connor spoke for Labour and Ian McKelvie spoke for National. Te Pāti Māori declined their invitation to send a speaker. After all four had presented, Rev Galloway said the urgency and long term thinking he was hoping to hear in their speeches were lacking.

PSNZ also invited speakers from the Retirement Commission, Te Whatu Ora, Alzheimers NZ and the Aged Care Commissioner. When your audience is the governance team of Presbyterian Support with a few national allies in advocacy for older New Zealanders also in the room, the simplest way to win them over is a promise of strong investment in our Community and Voluntary Sector: not just to make sure we are able to provide those beds, but also to make sure we are able to care for those who rent and who age in their own homes. A belief in pay equity helps too because we still struggle to find the staff that we need to serve equitably, out in communities, wherever older people are. Here's a summary of what the Party representatives had to say.

ACT's Karen Chhour:

Usually the party's spokesperson for children, Chhour was first to speak and surprised us recounting her work experience as a Caregiver in the Sector and astutely noticing the historical difference between the corporate for-profit levels of provision and publicly funded levels of care. Seeing the difference brought her to say the following:

"Not for profit organisations provide a service that is so important in our communities... It's really sad to hear some not for profit organisations saying 'we just can't keep going the way we're going'. I really think government should be looking at how we're funding these organisations and making sure we are putting enough back into those organisations that are proving that they have a worth... valued in their communities. These organisations are giving back three, four times what they are taking in funds, going well and above and beyond what is expected of them and we should be looking into more funding."

GREEN's Ricardo Menendez-March:

Seniors Spokesperson for the Green Party, Menendez-March spoke as someone with parents relying on the care of family members, so he seemed cognisant of how important the issue was, not just for older people but also for all whānau. He also was the candidate offering the most practical policy solutions, for example:

"One of the key things we can be doing right now from a government point of view is actually resourcing and putting pressure on Kainga Ora to build homes that are fully accessible. It is not OK for Kainga Ora to only have met 10% of the target, effectively only having 1.5% of their new homes being fully accessible. So more work needs to be done there to assure our communities have homes for whānau to live in from the cradle to the grave."

Menendez-March didn't stop there, saying it was not enough for a home to be accessible, it needs to be affordable as well. He showed an eye for detail and genuine passion recounting how Greens advocated for income related subsidies to be broadened so that people are not paying more than 25% of their income on rent; and a rental warrant of fitness as well as rent controls, so that people's incomes can keep up with the cost of rent.

What was really endearing about Menendez-March was his awareness of the value of volunteer work, saying there was way more government could do to ensure that volunteer work is properly valued in Aotearoa as "a critical part of our economy." This is certainly true for Presbyterian Support.

LABOUR's Greg O'Connor:

It was a surprise that Labour sent O'Connor to speak to this issue when Labour's brand new Minister for Seniors could have taken this opportunity to introduce herself. After all, Presbyterian Support is one of New Zealand's largest national providers of healthcare and social services and a keen stakeholder partner with government, so PSNZ was disappointed Minister Ginny Andersen passed on this chance to whakawhanaungatanga. One would then hope she would have at least sent Greg O'Connor with a speech to deliver on her behalf. Sadly this was not the case, O'Connor clearly spoke from his own notes and also said the least about what was to be done by government to ensure equitable care and housing for poorer older New Zealanders.

What he did do well was give a report card of the great measures the current Labour government has already taken that will raise the quality of life for poorer Kiwis in general, like winter energy payments, raising superannuation, reviewing housing accommodation supplements and legislating healthy homes standards. O'Connor showed his pride in being part of a government that had taken such equity measures.

