

PSEC

MAGAZINE

MAKING A
DIFFERENCE
TOGETHER

SUMMER 2020-21 | FREE



**A community legacy to
lift social isolation**

**First teachers: learning
with HIPPY**

Angels at my door
The quiet workers of Enliven



Presbyterian Support
East Coast


FILL THE GAP FOODBANK

*Richard Nathan, Enliven Service Manager
with his son Archie*

PSEC

MAGAZINE

MAKING A DIFFERENCE TOGETHER



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Foodbank Coordinator
Family Works

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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 hāpori.

Our vision:
Communities reaching their potential.
Our mission:
Lead social change with courage and care.
Our values:
Service to communities with compassion and innovation.



HIPPY
Hawke's Bay

Sanja Majstorovic



Presbyterian Support East Coast (PSEC) has been supporting your local community for 75 years in February 2021. Celebrating our heritage also means celebrating the people who grew up alongside PSEC; people who are now senior members of our community.

We all want the older people in our lives to be able to live with dignity, to be socially connected, safe and independent.

Our focus on providing a caring and compassionate service to older people has been a feature of PSEC for many decades, and Enliven is here to stay.

When you are looking for the best care and support so that you can remain independent in your own home, or if you are looking for the best care for your parents, our Enliven service can step in and become part of your family.

When you see the little blue Enliven cars in your neighbourhood, give them a wave! Our Enliven support workers and registered nurses in your neighbourhood mean our older people and their families are getting support and care to meet their goals and retain their independence for as long as possible.

In this issue of the PSEC magazine you will find stories not only of our Enliven service, but also of people who have supported us with time, donations and practical support. We have some ways you can support us to do even more in your community — it can be as simple as donating to our foodbank.

Our heartfelt thanks to the East Coast community for your 75 years of support. We can and will do even more thanks to your ongoing generosity.



Majstorovic



Mary Mackrell came straight from her apple packing job to an interview with a new service for older people in the community, now called Enliven. She wore steel-capped boots, jeans and a T-shirt, and went back to the packing shed afterwards.

Mary became one of the service's first key support workers (KSWs). Fifteen years later, she's still at Enliven in the crucial behind-the-scenes role of Service Advisor.

"I started on a 3-month contract, because Enliven was a pilot at the time. We had two clients, one in Hastings and one in Napier. I realised within the week that I loved the work."

"Adaptability is the key. Laugh or cry, I prefer laugh, thank you very much!" The subtle blue highlights in her hair match her glasses, there's a twinkle in her eye, and her voice on the other end of the phone is calm and confident, greeting clients and support workers who ring in throughout the day.

"A client might be checking on when their support worker is visiting, a KSW might be calling in for assistance or advice or asking us to pass details onto the nurse. We're just one phone call away; they're never on their own."

Mary's great interest throughout her life – motorbike drag racing – may seem very unlike her chosen career.

But when she talks about her time as motorbike pit runner, making sure the communication lines were open, keeping pit crew in the loop and getting on with a wide range of personalities, it's clear that her motto: 'Do whatever's needed' applies across her life.

Yolande Gibson and her family moved from tropical north Queensland to Hawke's Bay four years ago.

Within 24 hours she was interviewed for the role of Enliven Lead Community Nurse Manager.

"I'd worked in theatre for over twelve years, I had been a clinical nurse and a senior practice nurse. Moving into a community role was an absolutely massive change.



"We're just a phone call away."

- Mary Mackrell, Enliven Service Advisor

"I love seeing our clients achieve their goals."

- Yolande Gibson, Enliven Lead Community Nurse Manager



But it's been really good for my nursing skills."

From the pilot scheme Mary Mackrell joined 15 years ago, Enliven is now a large, friendly team of frontline support workers, coordinators, nurses and other specialists, each with a part to play in vital community work.

Yolande assesses the needs of new Enliven clients. She talks them and their family through how Enliven's intensive home support services can best help them maintain their independence and sets up an individual support plan.

