

# Warm Wishes for the Season

SUMMER 2023/24

# THE PSN POST

As we enter the festive season, it's a time to reflect on the year and celebrate our connections. This Christmas is special for PSN as we proudly mark 140 years of serving New Zealanders in need. Since 1884, our work uplifting individuals and families has been made possible by generous donors like you.

Your support helps us reach more families, provide critical services through Enliven, Family Works, Lifeline, and Shine, and build safer communities. As we look ahead, your kindness remains central to our mission. Thank you for being part of our story. Wishing you a peaceful and joyful Christmas.



## NEW LOOK FOR PRESBYTERIAN SUPPORT NORTHERN

**We are so excited to share PSN's brand refresh with you.**

As an organisation, we have a strong 140-year history. However, we need to remain modern and contemporary – refreshing our brands is one way to support this.

After conducting research and seeking feedback from a range of stakeholders, we've worked with an external brand agency to come up with a new set of brand designs.

Each of our four service brands and the parent Presbyterian Support Northern brand all have a new look and feel, as well as new graphical elements and symbols. Each has its own *kōwhaiwhai* (pattern) to better reflect *te ao Māori*.

Lastly, we acknowledge the key strength of our brands is our people who deliver our services – thank you all for your support.

*Hei konā mai me ngā mihi.*



now look like



# A PASSION FOR MAKING A DIFFERENCE

Meet Grenville Hendricks, General Manager for Social Services at PSN



“My name is Grenville and my role is General Manager for Social Services, which in PSN includes the leadership of Lifeline, Shine and Family Works.

I have been working for PSN for just over a year and the reason I joined is because I wanted to make a difference for the families that we work with. I saw PSN as an organisation that shared similar values about wanting a better life for everyone.

I grew up in South Africa and immigrated to New Zealand about 30 years ago. While I have had the opportunity to work in South Africa, New Zealand and also Australia, I am a passionate Kiwi who would just like everyone to have a good life and have the opportunities to develop and grow up within safe, nurturing, protective families and become the adults they were meant to be. For so many of our families, this is not the case, which is where people like me and PSN come in – we can (AND DO) make a difference and you can make a difference too.

Christmas is a really special time for me and my family and a wonderful opportunity to be

grateful for simple things like family, love and respect for one another, and remembering people who have passed.

My family’s special Christmas traditions include Christmas trees, opening presents, lots and lots of swimming, barbecues and watermelons. My speciality is making homemade ice cream (very yum 😊). My flavour this year is pistachio, ginger, rosewater and rose-petal ice cream – can’t wait!

I am a keen gardener and at this time am usually digging, composting and harvesting from my veggie plot or fruit trees.

As we reflect on the past year, I want to extend PSN’s heartfelt thanks to our dedicated staff, volunteers, clients, supporters and donors. Your passion, generosity and commitment have made a real difference in the lives of countless families and communities.

*Together, we continue to build a brighter future, offering hope, support and a sense of belonging to those who need it most. Wishing you and your loved ones a joyful and peaceful Christmas season. Merry Christmas!*

## CELEBRATE PSN’S 140TH WITH A GIFT THAT GIVES BACK!

**Our special PSN 140th anniversary tea towels are still available for purchase!**

These beautifully designed tea towels make perfect Christmas gifts, celebrating 140 years of making a difference in our community. Plus, when you place an order, you’ll automatically go into the draw to win a \$100 Prezzy Card.

**Don’t miss out - get yours today!**

[presbyterian-support-northern-shop.raiselysite.com](http://presbyterian-support-northern-shop.raiselysite.com)



## Our History

Our journey began in 1884 when a determined Scotsman sought to make a difference. Here are some key milestones.



**1940**

**1940s**  
Presbyterian homes for older people are established in Auckland, Waikato and Bay of Plenty.



**1970**

**1970s**  
Family centres were set up to provide community based support for children and their families. Over time, they replace long-term residential care for children.



**2001**

**2001**  
PSN completes transition from its residential care facilities to a full community-based approach.



**2006**

**2006**  
Child and family services rebranded as Family Works Northern. 2014 – 2021 Family Works Resolution – Mediation services.



**2021**

**2021**  
PSN closes its Auckland foodbank and establishes a new food security initiative – Communities Feeding Communities, in partnership with Northern Presbytery.

**140**  
YEARS OF SERVICE  
1884 – 2024

PSN celebrates 140 years of service to the community and updates branding.

**2024**

**2024**  
PSN celebrates 60 years of Lifeline's service in New Zealand.

**1884**

**1884**  
Scots-born Duncan Macpherson is appointed Auckland's first Presbyterian City Missioner and gets to work establishing social services.