NATIONAL's Ian McKelvie:

Seniors Spokesperson for National, with a unique claim of currently being parliament's oldest MP, Ian McKelvie was quick to point out the current economic climate and challenges facing government when addressing the equitable care of vulnerable populations such as poorer older people. He was also mindful of the economic disadvantages throughout their working lives facing Māori and Pacific peoples, women and people with disabilities, that leave them disproportionately over-represented among the poorest at retirement. McKelvie also pointed out the housing crisis being driven by the "challenges faced in supply" and the nursing shortage leaving the Aged Care Sector in crisis. Indeed McKelvie was certainly aware of the challenges we face, but it took him a while before he suggested any solution, and when he did, it was vague:

"We hold the view that Community Housing Providers hold a lot of the answers here, particularly in rural New Zealand. Our retirement villages are some of our biggest housing providers in New Zealand."

Moving into a retirement village is an option for those with equity, so it was difficult to understand how McKelvie's solution was relevant for the increasing population we were focused on for the day, those ageing without.

McKelvie was clear on one measure: National will lift the age of superannuation. "We'll do it in a graduated way and we'll do it with a lot of notice to the New Zealand population," he said, although how this measure would address inequities among older people he didn't say.

What we wanted to hear: Cross-Party collaboration is necessary;

Karen Chhour did grasp as a Caregiver once in the Sector what Government's oldest MP didn't acknowledge at all, that while the private sector is providing the retirement village opportunities for our wealthy elderly (and so will continue to do really well) charitable entities like Presbyterian Support struggle to provide the standard rooms and beds for those who can't afford to get into those retirement villages. It's getting increasingly difficult economically, to fulfil the growing need our society has for health and support services like those Presbyterian Support's Enliven has to offer.

Rt Rev Galloway told the Party representatives New Zealand needed a government focused on the future, considering how to overcome these longterm economic challenges and not just short term politics. He suggested collaboration across government on matters like these where it matters to everyone and impacts everyone.

"I think one of the ways to judge society is to look at how we treat our most vulnerable. There are some areas where we don't need to get into political arguments but actually say you know, the care of our elderly is so important to all of us – why can't we work together and come up with a long term plan here?"

Just like the Church Moderator, we hope for cross-party collaboration to meet the needs of poorer older people. Without enough alternative policy solutions or long-term thinking evident however, members of Presbyterian Support's leadership were left despondent about whether New Zealand had leaders ready for the times that are coming.

"The lack of preparation by the politicians, apart from the Greens representative, was very disappointing. Basically they signalled that older people and those who care for them are not a priority for their party," said Dr Bonnie Robinson, CEO for Presbyterian Support Northern.

Jim Berry, Te Manukura o Te Kahui Rangatira, PSNZ's Māori Advisory Group, provided the following feedback: "Ki te kahore he whakakitenga ka ngaro te iwi – Without foresight or vision the people will be lost. Kaumatua/Older people have the same rights to life and health as everyone else, and as a country we must also respect their human rights and dignity. All four speakers missed the mark with regards to our elderly population. Even more so with respect to Māori, with only the Green MP mentioning cultural diversity in our communities."

PSNZ looks forward to supporting and informing our new government to meet the crisis in Aged Care, particularly for the rapidly growing older Māori population. But it was clear, going into the national election, New Zealand leadership lacked the urgency necessary for the hard economic times that are coming for a growing constituency, poorer older New Zealanders.



"I was interested to hear the view of political parties during the lunchtime forum but did not hear any urgency around improving the experience for older people accessing health and disability services across the continuum of care."
– Carolyn Cooper, Aged Care Commissioner.



"None of the Parties appear to have a coherent strategy or policy to make sure that poorer older people have equitable care and suitable housing. How frustrating – our ageing population is hardly a surprise!"
– Catherine Hall, CEO Alzheimers NZ



Rt Rev Hamish Galloway addresses the Party representatives at PSNZ's Day in Town, May 2023.

Our Refugee resettlement programme is enriching the local community

Presbyterian Support South Canterbury (PSSC) was successful in gaining a contract with MBIE back in 2020 to support former refugees entering New Zealand under the Governments Refugee Quota programme. Gaining this contract meant that we would resettle 'former refugees' – as they are known once they enter New Zealand – in Timaru.

