

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

**ANNUAL REPORT
2020 - 2021**



Presbyterian Support



Family
Works

enliven

Foreword from the Chair



As the world contends with a global pandemic there's no doubt services like ours are essential. I'm so proud to Chair a national organisation focused as we are on helping wherever it's needed most.

We may have always partnered alongside the most vulnerable this way, but Covid-19 really exacerbates the challenges vulnerable people face. It also spotlights the role of government in alleviating the pressures of lockdown and not exacerbating inequalities. Now more than ever, Presbyterian Support must not only step up its services in the community, but its advocacy to our decision makers, and that's what we intend to do.

Presbyterian Support continues to be one of New Zealand's largest and longest-standing community based social service organisations. Our seven regional organisations are located within original Presbytery boundaries, and our services are delivered out of 90 locations and 328 schools.

Our Enliven services for older people experience challenges recruiting nurses in aged care now that immigration settings have been shut down by the pandemic. Finding the funding to continue our home-based programmes, as the need grows because of prolonged social isolation, continues to be a challenge. We are grateful for the wonderful volunteer support and donations that enable us to continue these services as the population of older people increases and their diversity of cultural and economic background makes what we do to help connect them with their communities so vital.

Our Family Works services to children, young people and their families and whānau, gain gravitas in response to the increasing complexity of needs we are seeing in our communities. Our workforce had to meet and overcome significant challenges over the year to ensure best practice in our delivery of services to people living with trauma, physical and mental distress, and living in chaotic situations. People walk through our Family Works doors for help either before crisis occurs or because of it. We provide community-based counselling, social work and parenting programme support, alongside practical assistance where the lack of basic needs has contributed to family stress.

We also provide family violence-related support and this work is not funded by government but relies on donations. Our Northern region delivers the services called Shine and Lifeline. Shine is a family violence- and sexual violence-related support to people in crisis. Lifeline is a national phone line for people in crisis or with suicidal ideation.

Across this broad spectrum of service we continue to see and prioritise people living in long term poverty, and we get to see how their mental, social and spiritual wellbeing is impacted by this. Our experience is that a significant minority in society have high needs that are complex and require long term support, and many others manage most of the time, but require support at times of change, like lockdowns. We therefore see a significant opportunity to advocate on behalf of these populations with stories of our services to decision-makers and to the community at large through the public realm.

So we hired a new National Executive Officer with expertise in advocacy and networking, to ensure that we lift our voice effectively and are better prepared to lead campaigns for equity measures in the future. Prudence's energy and passion for the work gives me hope that despite Covid-19's harsh impact on those we serve, Presbyterian Support's own impact can grow in equal measures.

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

A handwritten signature in black ink, appearing to read 'Andrew Johnston'.

Andrew Johnston
Chair Presbyterian
Support New Zealand
29 June 2021

Our mission

To foster well-being through advocacy and services that empower whānau and communities to become self-determining.

Ngā Rerenga O Te Tiriti

Hāpaitia te ara tika pūmau ai te rangatiratanga mo ngā uri whakatipu. (Foster the pathway of knowledge to strength, independence and growth for future generations.)

To serve tangata whenua better and build meaningful relationships with local iwi, the regional organisations are committed to educating leadership and staff about what it means to be truly culturally responsive. Each region employs Māori cultural advisors to develop resources supporting staff's professional development in cultural competency. PSNZ brings them together to form Te Roopū Pā Harakeke, Presbyterian Support's Māori Advisory Group. With Te Roopū's support Presbyterian Support NZ adopted its Tiriti policy Pātikitiki o Kōtahitanga in 2018.

Te Roopū Pā Harakeke's Manukura (Chair) sits on the National Executive Group. National Council recently set about updating its Constitution to reflect Pātikitiki o Kōtahitanga and how best to define appropriate Māori representation upon national governance bodies. At national office, staff hold a weekly Te Ao Māori hour to practise speaking Te Reo together, specifically karakia, their pepehā and singing waiata.

Many regions hold similar, regular team activities for staff. In their own workplace, Te Roopū members are tasked with supporting staff to lift their cultural competency and understand their role as local agents of Te Tiriti o Waitangi.