**1900**

**Late 1800s – 1927**  
Various orphanages and children's homes are established in the Auckland region.



**1955**

**1955**  
Trevellyn Home for the Aged opens in Hamilton.



**1979**

**1979**  
Established Auckland short-term residential educational facility for children with challenging behaviour.



**2004**

**2004**  
Launch of Enliven Positive Ageing Services for older people; new Enliven day programmes, individualised funding available.



**2016**

**2016**  
Family violence prevention charity Shine merges with PSN. Lifeline joins PSN's growing list of services.



**2022**

**2022**  
Enliven launches EnlivenPlus, a new dementia service in the Bay of Plenty, offering one-on-one personalised care for those living at home with dementia.



“When PSN was first established, New Zealand faced an uncertain economy marked by widespread hardship. Letters describe the harsh social conditions that communities endured. The 1880s and 1890s have become known as the ‘long depression in New Zealand’ (Phillips, 2015). PSN’s archival documents show during the winters there were visible hardship and distress. In addition, alcoholism, poverty, crime, unemployment, and domestic abuse were prevalent, while there was little to no social welfare. Support predominantly came from volunteers, wealthy and generous patrons, and donors.”

“A vital part of PSN’s success is the strong partnerships and relationships it has built with its donors. It is hugely important to acknowledge the immense support PSN receives from generous donors and benefactors. Without their consistent support, the organisation would not be able to deliver all its services. By working closely with donors, PSN ensures that contributions are utilised effectively, maximising benefits for communities.”

*“It is important to honour those who give to us and have decided what we do really matters and needs funding. We give sincere thanks to those people who have supported PSN – a big thank you!”*

PSN - General Manager Fundraising and Social Enterprise.

# GENERATIONS OF GOOD: THE MACPHERSON FAMILY'S LASTING INFLUENCE ON PSN'S MISSION



*A testament to unwavering dedication and generosity through the years.*

**For more than a century, the Macpherson family has been a cornerstone of support for Presbyterian Support Northern (PSN), leaving a legacy of generosity and community service that stretches back to its very beginnings.**

It all started with Duncan Macpherson, who was appointed in 1884 as Auckland's first Presbyterian City Missioner. Driven by his fiercely-held humanitarian beliefs and his Christian faith, Duncan recognised the poverty and social hardship affecting many in the community. With a great determination to bring about change, he laid the foundation for what would eventually become PSN, establishing social services that provided essential support to those in need.

Duncan's great-great-granddaughter, Glenys Owen, recalls the stories passed down through her grandmother, Kate Utting (née Macpherson), who lived with Duncan and Margaret Macpherson during her childhood, to her mother, Lesley Utting.

"My grandmother would tell me about her memories of 'Grandpa'" – as she called Duncan – "his distinct accent, quick walk, and comforting words, particularly his favourite phrase, 'Let not your heart be troubled.'" These stories reflected Duncan's compassionate nature and his lifelong commitment to helping others – values that became woven into the fabric of the Macpherson family.

Kate Utting, like her grandfather, became a respected community leader in her own right. She was deeply involved in the League of Mothers, and over time became the Auckland Regional President. Kate also became one of the first female Justices of the Peace in 1949, a remarkable achievement at a time when few women held such positions. Her tireless service to others mirrored Duncan's legacy and further solidified the family's long-standing

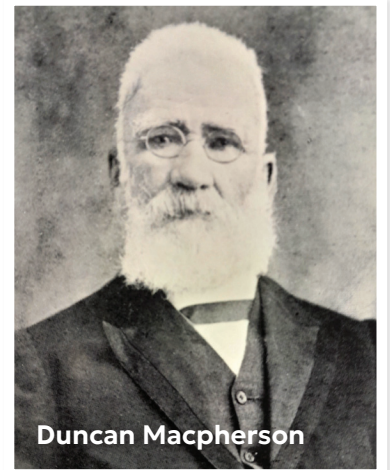
commitment to making a difference in their community.

Over the years, the Macpherson family's support has helped PSN continue its mission of providing social services to those most in need.

PSN's work has evolved over its 140 years to the community-based support model it operates today. Its core mission still remains unchanged: to uplift and empower individuals and families, enabling positive change in our communities.

As PSN celebrates 140 years of service, the impact of the Macpherson family's contributions is undeniable. Their generosity and leadership have shaped PSN's growth and ability to adapt, ensuring that Duncan Macpherson's vision continues to guide the organisation's work today – as PSN strives to create a better life for everyone.

The Macpherson family's story is one of enduring legacy, compassion and a profound dedication to making a difference and creating a better life for everyone – values that are still very much alive in their ongoing support of PSN.



