

# PSEC

MAGAZINE

MAKING A  
DIFFERENCE  
TOGETHER

SPRING 2020 | FREE

Pam McCann  
**Family, community,  
whakapapa**

Providing a lifeline:  
**Our essential workers**

**Ten years of Tauawhi  
Men's Centre**

**Meet a HIPPY mum**



Presbyterian Support  
East Coast





# PSEC

## MAGAZINE

# MAKING A DIFFERENCE TOGETHER

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### **Presbyterian Support East Coast**

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Te Matakite:

E nanaio ana te pito mata o ngā hāpori.

Te Kawenga:

Me māia, me kumanu te arahanga i te panoni pāpori.

Ngā Whanonga pono:

Kia ngākau aroha, kia auaha te tuku ratonga ki ngā hapori.

Our vision:

Communities reaching their potential.

Our mission:

Lead social change with courage and care.

Our values:

Service to communities with compassion and innovation.



Sanja Majstorovic

# RISING TO THE CHALLENGE OF COVID-19

For 75 years, Presbyterian Support East Coast has risen to meet crisis.

PSEC's work has always been essential; during the COVID-19 lockdown even more so. For people living with disability, elderly people living alone, and children and families in violent situations, we continued to provide a safe, supportive connection to the community.

There's a reason we have East Coast in our name—we serve this community. When you donate to us, volunteer or become a business supporter, you're helping people who could be your friends, your colleagues and your neighbours.

The lockdown has, of course, had an impact on PSEC. Our three charity shops closed for the duration and

we were unable to run events or campaigns. Meanwhile, the demand for our social services increased greatly.

I have always been extremely proud of the quiet commitment, respect and dedication of our people—clients, staff, volunteers, donors, and Board members.

This has never wavered.

We will meet new challenges with help from people like you. With your support, PSEC will continue to lead social change with courage and care here on the East Coast.

*Majstorovic*



**PSEC AT WORK**  
1 APRIL-31 MAY 2020

**643** HOURS OF ONE-ON-ONE SOCIAL WORK AND COUNSELLING

**350** PEOPLE SUPPORTED BY FAMILY WORKS

**11,922**  
CARE VISITS TO ENLIVEN OLDER PEOPLE CLIENTS IN THEIR HOMES

**2,042**  
PHONE CALLS TO ENLIVEN OLDER PEOPLE CLIENTS IN ISOLATION

**5,000+**  
VIEWS OF TAUAWHI 'LOCKDOWN STRATEGIES TO STAY SAFE' VIDEOS

# OUR PEOPLE

## ESSENTIAL: behind the scenes in lockdown

*For nearly two months, New Zealand relied on essential workers to keep the wheels of the country turning. Every day they left the safety of their homes to provide lifeline services, and we gained a new appreciation of how crucial those services were.*

*Some of these workers were PSEC staff.*



**Estelle Bence**  
*Clinical Nurse Leader, Rowan*

Enliven Disability Services Rowan in Taradale provides a flatting situation for adults with physical disabilities. It's a lively, friendly place where the staff are guests who support residents' everyday tasks and activities.

During lockdown, Rowan was closed to all visitors, even family. Staff members worked rostered shifts providing support, activities and companionship.

One of those staff members was Estelle Bence, a Registered Nurse who has worked at Rowan for four years.

"I thought disability care would be a great challenge. I've loved it since day one."

Lockdown presented its own challenges. Reduced staffing was one; several staff couldn't work because they fell into an at-risk category. Boredom was another. Some residents, missing the normal stimulation of outings and visitors, became restless.

There was necessary constant attention to protocols — wearing

correct protective gear, monitoring and documenting all deliveries, and for staff, keeping their own home bubbles small and limited.

"Sometimes it was really hard work. The flatters were worried, their families were worried, staff were worried."

When asked about the positives, Estelle talks about the Rowan staff team.

"Lockdown was a bonding experience that brought us all closer together. And there were plenty of laughs!"

Estelle's office opens on to the main corridor. Eager for conversation, flatters would frequently appear at her door in their wheelchairs. To get some work done, Estelle put up a 'No Parking' sign, to no effect. Finally, a strip of hazard tape on the carpet did the trick — most of the time!

"We thought that there would be more problems due to the ongoing isolation," says Estelle "but everyone was awesome."