The focus is on providing access to housing and education, participation in the community, becoming self-sufficient and having good hauora outcomes. It is a whole of community holistic approach with PSSC having the overarching responsibility. Due to COVID we only received a few families in the first year or so. Then in 2022 PSSC was successful in securing a further 6 plus 3-year contract and that's when far more families began arriving regularly. As of today we have 13 families consisting of 79 individuals ranging in age from 2 months to 51 years.

We anticipate receiving approximately 115 individuals per annum, so our Syrian community in Timaru grows and we as a community are all the richer for it! One of the families who arrived during lock down for example was a solo mum Isabella* and her young son Farid*. Isabella is now employed by PSSC as a Cultural Advisor and PSSC has also employed former refugees as a case worker, a whānau support worker, a dedicated volunteer co-ordinator and a manager.

Like every family, Isabella and Farid came to Timaru with what could be carried in one suitcase. Family Works is a good fit with the Refugee resettlement programme because many of its social support services also provide benefit for both the children and their parents. We are continually developing the service with the help of the community.

In Timaru we are fortunate that many local organisations and charities support the work we do. The Trinity Church for example provided us with a much-needed storage area for receiving donated goods, because we rely heavily on donated household goods, linen, and some furniture. Then Timaru's Zonta Club not only volunteer and organise the storage area, but have a team who set up each house with us, turning them into welcoming family homes. Finally Timaru's Host Lions club provides Warehouse and Briscoes vouchers to every new family. This is an important first step in feeling welcomed and having the freedom of choice.

We provide families with many workshops on life in Aotearoa, from the law to laundry, from taxation to transport. We also enjoy many social activities that engage them with the wider community. We have had a stall at a local international food festival, dancing demonstrations at schools and the library, an afternoon of foraging for fruit and nuts and friendly soccer games. We assist them in participating fully, integrating socially and economically as soon as possible so that they are living independently, undertaking the same responsibilities and exercising the same rights as they would have wanted in Syria, and like other New Zealanders, have a strong sense of belonging to their new community in Aotearoa.

We currently have 22 volunteers who work closely with the families. They are an integral part of the service and we could not do our job without them.

Family Works at Presbyterian Support Southland has also been integral in the setting up of The Southland Migrant Settlement Network. This was an outcome of the "Overcoming Barriers for Migrant Families to Access Services" project which was led and facilitated by Family Works. This has resulted in sharing of knowledge and resources in our community with new and existing connections. Our staff set up the rooms for the Southland Migrant Walking Together Organisation and also attended their Open Day.

"I feel lucky to be working in this space to have the opportunity to help shape others' lives, journeys and successes, what a privilege."

– PSSC Refugee Settlement Programme team member.

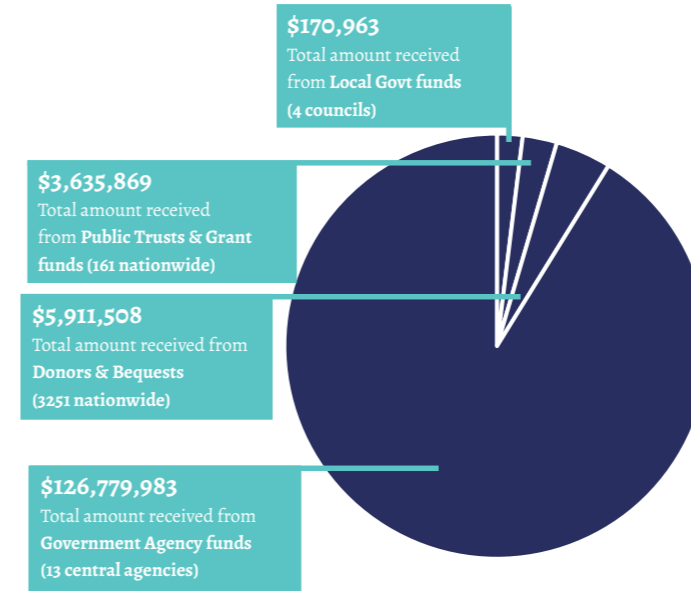


The value we add across Aotearoa does not match the funding we receive.