A three-step approach has been adopted collectively for cultural assessments, however the resources for each region are unique due to the varying iwi and whakapapa of the land's settlement and colonisation. Resource development is also varied due to the differing work capacity of Roopū members.

COVID 19 really set back the progress on this work, as staff everywhere had to prioritise their response to new working conditions of lockdown and higher levels of social isolation, financial stress, health anxiety and food insecurity among local populations. Roopū members focused on ensuring that Presbyterian Support partnered effectively with local iwi's efforts to keep whānau and communities informed and connected with enough social supports.

Going forward, Te Roopū Pā Harakeke's group leadership will be supported with an increased national budget so that it has greater capacity to represent a Māori worldview among leadership, advise and support national position statements and policy development, and collaborate with other national service groups, without compromising their essential role on the ground, lifting the cultural competence of regional workforces.

Did you know?

Presbyterian Support is Te Tauāwhina Perehipitiriana in Te Reo.

“Our Leadership team has undertaken competency training for their pepehā, waiata and karakia and it is humbling to witness our CEO and Family Works Director role modelling this on their own and without the aide of paper - truly exceptional.”

**- Phillipa Hakopa
Presbyterian Support
Southland.**



The Family Works Whānau from Presbyterian Support Central gathered at Rātana Pā for their regional conference, That's Jim Berry, Manukura for Te Roopū Pā Harakeke, 4th from the left in the back row.

Our National Voice

Speaking out for Equity and Social Justice.

While 2020 was the year of a pandemic, the response to which preoccupied every regional member, it was also a year for the Federation's strategic planning and the recruitment of Presbyterian Support NZ's new National Executive Officer. Out of both exercises comes a renewed focus on building our social influence upon local and national decision-makers and raising our collective voice strategically. Our hope is to support and inform our country's leaders to resolve issues that impact our workforces and most importantly, advance the interests of the vulnerable populations we serve.

This new strategic direction was timely, given the impacts of COVID 19, lockdown measures and the resultant heightened demand for our support services. The pandemic exposed to us how reliant the government is upon our community not-for-profit sector, to reach those in need with appropriate help and understand how the changes affect them. It's vital we give decision-makers the support and information they need to develop policy measures that will produce equitable, rather than negligent outcomes.

Dr Prudence Stone came on board as the NEO in February. Her first task was to plan the National Council's "Day in Town", an annual event where governance has a chance to meet decision-makers in Wellington.

The theme this year was Aged Care, with members of both the Ministry of Health's Older Person's Team and the Health and Disability System's Transition Unit, DPMC, attending for free and frank discussions. It was also a chance to meet the President of Māori Women's Welfare League Prue Kapua and listen as she outlined this Kaupapa Māori organisation's approaches to Aged Care.

Since then more advocacy products have been developed and our website updated to reflect our fresh focus on our national voice. Dr Stone now represents PSNZ on the New Zealand Christian Council of Social Services, on the Church Leaders' Advisory Group, and has already made appearances before parliamentary Select Committee as well as in the news on our behalf.

Highlights of our year's mahi in advocacy are:

- » Day in Town for National Council with the theme Aged Care
- » Submission on the Petition of Sue Brown
- » Submission on the Government's Position Statement on Housing and Urban Development
- » Participation in developing Church Leaders' Three Briefing Papers for the Prime Minister (Housing, Poverty and Income Inequality, Pandemic Response and Vaccination)
- » Collaboration with NZCCSS and NZACA to develop advocacy and key messages on the shortage of registered nurses in Aged Residential Care



Dr Prudence Stone, National Executive Officer for Presbyterian Support NZ, speaking to our submission before the Social Services and Community Select Committee.

“With so many services targeting people of all ages at their most vulnerable, Presbyterian Support is well placed to support and inform better policy and decision making from our leaders. I will take every opportunity I can to rally regional collaboration and build a stronger, united voice to engage more effectively with government.”

-Dr Prudence Stone



Martin Hefford, Deputy Director of the Transition Unit within Dept of Prime Minister and Cabinet, speaks to National Council members during their annual Day in Town event



There are 50,901 followers on our various regional social media platforms. Moreover we produced 29 regional publications through the year, to share our stories of the difference we made in local communities.