Duncan Macpherson

*"PSN's values and mission are an integral factor behind my continued support of the organisation over the years."*

- PSN Donor

# PLANNING FOR THE YEARS AHEAD

# Enliven

*While making decisions about your older age can be daunting and stressful, making a few key decisions earlier on can help ensure that you not only age the way you want to, but also maintain your autonomy and values.*

From a financial perspective, having a current Will and setting up an Enduring Power of Attorney (EPA) to come into effect if you can no longer make decisions are important ways to safeguard your wishes.

Creating an Advanced Care Plan is a great way to advocate for yourself as well, should you become unable to communicate at any stage. The plan will provide your family and health professionals with clear instructions on your current and future healthcare preferences. These could include your values and beliefs for end-of-life care, resuscitation preferences and funeral wishes.

The next question is: where do you want to be? Do you want to stay in your own home for as long as you can, could you move in with family or would you prefer to go into aged residential care (a rest home)?

**If you'd prefer to stay in your own home, answering the following questions and making some plans now can improve your quality of life in the future.**

- 1 Will your current residence be suitable as you grow older e.g. are the main living areas all on one level to make it easier to get around?
- 2 Are your bathrooms accessible if you need to use a walker at some point?
- 3 Are you living close to your GP, hospital services, and public transport?



To maintain your independence in your own home, you may consider utilising the services provided by Enliven, PSN's health and disability service. Depending on your assessed need, Enliven can provide you with hours of support each week (personal care and household management services) to enable you to stay in your own home.

Enliven also has Day Services, located in a community setting, to help people to make the most of their independence. A personalised activity programme is developed with each individual to provide opportunities for social interaction and engagement with the local community.

Enliven's services are free and can be accessed through your GP, who will refer you to a Needs Assessment Service Co-ordination agency. They will meet with you to discuss your needs and allow you to choose your preferred service provider.

You don't have to go into aged residential care (a rest home) early. With the right support you can stay in your own home for as long as you are able.

**We recommend choosing Enliven to help you age the way you want to.**

Learn more at [enlivennorthern.org.nz](http://enlivennorthern.org.nz)

BREAKING BARRIERS:

## HOW FAMILY WORKS TRANSFORMS LIVES

 Familyworks

**Family Works Northern focusses on breaking cycles of disadvantage and trauma, empowering families to grow stronger, become more self-sufficient, and healthier.**

The incredible frontline Family Works team use a comprehensive, multi-dimensional approach to fully meet the complex needs of the families they support. Below are a few powerful real-life examples that showcase the profound impact our services can have.

### SUPPORTING A FAMILY IN NEED: NAVIGATING HOUSING, HEALTH, AND HOPE

A social worker from our Family Works Whangārei team provided ongoing assistance to their client, Jane\*, a mother of two children, one of whom had significant medical needs. Jane, having taken the often dangerous and incredibly difficult step of leaving an abusive partner, found herself in a precarious situation.

Although Jane had a well-paying, stable job, she did not earn enough to afford housing on top of her other living costs as a new single Mum. However, her income was over the threshold to qualify for a benefit. As a result, she and her two children lived in their car for several months, moving between public toilets and various carparks to ensure her high-needs child had access to necessary amenities.

Our Family Works social worker advocated on Jane's behalf, collaborating with a multidisciplinary team, including counsellors, social workers and budget mentors, to provide comprehensive support.

Despite initial setbacks in trying to secure emergency housing, the social workers' persistence led to a breakthrough, and the family was eventually placed in emergency accommodation, and then stable housing.

Along with securing a safe place to stay, Family Works assisted with food parcels, blankets, and clothing for the children.

Our social worker built a strong relationship with Jane, who, even with her stable job and accommodation, continued to face immense challenges. Through Family Works, she was able to receive the support she needed.

Jane's journey highlights the importance of providing practical support to help families navigate the complex social services system. As someone who had previously been self-sufficient and able to provide for her family, navigating the system, while facing so much uncertainty and difficulty, was a challenge for Jane. Receiving the right support from the Family Works team helped to alleviate some of the associated stress and confusion. Jane and her children continued to receive essential assistance once in stable housing, particularly for her child's medical and educational needs. Her case illustrates the complexity of family support, where housing, health, financial stability, and education are all deeply interconnected.

*\* Name changed to protect privacy.*



**Your support helps Family Works turn struggles into success, fostering hope for children and families in challenging times.** Want to give the gift of support this Christmas? Please visit: <https://secure.flo2cash.co.nz/donations/familyworks/DonateSecure.aspx>



SCAN ME

## A LEGACY OF CARING: ONE DONOR'S JOURNEY FROM CHILDHOOD TO BEQUEST

*“I believe children are a reflection of their parents, and if a family’s situation isn’t stable, the children suffer.”*

**As Lyndell reflects on her childhood, our long-time supporter fondly recalls the warmth and simplicity of growing up in a close-knit family.**

“I had a very pleasant childhood, being the second of four children – an older sister and two younger brothers,” she shares.