In almost every Presbyterian Support region our fundraisers are saying it's getting harder to raise funds in the community. A common reason given were the higher costs of living and thereby the lower disposable incomes of would-be donors. Two regions noted not just a decline in their donor database but the advancing average age of their donors.

Many also noted that given the rising complexity of need, a growing multitude of charities just like us are vying for support from grant providers, making this environment more competitive. With such financial pressure on average kiwis and in some regions so much change of their personal circumstances after disastrous climate events, we urgently look to government to close the gap in funding.

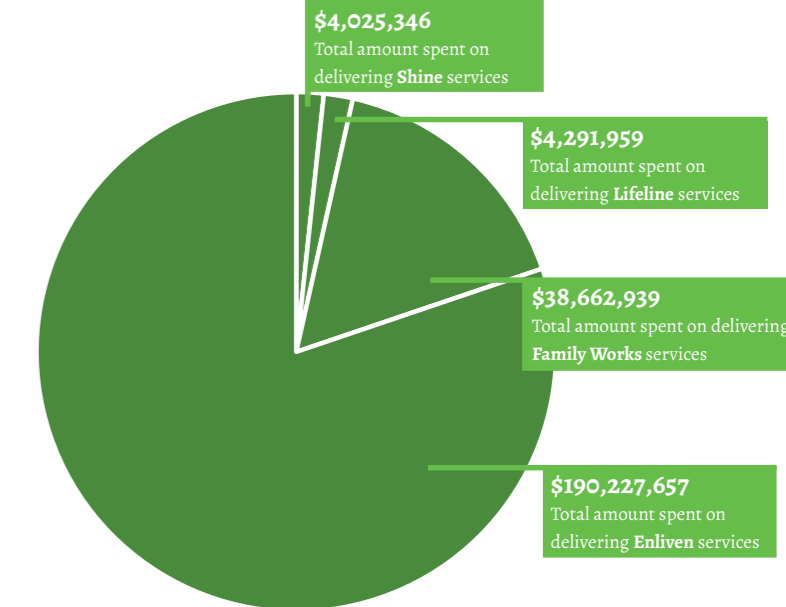
Total funding we received **: \$136,498,323



** We find ways to make revenue to fill the funding gap.

The longer we serve with such service-related funding gaps, the more creative we must be as social entrepreneurs, providing products for sale or services for fees (where clients can afford to pay) to close the gap ourselves. For regions with Aged Residential Care we collect from accommodation supplements for premium rooms, for instance, as well as revenue from our retirement villages. Presbyterian Support Central has Shop Enliven and Presbyterian Support South Canterbury makes revenue from its frozen meals.

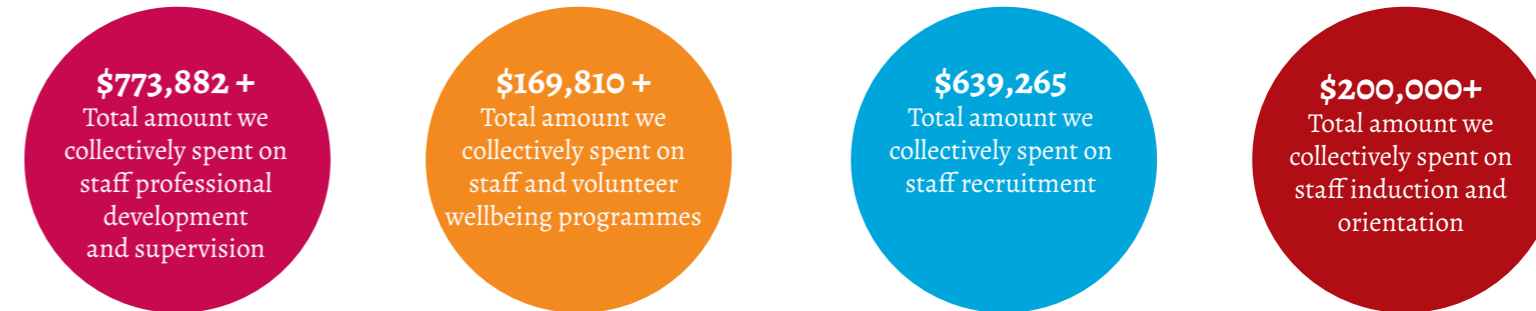
Total we spent on services: \$237,207,901