"I love seeing clients achieve their goals. Enliven is an intensive service, yes, but we're also goal-oriented – we aim for positive change." Yolande can bring in specialists to help: social workers, dietitians, physiotherapists, speech and occupational therapists. This collaborative support is the hallmark of Enliven's service.

"I've never had a quiet day at work," laughs Yolande. "I'm always problem-solving."

These problems include the social isolation and loneliness which Yolande sees every day.

"Our day programmes are another part of the Enliven service we can offer to clients. I've been on a drive to get as many people

to the Enliven day programmes as I can. And for our dementia clients, the specialised day programme at Pakowhai Road is fantastic."

One of Yolande's specialties is dementia, and she's passionate about care in this area.

"I have a lot of dementia clients still living at home. A lot of my work in this field is communication – with the family, with specialists, to make sure we're meeting the needs of the client. As the population of older people grows, so will the incidence of dementia, so we're always working towards ways to better support dementia clients and their families."

To find out more about Enliven Hawke's Bay Intensive Home Support Services, Day Programmes or Community Strength & Balance classes in Hawke's Bay and in Tairāwhiti, call:

06 281 2534

If you'd like to know more about joining the Enliven Key Support team, please contact careers@psec.org.nz for an application pack.

ANGELS IN DISGUISE

ENLIVEN OLDER
PEOPLE SERVICES

"I have people around who care about me. It's that human contact ... the conversation at the end of the day."

- Colleen Dewson
Enliven client

“Last year, two policemen ended up in my bedroom.”

Colleen Dewson, a client of Enliven Intensive Home Support, tells a story well.

“One morning around six o'clock, I was listening to the news. Suddenly there was a strong beam of light, and all I could see was two men dressed in black, standing in the doorway.”

Colleen's front door was ajar, and a concerned neighbour had called the police. After the initial shock, Colleen, a former nurse with a dry sense of humour, sent the two young policemen off with thanks and a final cheeky quip that has people still enquiring if she has 'hit on any policemen recently'.

The Enliven support workers who visit Colleen every day don't make such a story-worthy entrance, but she values their role in her life very highly.

“Enliven are a fantastic group of men and women,” says Colleen (82). She's been supported in her home by the team for six years. “Every carer from Enliven that comes through that door is just so welcome. They're angels in disguise.”

“I have people around who care about me. It's that human contact. It's especially nice to talk to another human at the

end of the day. That's the part I missed most when I lost my husband – the conversation at the end of the day.”

Michelle Biles, Enliven Key Support Team Leader, brings her a cup of tea and Colleen's daily treat, two gingernut biscuits.

Michelle has worked in the disability and aged care sector since she was 18 years old. The hours attracted Michelle to Enliven three years ago; the key support role fitted well round her five children.

She moved from Key Support Worker to Team Leader after a year, and now manages and trains the Hastings East team of Enliven key support workers.

The Key Support team is a close-knit bunch. Michelle and others say it's like being part of a family.

For Colleen and other Enliven clients, the individual support and assistance with everyday activities such as showering, meal preparation and shopping helps them stay independent and in their homes for as long as possible.

But it's the daily human contact with her 'angels in disguise', the chats, laughter and telling of stories that Colleen looks forward to most.

Photo: Michelle Biles, Enliven Key Support Team Leader with Colleen Dewson in her home

FIRST TEACHERS

KAYE PARINGATAI AND HIPPY





In September this year HIPPY Coordinator Kaye Paringatai was awarded a Rotary Pride of Workmanship Award. These awards recognise those who have gone above and beyond in their work.

Kaye is quietly spoken and modest, and looks a little overwhelmed as she recalls the award.

“I was absolutely surprised! When Pam (McCann, Family Works Service Manager) told me she’d nominated me, I thought ‘why me?’ I’m the kind of person who goes to work and gets the job done; I don’t expect anything special.”