Their family home sat down a gravel road, just a penny bus ride away from school. She remembers walking home a mile each day, where her mother or their kind neighbour, Annie, would always be there to greet them.

Living near a Manukau beach, much of Lyndell’s childhood was spent swimming, fishing, and swinging from the rope tied to a sturdy tree. Her father worked long hours in the city and often came home after dinner, while her mother carefully budgeted their modest household finances in a little notebook, such as “Received from Athol, 5 pounds”. Like many families, they made do with what they had, and even as children, they contributed by delivering the Auckland Star newspaper, rain or shine.

Later in life, Lyndell followed in her mother’s footsteps raising four children of her own. She is now a proud grandmother to six.

“I believe children are a reflection of their parents,” she says thoughtfully, “and if a family’s situation isn’t stable, the children suffer.”

Her early career as a shorthand typist brought its own joys, and it was during this time that she first crossed paths with Presbyterian Support Northern (PSN). When her employer arranged for staff to contribute to the charity, her connection with the organisation began, and it has grown ever since.

“I enjoy reading the stories in The PSN Post about the ways families in difficulty are helped. I admire the dedication and perseverance of the Family Works staff. They create budgeting plans and use



gentle care to gain children’s trust, bringing more smiles to families in need.”

Lyndell has now chosen to extend her support through a bequest, leaving a legacy that will continue to help families long into the future.

“I have made a bequest to Family Works because helping families cope in this modern world is a challenge, and Presbyterian Support manages it well.”

Though her bequest is earmarked for Family Works, she is open to it being used wherever it’s needed most, trusting that PSN will use her gift to make a meaningful difference.

This is a beautiful story of how each of us can help build stronger, more stable families and communities. With her thoughtful bequest, her compassion and care will live on, providing support to families facing hardship for generations to come.

### FOR MORE INFORMATION

If you’re thinking about creating a meaningful legacy by including PSN in your Will, our Planned Giving Coordinator, **Vivienne Riddell**, is here to help.

Please feel free to contact her with any questions at **09 520 8628, 021 329 938**, or via email at **[vivienne.riddell@psn.org.nz](mailto:vivienne.riddell@psn.org.nz)**.

Vivienne will be happy to discuss how your gift can make a lasting impact on PSN’s mission.



## COMMUNITIES FEEDING COMMUNITIES GROWING TOGETHER THIS SUMMER



**At CFC, community connection is at the heart of all we do. It's not just a place to grow food, but a vibrant hub where people from all walks of life come together through food parcel pick-ups, cooking classes, and volunteer gardening.**

It's a pleasure to introduce Louise Garbett, who has come on board as our permanent Social Food Pantry Coordinator. Here's a little message from her:

*"I grew up in Ireland and moved to New Zealand 20 years ago, where I met and married a Kiwi – and I've never looked back. Now, as a mum of three teenagers, I'm proud to be part of the PSN family as the Social Food Pantry Coordinator. In my role, I manage the pantry's daily operations – from coordinating food parcels to meeting with people who come in for support. Every day is different, and I work hard to understand what's going on in people's lives and figure out how we can help them and add value to their experience.*

*One of my favourite parts of the job is the incredible team of volunteers I work with. What we do is only possible with the support of all of our volunteers, and they're truly amazing. But the highlight for me*

*is our daily morning tea. We all sit around the same table, and it's such a wonderful mix of people – different ages, abilities, cultures and backgrounds. People who might otherwise never interact with one another come together to share food. It's such a simple thing, but it brings a sense of unity and connection that I love being part of. You never know what each day will bring, but that's what makes it so special."*

At CFC, food is the connecting point, fostering and growing relationships and friendships – creating a place where everyone belongs.



Louise Garbett

### Shine

*"It's heart-warming to learn of the interventions Shine undertakes and how helpful they are. Your team has really wonderful skilled advocates. So important for your clients to have such appropriate help available. Continue with the good work. You and your team at Shine are awe inspiring."*

**Kate Fardell, Shine donor**

### Lifeline



*"At Belron NZ we deeply believe that we have a responsibility to give back to our communities as we strive to make a difference with real care. We call our approach to community investment Giving Back – it is based on a commitment to connect our business and our people to our communities in ways that make a meaningful impact. We have been supporters of Lifeline Aotearoa for a long time, and in 2021 we strengthened this support when our team members chose Lifeline Aotearoa as our formal National Charity Partner. Throughout the year our team members raise funds and awareness for Lifeline through various events and activities. Our team members consistently feedback that our strong commitment to Giving Back and our partnership with Lifeline is one of the reasons they feel proud to work at Belron NZ."*