Thanks to The Tindall Foundation we issued \$194,110 to 21 community initiatives, almost a quarter of which were in rural localities.

In March this year, Presbyterian Support Otago, in partnership with First Church, hosted a Neighbours Day event, celebrating with an ice cream food truck and with plants provided by YouthGrow Garden Centre. This is Katrina Faulkner (Otago Payroll Supervisor) about to enjoy her ice cream.

Strengthening Communities

Enabling positive and lasting change couldn't be done without your generous donations.

Over the year there were 3064 individual donations made in the regions, to the whopping amount of \$5,013,862. This generosity enables our reach of services to expand so much further into local communities. We cherish our national community of donors and supporters, keeping them informed continually with stories of the impact their donations have made on our social media channels and through our publications.



At national level, we're so proud to be a Tindall Foundation Local Donation Manager and encourage applications from our regional organisations and Presbyteries who have listened to their communities and wish to partner with them to undertake local projects. 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 to strengthen communities across New Zealand.

Then there's PresCare: This is our effort to partner effectively with the Presbyterian Church of New Zealand. PSNZ enables representatives from each Presbyterian Support region to come together regularly to collaborate and develop resources for Church Leaders that support their work to foster inclusive communities in their parishes.

In 2020 a highlight was Prescare's **Praying for Children – Karakia mo ngā Tamariki**, sowing seeds of love. This was a week in August devoted to encouraging parishes' prayers for children in need - to notice and consider how to create more welcoming churches for children. A number of resources were produced which could be used in a variety of ways. Other Prescare initiatives include encouraging Church Leaders to engage with and support the White Ribbon campaign on White Ribbon day, and holding fun-filled community events on Neighbours Day.

PSNZ supports regional Communications, Fundraising and Marketing teams by regularly bringing together seven regional representatives to discuss strategy, challenges and emerging issues around promoting our services and raising the money we need to continue them. This national service group is responsible for updating Presbyterian Support's Branding Guidelines and collaborating to develop national fundraising drives.

How we do it all

Regionally responsive.
Nationally supported.

Presbyterian Support New Zealand is governed by a council of representatives from the seven regional Presbyterian Support organisations. This Federation model ensures that the majority of resources go directly to our health and social services. Dual national and local governance ensures we are regionally responsive while nationally supported. Each region works hard to secure the funds for their regional services, then pays a levy to the national body to maintain our collaborative model of national policy development and service/advisory group management.

PSNZ supports regional Finance and Human Resource teams by regularly bringing together seven regional representatives to discuss strategy, challenges and emerging issues around managing the allocation of resources. These national service groups are responsible for finding collaborative opportunities to ensure maximum savings and financial capability.

To all the 3914 dedicated professional staff and 1556 volunteers who work for Presbyterian Support, we say ngā mihi nui. This is hard but vital work that makes such a difference for Aotearoa New Zealand. We hope that difference you help us make gives you warm fuzzies every day.

Enliven:



Family Works:



Lifeline:



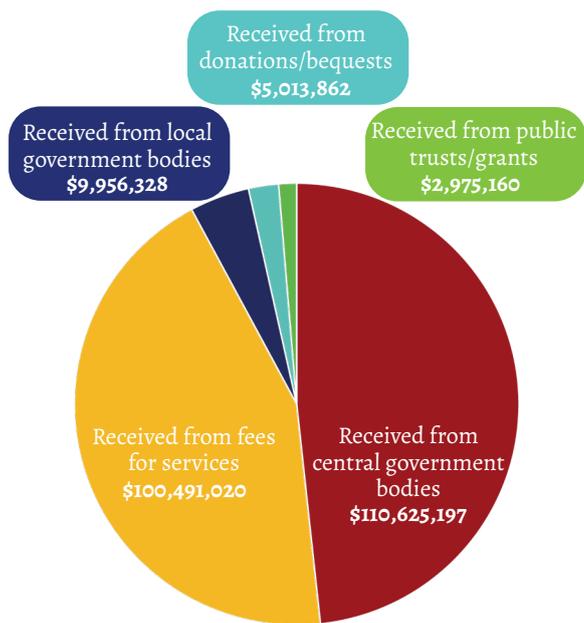
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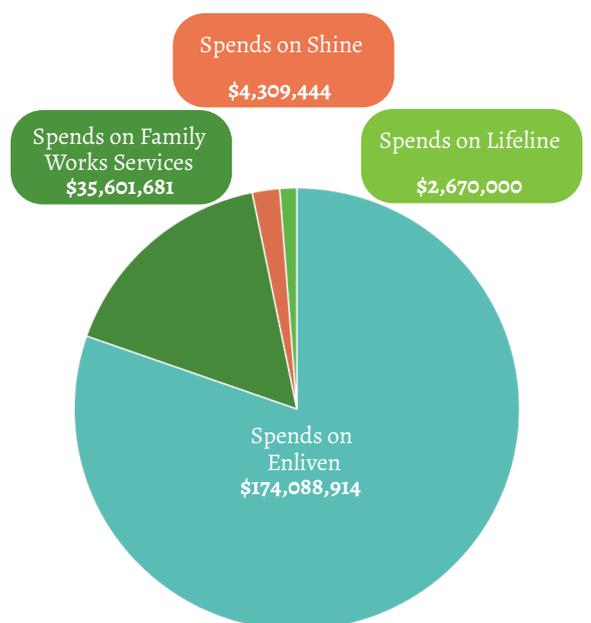
Presbyterian Support



**In total our
Presbyterian Support
workforce whānau:
5470**



**In total we received
\$229,061,567 funding**



**In total we spent on services
\$216,670,039**

Final say from new NEG Chair

As a Federation we aspire to reflect the bi-cultural and diverse nation we serve. Our dedicated and caring team members come from a wide variety of backgrounds, cultures and experiences. We share a passion for supporting people to live well and enjoy life and a belief that every person deserves respect, compassion and dignity regardless of age, background or belief.

We are governed by the National Council which is made up of representatives from each of the seven Presbyterian Support Organisations. National Council meets at least twice a year to monitor organisational achievements and financial performance and set the strategic direction.



National Council members (from left to right) David Hansen/PS Northern, Stuart Signal/PS East Coast, Eoin Powell/PS South Canterbury, Marie Callander/PS Central, Andrew Johnston (Chair)/PS Upper South Island, Dr Prudence Stone/PSNZ NEO, Leanne Illingworth/PS Southland and Tim Mephram/PS Otago.



NEG members (from left to right): Denise Cosgrove/PS Northern, Michael Parker/PS Southland, Joe Asghar/PS Central, Jo Rowe/PS Otago, Barry Helem (2020/2021 Chair)/PS Upper South Island, Dr Sanja Majstorovic/PS East Coast, Jim Berry/Te Roopū Pā Harakeke and Carolyn Cooper/PS South Canterbury.



Dr Prudence Stone (NEO) and Vicky Prout (NEA), PSNZ management team.

The seven regions that make up Presbyterian Support New Zealand provide a wide variety of services to their community commonly known as Family Works and Enliven. Whether young or old the Presbyterian Support regions throughout the country have touched the lives of many. Each region is its own entity, however we come together nationally to work on strategies and solutions. Those of us that work for Presbyterian Support are proud of what we stand for and what we do. There is a fantastic team of staff throughout the regions that bring compassion and love into the lives of many. We are also supported by seven regional dedicated boards that consist of volunteers.

Volunteers and our local communities provide support to us all through their valuable time and donations which helps us to run many of our services. Our Family Works teams engage with the community on so many levels, it is fantastic when the community helps as well. Everything we receive goes back into the community. It really is people helping people on so many levels.

While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginning, our heritage and the strong values we share. These values guide how we care, enable and support individuals and whānau. Across the country our staff use a professional, multi-disciplinary approach that is proven and trusted. If you would like more information about anything included in this report I encourage you to contact our National Office team or your local representative on our National Executive Group.