Presbyterian Support Otago runs successful Op Shops and in some regions Family Works and Lifeline both offer services for fees while Shine trains nationwide for a fee.

The more strategic efforts and investments we make to increase our revenue through housing and social enterprise, the less there is for our core services, working for free to those who can't afford to pay.

To prioritise our people we invest even further:



Climate events made work even more challenging for some regions.

Early in 2023, Presbyterian Support Northern experienced flood damage to the Avondale office and staff had to relocate temporarily to other offices. Many clients homes were also affected by the floods. It was the same for some time for Presbyterian Support East Coast, where staff were in many places unable to travel to work after cyclone Gabrielle. Whānau support and programmes were delayed, and Rowan House (for young people with disabilities) had to be evacuated and housed temporarily while repairs were done. Staff personally affected by flooding needed their own support - to take time off, recover emotionally and find practical supports at home.

We participated in crisis response to maintain support for clients and whānau at risk. For those affected in the community Family Works' counselling, care baskets, petrol vouchers and kai for whānau and volunteers were ways we supported the clean up. Aged Care services were coordinated within each city to ensure that all clients and residents could remain supported. At Enliven we checked on clients and also on staff, co-ordinating our response with other services to provide essential needs – eg kai, medication and support.



Michael (second from the right) welcoming PSS's new Pou Tohutohu Ahurea Māori, Michelle Ryland, with PSS Chair Craig Smith and former Pou Arahi, Louise Fowler.

Presbyterian Support farewells a great Leader

Sadly Michael Parker, a valued member of the Presbyterian Support leadership whānau for nearly two decades, passed away this year. He died after a long battle with leukaemia on Thursday, June 15 this year (2023), aged 61. He leaves behind his wife Gillian and stepchildren Jess, Jared and Maddy. Michael worked for Presbyterian Support South Canterbury (PSSC) for 17 years, firstly as Operations Manager, acting CEO and in 2003 taking the helm as CEO.

He was instrumental in bringing about many changes while at PSSC, including introducing accreditation for the entire organisation. His funeral was held in Timaru on June 21. Carolyn Cooper, CEO for PSSC and Chair of PSNZ's National Executive Group, spoke on the Federation's behalf.

As a CE he was a member of PSNZ's National Executive Group (NEG) and at this national level was instrumental in developing and implementing the change of name of Child and Family Services to Family Works New Zealand. One of his proudest contributions while working for Presbyterian Support was the work his team undertook embedding the client-centred 'Eden Alternative' model of care into its aged care residential homes while working for PSSC. The Eden Alternative model focuses on constructive culture where residents direct their own lives, caring for their spirit as well as their physical health rather than the traditional institutional medical model of care. He moved to Dunedin in early 2018 to take up the role of CEO of Presbyterian Support Otago (PSO). Unfortunately, due to ill health, he resigned later that year.

Following cancer treatment and a return to good health, he then took over from John Prendergast as CEO of Presbyterian Support Southland (PSS) on February 3, 2020. Michael resigned from PSS in late 2022 and relocated to Christchurch as his health began to decline again and he wanted to be closer to family. His valuable contribution to Presbyterian Support over nearly two decades was significant and his presence will be missed by all who knew him.



Presbyterian Support

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