Her nomination and award surprised nobody else. The comments on PSEC’s Facebook post marking Kaye’s achievement revealed how many people value her work.

Kaye has led HIPPY — Home Interaction Programme for Parents and Youngsters — for nearly 16 years across Flaxmere and Hastings. In this time, Kaye has helped many tamariki transition successfully to primary school, parents engage positively with teachers and HIPPY tutors go onto further education.

Kaye started her career as an early childhood teacher. The HIPPY programme had always attracted her because it centres on parents as the first and most important teachers of their children, and she applied for the role of Coordinator when it became available.

“I became involved in the community when my own children were small, first at their early childhood centre and then school. They went to Kimi Ora Community School in Flaxmere where my husband, known to many as ‘Papa Keith’, also taught. We were very involved with kapa haka. My work for HIPPY was a natural extension of all that.”

The HIPPY group usually meets at Flaxmere Baptist Church, but today Huia, Saffron, Shannen and Ka along with children Eia, Kuini and Tyler have gathered at Kaye’s house.

They first run through a role play at the dining room table. Saffron has baby Kuini on her shoulder; she’ll take these techniques home to her older daughters. Preschoolers Tyler and Eia-Pearl play with toys in the corner of the living room while the group works through the teaching and learning materials.

Tyler’s mum Shannen will complete the two-year HIPPY programme in a week. Like so many other HIPPY parent tutors before her who have gone on to other training or development, she will start as a Coordinator for Family Works’ Building Awesome Whānau programme. Meanwhile, Tyler will face his own next big step — primary school!

While it’s a serious job being your preschooler’s first teacher, for Kaye, fun is central to HIPPY. “It’s important to just be yourself. Be relaxed and have fun.”

HIPPY has three core principles:

1. People learn by doing
2. Parents can and do teach their children
3. Parents can teach and support other parents

HIPPY is based on the belief that parents are their children’s first and most important teachers.

HIPPY time is bonding time.

Many parents find they have talents they were unaware of and HIPPY is the beginning of a new phase in their life.

Two generations benefit from HIPPY;

as well as setting children on a positive pathway through education, the programme opens doors for parents into training, education and employment.

If you’d like to know more, or add your preschooler (aged between 3 and 4) and yourself to the HIPPY 2021 waiting list, please contact:

Hawke’s Bay:

kaye.paringatai@psec.org.nz

Or search ‘HIPPY Flaxmere’ on Facebook.

Tairāwhiti:

Sonya Cash

FamilyWorksGis@psec.org.nz

Main: Kaye Paringatai with Tyler and Eia-Pearl
L to R: Saffron with Kuini, Shannen with Tyler, Ka-Keriana, running through a role-play

PSEC BUSINESS CONNECT



Joe Russ (L) with Diesel, and Rod Russ of Bay Vehicle Modifications Ltd with the Enliven van close to completion. Not pictured is Deidre Russ, Rod's wife and Joe's mother, an integral member of the family business. Deidre is not always onsite as she is also Catholic Chaplain at Hawke's Bay Hospital.



A LOCAL LEGACY

The Russ family — Rod, Deidre and son Joe — run Bay Vehicle Modifications Ltd in Napier. They're also supporters of PSEC. Right now, they're handling a very important job, thanks to a generous bequest.

Walter Couper Miller provided for his family during their lifetime, and then for the wider community. PSEC was grateful to receive a bequest for the residuary of Walter's estate.

We're delighted to be able to show you one of the ways PSEC is investing this legacy in the way Walter Miller intended; to benefit older local people.

Bay Vehicle Modifications is fitting out this new Renault van. It's designed to pick up older people from their homes in Napier and Hastings and transport them to Enliven day programmes — literally lifting many out of social isolation.

Rod and Joe are putting in features that will make it a lot more comfortable to ride in: specialised seats with lap and diagonal seatbelts and grab handles, sliding windows, custom-made upholstery and a wheelchair hoist.