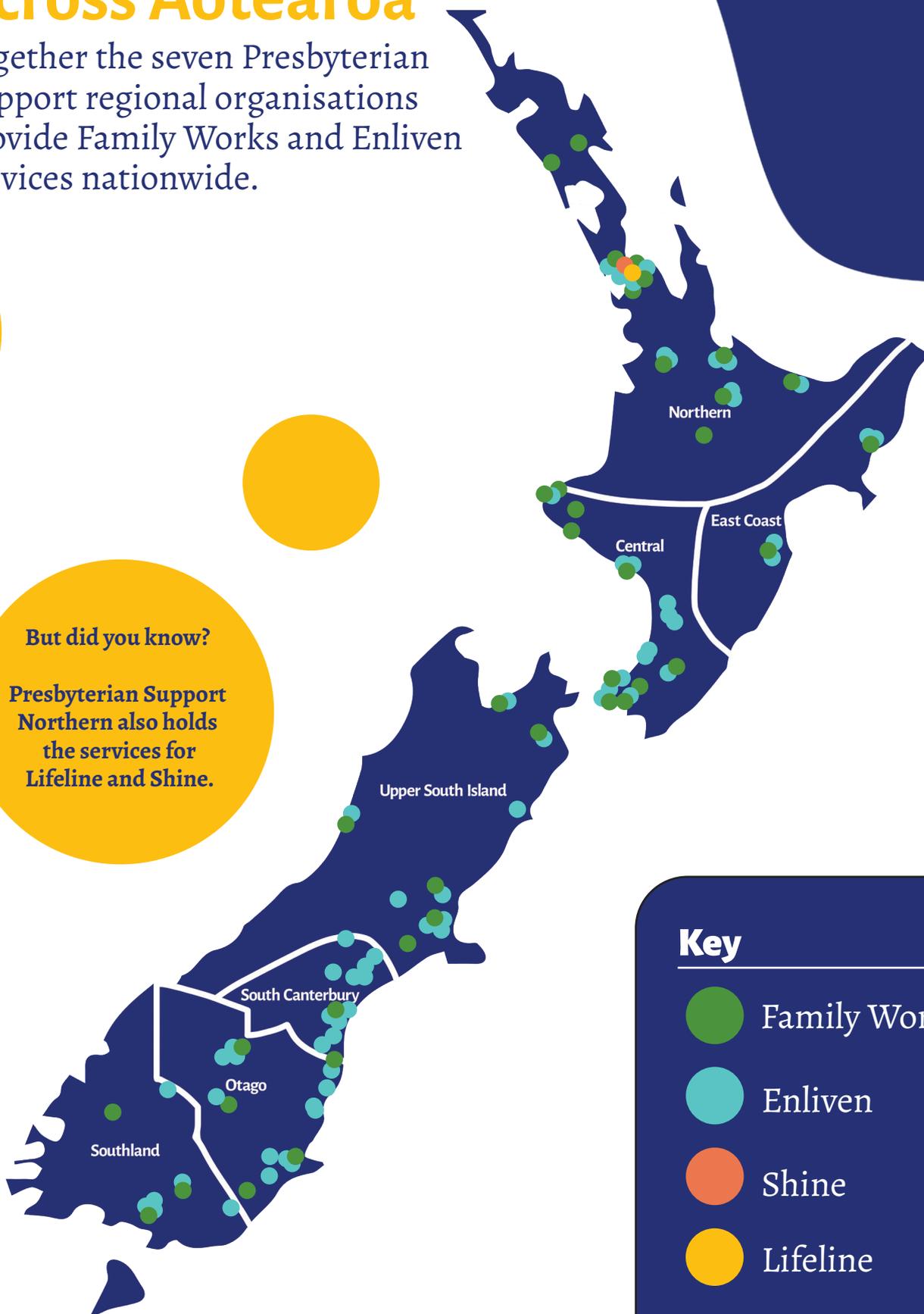
e. cooper

Carolyn Cooper
Current Chair, NEG
Presbyterian Support
South Canterbury

We give special acknowledgement to Te Naihi Wilson, former Manukura of Te Roopū Pā Harakeke, retiring this year after steadily contributing enormous wisdom and strategic vision for both PSNZ and Presbyterian Support Northern over decades. Ngā mihi nui, ngā mihi maioha.

Our service locations across Aotearoa

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



But did you know?

Presbyterian Support Northern also holds the services for Lifeline and Shine.

Key

- Family Works
- Enliven
- Shine
- Lifeline