For the staff and residents of Rowan, lockdown was another chapter in their extraordinary lives.

**Carleen Te Nahu**  
*Clinical Team Leader, Family Works*


Carleen Te Nahu was raised in Mahia by her grandparents.

"Whānau always came first, kai was on the table. It wasn't until I was an adult I realised things weren't as happy for everyone."

Carleen is Clinical Team Leader for the Whakamana Whānau team, working with both victims and perpetrators of violence in the home.

Her typical day starts with the incident calls from the night before. On Mondays this triage can take up to three hours, on other mornings half an hour to an hour.

Carleen doesn't own a television. "I deal with enough challenging stuff at work to go home and watch more of it," she says. So COVID-19 wasn't even on her radar when the Level 4 lockdown was announced with 48 hours' notice.

A portrait of Estelle Bence, a woman with blonde hair, wearing a white shirt and a dark vest, smiling. She is sitting at a table with some food in front of her.

"The flatters were worried, their families were worried, staff were worried."

- Estelle





“My first thought was - what’s my team going to need? If they weren’t OK, they wouldn’t be able to support others.”  
- Carleen

“My first thought was – what’s the team going to need? Not just the equipment they’d need to work remotely; I was concerned about their welfare. If they weren’t OK, they wouldn’t be able to support others.”

The daily team check-in became a Zoom meeting. The phone triage meetings continued. Whānau communication moved to email, phone calls and video calls.

Meanwhile, family harm “went through the roof”.

“We saw this across the board, including people who had never before come to the attention of the police.”

And in the middle of all the stress, uncertainty and isolation, people were hungry.

The Family Works team swung into action, packing and delivering food parcels from the training room at their Hastings base – fruit, veges, frozen meat, cleaning products and canned goods.

They now plan to buy a bigger freezer and expand their food bank capacity.

The situations Carleen and her team deal with aren’t simple; they usually have complex roots. But she has one simple message:

“Create time with your kids, because time creates memories. Memories cost nothing, and they last a lifetime.”

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**Richard Nathan**  
**Enliven Older People Service Manager**

**R**ichard’s core approach has always been about respect for people.

“People just want to be seen, heard and valued as a human being, not as their condition or disability.”

Four months after Richard started his new role heading PSEC’s Enliven Older People Service, COVID-19 reached New Zealand.

“We had two days to set up new systems for Level 4 – with all our clients identified as among the most vulnerable to this virus. We had to take a team already providing essential services, practical in-home support and personal care services for older people at home, and strip that back to the absolute essentials - while keeping everyone safe.”

“I asked myself, how do I lead people through this? I felt very responsible and accountable for our team, our clients and our services.”

Richard’s experience in building and leading teams provided the basis for the way forward: Trust the team. See all your staff as leaders. Be consistent. Be courageous. Evaluate as you go.

“For example, our nursing team were able to assess clients on an ongoing basis and change the services they were receiving as their needs changed.”

The Enliven team office usually holds around twenty people. This reduced to 4-5 people a day, physically distanced and observing strict protocols while planning, making and answering calls and supporting key workers out in the field. This was lockdown Operations Central for Enliven Older People Services.

“Our clients and key support workers responded bravely and with patience, and together we got through.”

“I can’t tell you how incredibly proud I am of the Enliven team. It’s astonishing, really, what they achieved. Initially, there was a lot of anxiety. But despite that, my staff were committed to being courageous and providing services, because if we hadn’t done that, no-one would have.”



“We were committed to being courageous and continuing to provide services, because if we hadn’t, no-one would have.”  
- Richard



# PAM MCCANN: FAMILY, COMMUNITY, WHAKAPAPA



Once it was complete, I sat up, renewed. The feeling of never being quite good enough for either side of my heritage was simply gone.”

Pam McCann, of Māori and Scottish descent, speaks of her decision to wear moko kauae [the Māori female chin tattoo], completed shortly before our cover photos were taken.

The reclaiming of moko kauae is an outward expression of whakapapa and can still spark debate. Some feel the moko must be ‘earned’ or is only for those old or high-born; others feel these are outdated attitudes from a colonial past.

For Pam, it honours her tipuna - her philanthropist, Māori grandmother who had many whāngai, or foster children - “she was a social worker of her time”. It’s also in honour of the many strong, inspirational women she has worked with, Dame Tariana Turia and Mere Ruru among them.