They do 6-8 full fit-outs like this a year in their Austin St workshop alongside other work, including modifying vehicles for ACC, NZ Lotteries and Enable New Zealand for clients with varied mobility requirements. This family's years of experience and can-do approach means they enjoy the challenge.

Meanwhile, Diesel the lab cross keeps a close eye on proceedings. He's five years old, quiet and well-behaved and has been coming to work since he was a puppy. Like Joe, he grew up in the business.

PSEC's Business Connect initiative is another way of bringing communities together. Thanks to the generosity of our donors and bequests from people like Walter Miller, local businesses like Bay Vehicle Modifications are partnering with PSEC to support local people in real, everyday ways.

To chat about how your business could support PSEC's work in the community, please contact debbie.bakkerus@psec.org.nz.

CHANGEMAKERS

PSEC DONOR | ROBYN CLAYTON

Robyn Clayton (68) describes herself as a 'realist'. She's also an angel; Robyn has been a PSEC / Family Works Guardian Angel since 2011.

That year, Robyn spotted a double page newspaper advertisement seeking Guardian Angels, regular donors who help support children in families struggling with poverty, inadequate housing, unemployment and violence.

"I thought - that's what I need to contribute to. In hindsight, I think what triggered it was that our older boy got into a lot of strife growing up, and nothing we tried worked. The fact that Family Works gets involved with the whole family, I thought, maybe that might have helped us."

Robyn is a mother of two adult sons, a grandmother, a part-time accountant and a parishioner at All Saints Taradale.

She uses a walker to get around. When she was a baby, her hip dysplasia went

undiagnosed for 18 months and despite operations, she has had mobility issues all her life.

Robyn's walker is a fairly recent purchase. After years on crutches, she finally looked into the price of walkers, believing they would be out of her price range. To her surprise, she found one costing \$300.

"If only I'd known sooner that walkers were relatively affordable," she laughs, "I wouldn't have had to struggle to get around quite so much all those years!"

Robyn's monthly contribution to Family Works over the years would have bought her many, many walkers.

This selfless generosity makes this down-to-earth, practical 'realist' a true guardian angel. We are grateful every day that we have donors like Robyn.



PSEC's Guardian Angels' regular donations help provide social services including emergency food parcels, family counselling, parenting programmes, social workers and counsellors to support families making positive, lasting changes.

If you'd like to know more about PSEC's Family Works Guardian Angel programme, please visit psec.org.nz or tick the Guardian Angel box on the enclosed donation form.

DISABILITY SUPPORT WORKER | BRE REID

Bre Reid left school when she was 16 years old and worked in supermarkets and fast food outlets. None of these jobs felt like the right fit, so when a Support Worker role at Enliven Disability's residential service Rowan came up, she decided to apply.

Rowan in Taradale provides a flatting situation for younger adults with physical disabilities. It's a lively, friendly place where the staff are guests who support flatters' everyday activities.

"I've loved it since I started," Bre says upfront. "Helping people just does it for me. It's physically challenging, but somehow it doesn't feel like hard work."

An early shift at Rowan for a Disability Support Worker starts with typical morning activities. Bre enjoys helping flatters shower, dress for the day and

have breakfast. The general housework component of the role isn't a problem, she says; it's all part of being there for the Rowan flatters.

Bre plans to stay in the health sector, perhaps training to be a nurse in a few years' time.

"Before this job, I thought I was too queasy for nursing – I couldn't handle a nosebleed, even. But now, at work, it doesn't bother me at all."

In the meantime she wants to stay at Rowan.

"I'm so grateful to be working here. This feels like a proper job. I'm doing something with my life that is actually meaningful."

If you'd like to find out more about working for Enliven Disability Services, please email: careers@psec.org.nz.



You can make a big difference close to home

FILL THE PSEC FOOD BANK



* We welcome all good quality non-perishable items, eg cans of corn, baked beans, spaghetti, tomato sauce, baking ingredients, tea, coffee, sugar, toothpaste, sanitary products, soap - the basics.