It has meant finding her true voice.

“The first time I met with the moko kauae artist, I was literally unable to speak.”

“Then once I was ready to go ahead, I wanted it to happen straight away. But we were still in Level 2, so I had to wait!”

Raised in Hawke’s Bay, Pam is the oldest of five children. Their British father and Ngāti Kahungunu / Ngai Tahu / Te Arawa mother had met in the navy.

In 1989 Pam went to work for what is now called Oranga Tamariki (at the time Children and Young Persons Service). Her broad experience in that organisation spanned the next eighteen years and included an advisory role in the Beehive.

Adopted sons Matthew and Bradley (now 27) came to live with Pam and husband Tony in 1993. During the week Bradley lives at Rowan - PSEC’s residential service for people with a

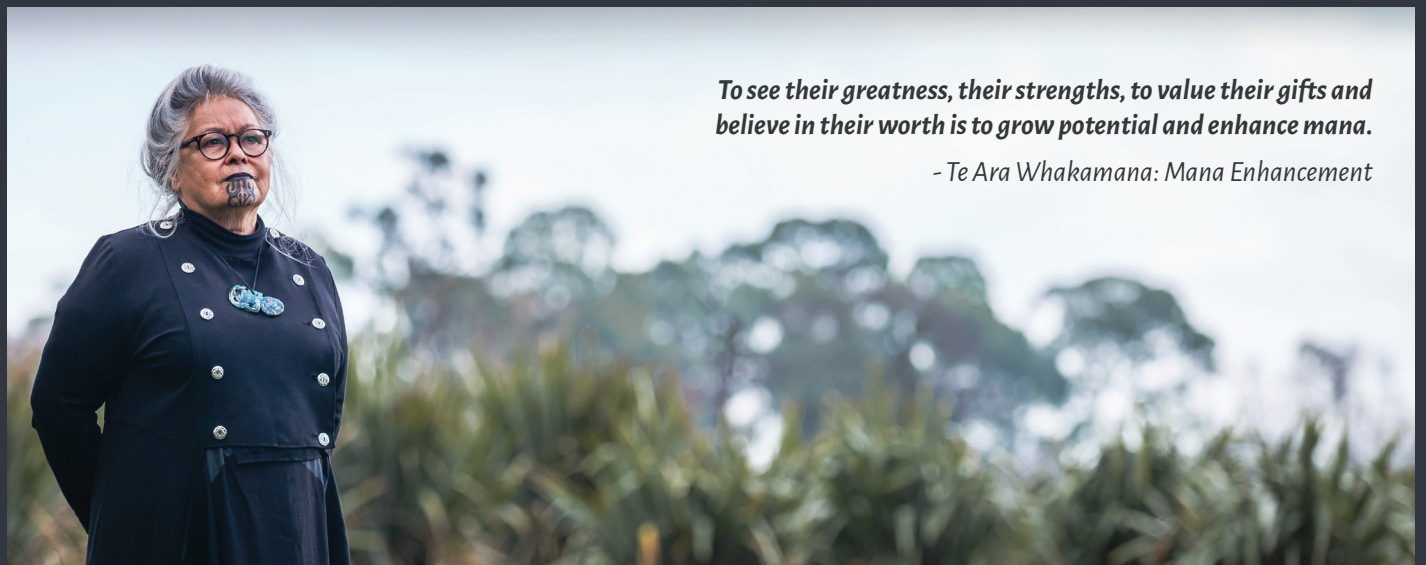
physical disability - and rejoins the family every weekend.

Pam came to work for PSEC as Family Works Service Manager in 2007. She heads a team of 35 staff, social workers, counsellors and home educators. It’s a strong, close-knit, qualified team; Pam believes in investing in training and supporting her people.

“Our job is often seen as helping people who can’t help themselves. But it’s quite the opposite— we affirm the ability of whānau to determine the direction of their lives and walk alongside them.

“Family Works staff motivate, inspire and give hope. We want to honour our clients’ journeys, their whakapapa, so they can be free.”

Freedom through the honouring of whakapapa; this, too, is part of Pam’s journey.



***To see their greatness, their strengths, to value their gifts and believe in their worth is to grow potential and enhance mana.***

*- Te Ara Whakamana: Mana Enhancement*





# Living stronger for longer

## FALLS PREVENTION

It's the little things that Judy appreciates the most — like getting out and throwing a ball with her grandchildren.

Two years ago, before joining a weekly Strength and Balance class, Judy was in pain daily.

"I got stiffer and stiffer before having both knees replaced."

Now 68, she remembers looking ahead: "I knew if I didn't do something, give me five years and I'd have so much pain that I wouldn't be getting much pleasure out of retirement."

"Successful surgery meant I could improve my strength, mobility and fitness."

For people over 65 like Judy, the increased risk of falling is very real. ACC statistics show that every year one in three people in that age group will fall, often resulting in injury or hospitalisation.

Enliven is proud to be the lead agency in Hawke's Bay and Tairāwhiti for the Live Stronger for Longer initiative, tasked with ensuring every person in the region aged 65+ who is at risk of falling has access to a Community Group Strength and Balance class.

There are now over 70 accredited classes in Hawke's Bay from Takapau to Wairoa, and 13 across Gisborne and Tairāwhiti. And it's never too late to start.

"The classes are still challenging," says Judy. "But there's a healthy balance between challenge and encouragement. Now I can have friends round or go out to something social and not worry about how long I'll have to stand."

**If you'd like to join a class near you, please get in touch:**

(06) 281 2534  
0800 436 548  
enliven@psec.org.nz  
livestronger.org.nz





# HIPPY MUM

**B**ev Ferris is quiet about her achievements, but her story is one of hard work, commitment – and hope.

HIPPY stands for Home Interaction Programme for Parents and Youngsters, run through PSEC's Family Works service. Its kaupapa is parents tutoring other parents to lay the foundation for their kids to succeed at school.

Bev Ferris has made a journey from HIPPY mum to HIPPY tutor to trained social worker. Her sister, also once a HIPPY tutor, now owns her own business. Her cousin – a high school teacher. The programme can be a stepping stone for the whole family.

When Bev's daughter was a toddler, Bev's Aunty Kaye (Kaye Paringatai, HIPPY East Coast Coordinator) suggested HIPPY. It was a decision that would eventually change the course of Bev's life.

"It was good bonding time. The kids loved having their own little box of activities and looked forward to 'homework time'. Every two weeks we'd go to the HIPPY hui in Flaxmere Baptist Church run by Kaye, compare notes with other mums, have some social time out."

Bev stepped up to become a HIPPY tutor for two years. Some of the families she met faced difficult circumstances, doing the best they could but without the support they needed.

"The HIPPY tutor role gave me confidence that I could make change at a professional level," says Bev. She started studying towards a social work degree at EIT.

Bev has worked for Family Works since her graduation. She is now a Social Worker for Whakamana Whānau, a family violence prevention programme that works with both victims and perpetrators of violence in the home.

Bev believes that things happen for a reason: "For me it was 360 degrees from HIPPY mum to social worker. All from that initial push from Aunty Kaye."





*Pat Wichers checks on the alpacas at her farm overlooking the Wairoa River.*

# A LIFE OF GIVING

**R**oelof Wichers grew up in occupied Holland during World War II. Starving people arrived at the family farm begging for food — giving was a matter of life and death. When soldiers came looking for Roelof to transport him to factory work in Germany, he hid in an old car body in the hay barn.

Years later, half a world away and working at Meikle's dairy farm in Havelock North, Roelof put the cows out on the road so he could meet the pretty girl who cycled past on her way to work. That girl was Pat Thawley. They were married for 59 years.

Pat and Roelof farmed on the banks of the Wairoa River. They had six children, and their wider family grew to include friends of their kids, younger siblings and troubled kids needing a bit of time out, a swim in the river and a "yahoo round the property".

"Hundreds of kids came out here over the years," Pat says. She and Roelof added an extension to the house, a couple of classrooms from a local school that would have otherwise been demolished. The Wichers' farm was a happy place.

Roelof died two and half years ago, but he's there in Pat's stories and her smile. The farm is a little smaller, and has gained a herd of alpacas. Pat (83) volunteers as a teacher aide and leads Bible in Schools once a week. She still heads out into the bush for her own "re-creation", although not as often or for as long these days.

The Wichers family has always made a difference in their community. We're honoured and grateful that they donate to PSEC's work.