* We'll give you \$1 off every \$10 you spend on full-priced items in one transaction at a PSEC charity shop when you donate to our foodbank * Excludes sale items * Full conditions in-store.



You can make a big difference very simply and right now, by helping us make sure the families and children we work with have enough to eat.

The families we work with may have faced violence, poverty, homelessness or prison. Every story is different, but they have something in common — they're trying to change their lives for the better.

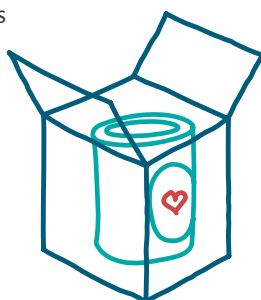
They pick themselves up every day in the face of mental and physical health challenges, anxiety and grief. They call on reserves of incredible courage.

But let's be very clear, many are at the beginning of a very hard road. Life is a challenge in a way that few of us have experienced. Our clients have to make terrible choices every day between — for example — paying the doctor or buying food. The housing crisis means that finding a rental is very difficult, and 'home' may be emergency motel accommodation.

At PSEC we're reminded every day that every one of us is potentially just a couple of traumatic life events away from being in a similar place.

Because we work right here on the East Coast, our clients could be your family, your neighbours, your friends, your whānau.

The reality of our clients' struggle is very close to home. And here, close to home, is where you can help.



If you can donate to our foodbank at a PSEC charity shop, thank you! Every donation helps, and we are always grateful for the generosity of our customers and volunteers.

Please think about donating more — if you can.

psec.org.nz/donate

Your donation will help provide social services including emergency food and grocery parcels, family counselling, parenting programmes, social workers and counsellors to support families making lasting changes.

- \$30** would provide a bathroom essentials pack: sanitary products, soap, toothpaste, toothbrushes.
- \$40** would provide emergency food and clothing to tide over a family in a crisis situation.
- \$50** would provide the equivalent of school breakfast and lunches for a week during school holidays.
- \$80** would stock up on the basics for a large family faced with a traumatic life event.
- \$100** would provide a Christmas pack including a small ham and age-appropriate presents for children to a family who would otherwise go without.

Visit psec.org.nz/donate or fill out the enclosed donation form.

PSEC Charity Shops • 14 Joll Road, Havelock North • Cnr Gloucester & White St, Taradale • 47 Carlyle St, Napier

To Hastings New World management who display and customers who regularly fill a PSEC food donation collection box at the checkout. Thank you for your ongoing generosity!



FAMILY WORKS FOR PARENTS



Building Awesome Whānau (0-10 yrs)

Tweens and Teens (11-16 yrs) *Hawke's Bay only*

HIPPY: (3-4yrs)

*(Home Interaction Programme for
Parents and Youngsters - Preparing for school together)*

Hawke's Bay

Tairāwhiti

06 876 2156 • 06 868 1399

FamilyWorksHB@psec.org.nz

FamilyWorksGis@psec.org.nz



ENLIVEN DISABILITY SERVICES

**Living My Life (ACC)
Very High Needs Support
Transition from School
Private one-on-one support
Pathway Mapping and Support
Circle Facilitation**

Call for an appointment:

06 844 4636

EnlivenDisability@psec.org.nz



PSEC IN YOUR COMMUNITY

Our Service Managers:



Mary Wills
*GM Social Services
Family Works Tairāwhiti (Acting)*



Pam McCann
Family Works Hawke's Bay



Andrew Wordsworth
Enliven Disability



Richard Nathan
Enliven Older People



ENLIVEN DAY PROGRAMMES

**Group activities
Companionship and outings
Strength & Balance and Tai Chi**

Sally's Place, Havelock North

Waipawa

Waipukurau (NEW)

Takapau

Gisborne

Porangahau

Book your place:

06 281 2534

Enliven@psec.org.nz



**Presbyterian Support
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**Family
Works**