# WILL POWER

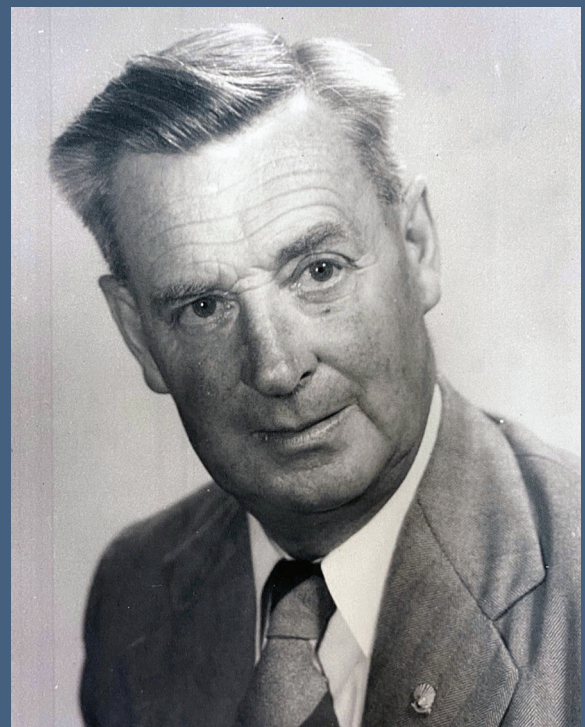
**I**n many ways, Walter Couper Miller was a man of his times. Born in Invercargill in 1901, Walter left school at 15 for a life at sea until a failed eyesight test barred him from becoming Second Mate on the *White Pine*, a 3-masted barque.

Walter found clerical work with the Shell Company in Dunedin instead, moving up through the ranks to finally retire as the Superintendent of Shell Operations in Gisborne.

Walter's Will provided for his wife and daughter during their lifetime, and then the wider community. After Walter's daughter Peggy died last year, PSEC was grateful to receive a bequest for the residual of Walter's estate.

Walter was a financially astute man. He looked after his family by investing carefully until his death in Havelock North in 1986 — and now his bequest is supporting people in need on the East Coast.

***If you'd like to talk to someone about leaving a lasting legacy to your community, please contact PSEC's Bequest Manager Roger Morrison: 06 877 8193, [roger.morrison@psec.org.nz](mailto:roger.morrison@psec.org.nz).***



*Thank you Walter Miller, on behalf of the local people you are helping today.*



# A SAFE PLACE: 10 YEARS OF TAUAWHI



**T**auawhi Mens' Centre opened in Gisborne on 2 July 2010.

Since then its history has been shaped by the hundreds of men who have climbed the stairs to the rooms above Peel Street.

At Tauawhi, they find trained counsellors and social workers who will listen without judging. They are able to chart their own course through anger management, addiction, parenting and relationship issues, and violence.

It's not always easy to climb those stairs.

"Men sometimes walk past the door for a couple of weeks, plucking up the courage to come in," says Tim Marshall, Pouwhakataki and Tauawhi Coordinator since 2010.

Tim was officially seconded from his probation work at the Department of Corrections to Tauawhi, a service of Family Works Tairāwhiti, on the day their doors opened.

Since then he has been responsible for employing staff, fundraising and tendering for new programme contracts, enabling Tauawhi to provide a safe, confidential, free service to men who may otherwise be reluctant to ask for help. He's matter-of-fact about his role over the years, and happier to highlight the contribution of many other men: Dr Paratene Ngata, Tangi Hepi, Vic Tamati and Ralph Walker, to name just a few.

The history of Tauawhi is one of stability and continuity; providing a safe place. An open forum Men's Group has run every Wednesday night since 2011. It's now so well-attended they sometimes have to move into the big meeting room at the end of the hall.

Tauawhi celebrates men who make positive change in a public way through the Men of the Year Awards every year. This year's event, planned to coincide with their tenth anniversary, has been

postponed until spring due to COVID-19.

Through this and all their work, Tauawhi acknowledges and protects mana tangata. This means that they respect the right of choice, self-determination and tino rangatiratanga.

Tauawhi is a name chosen for the centre by noted Ngāti Porou linguist Turuhira Tatare. It means 'to hug, to embrace, to support each other'.

It can take courage to climb the stairs at 71 Peel Street. Many have walked back down feeling hope that they are at the start of a new journey.

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***Ahakoā no hea koe, Ahakoā ko wai koe,  
Ahakoā he aha te raru, Ka kitea e koe he  
awhina i konei.***

*No matter where you're from, no matter who you are, no matter what the problem is, you'll find support here.*



*Tim Marshall, Pouwhakataki, Tauawhi Men's Centre, and Bruce McFadyen, Service Manager, Family Works Tairāwhiti*



# PSEC BUSINESS CONNECT

**“Bayswater sees a partnership with PSEC as a great fit with our core values.”**

**Bayswater Vehicles** 

 **HYUNDAI**

 **SUZUKI**

**W**e care about our community. Our family has been part of it for 55 years.” says Rob Townshend.

At the age of 19, Rob followed in the footsteps of his father and joined the team at Townshend Motors.

His father Charlie worked in the industry for many years until his sudden passing in 1987.

In June 1990 — at only 25 years of age — Rob established Bayswater Vehicles, which during the 1990's was a small dealership on Carlyle Street in Napier, selling Subaru and Hyundai brands.

Some doubted Rob would succeed due to his youth and lack of management experience. But he proved them wrong. Nearly 30 years on, Bayswater Vehicles has gone from strength to strength. They call their growing and valued customer base the Bayswater Family.

“We see a partnership with PSEC and its services Enliven and Family Works as a great fit with our core values.” says Rob.

We're locals, so it's good to know we're supporting locals.”

Mel Chan, co-owner and director, adds: “We've always

valued our strong links to the community. PSEC's years of experience of social service here on the East Coast has helped us connect the dots between our business and local people in need.”

PSEC's Business Connect initiative is another way of bringing communities together.

“PSEC supports older people and those living with disabilities so they have independence, companionship and choice through Enliven Services,” says Debbie Bakkerus, Head of Marketing for PSEC. “Family Works works alongside children and their families to resolve conflicts, strengthen relationships and make positive change.”

“It is because of generous community support that these services are available at no cost to local people. With corporate and local business partners alongside PSEC, more people can receive free professional support from Enliven and Family Works.”

**To find out how your business could support people in our community, please contact [debbie.bakkerus@psec.org.nz](mailto:debbie.bakkerus@psec.org.nz).**





Presbyterian Support  
East Coast

# PSEC

## SERVICES AND PROGRAMMES

### ACROSS THE EAST COAST

## TAIRĀWHITI

### F Family Works

141 Bright St, Gisborne

06 868 1399

- Social work
- Women's counselling
- Incredible Years
- Building Awesome Whānau
- Adults and Children Safety
- HIPPY
- Women's Space
- Youth High Potential

### E Enliven Community Strength & Balance

Gisborne

06 868 1399

### T Tauawhi Men's Centre

71 Peel St, Gisborne

06 868 8278

- Non-violence
- Men's counselling
- Mana Tāne
- Building Awesome Matua
- Youth Social Work
- Youth High Potential

TAIRĀWHITI



F T E

### H PSEC Head Office

87 Te Mata Rd, Havelock North

06 877 8193

### S PSEC Charity Shops

14 Joll Rd, Havelock North

06 877 5209

Cnr Gloucester and White St, Taradale

06 845 0291

47 Carlyle St, Napier

06 834 4392

HAWKE'S BAY



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F

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### F Family Works

06 876 2156

- Social work
- Counselling
- Social Workers in Schools
- Whakamana Whānau
- Te Haeranga Hou
- Tamariki Taonga
- HIPPY
- Building Awesome Whānau
- Teens and Tweens
- Fostering Security
- Incredible Years
- Tautoko Tāne (Hawke's Bay Prison)

### E Enliven Community Strength & Balance

06 281 2534

### V PSEC Retirement Villages

JH Mason Village, Havelock North  
Sheilton Village, Wairoa

### E Enliven Disability

429/a Gloucester St, Taradale

06 844 4636

Rowan

Mosaic Learning Centre

Living My Life

## HAWKE'S BAY

### E Enliven Older People

06 281 2534

Enliven Intensive Home Support

### E Enliven Day Programmes

06 281 2534

Enliven Centre

2087 Pakowhai Rd

Enliven @Sally's

34 Te Aute Road, Havelock North

Waipawa

Takapau

Porangahau

