

# PSEC

## MAGAZINE

PEOPLE HELPING PEOPLE

NGĀ TĀNGATA  
E ĀWHINA ANA  
I NGĀ TĀNGATA



WINTER 2023 | FREE

**Hope and potential**  
Family Works

**Cadetship is gold**  
Enliven Disability

**Flood recovery**  
Rowan House

**You set the goals**  
Enliven Older People

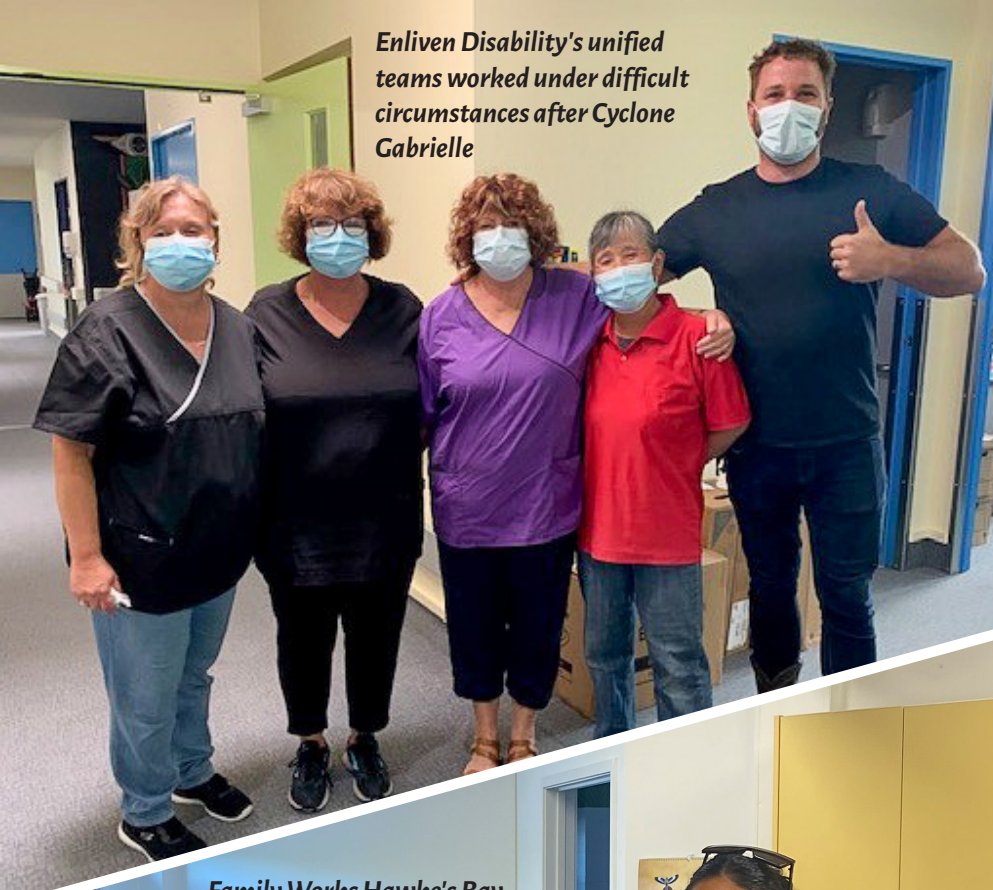
**Meet Carlotta**  
Service Manager

Find us on 



**Presbyterian Support**  
East Coast

*Enliven Disability's unified teams worked under difficult circumstances after Cyclone Gabrielle*



*Family Works Hawke's Bay made volunteer lunches following Cyclone Gabrielle*



*Enliven Older People services worked in the dark the morning after Cyclone Gabrielle*



# PSEC MAGAZINE

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Te Matakite  
E nanaiore ana te pito mata o ngā hāpori.  
Te Kawenga  
Me māia, me kumanu te arahanga i te  
panoni pāpori.  
Ngā Whanonga Pono  
Kaitiakitanga | Whanaungatanga |  
Kotahitanga

**Vision**  
Communities reaching their potential.  
**Mission**  
Lead social change with courage and care.  
**Values**  
Guardianship | Connections | Unity



PSEC CEO

Sanja Majstorović



ENLIVEN OLDER PEOPLE  
INTENSIVE HOME SUPPORT

# TOGETHER WE SUPPORT PEOPLE FROM ALL WALKS OF LIFE

Unity has defined the early part of 2023 for us. When Cyclone Gabrielle hit, our staff and volunteers acted quickly to help clients, one another, and our communities.

Despite the difficulties we had, it was encouraging to see everyone pull together to support as best we could under the circumstances. We are proud of the hard work, ability, and commitment of our staff who made this achievement possible.

In this magazine issue, we feature our Enliven Older People services, give updates on the flood recovery at Enliven Disability in Taradale, and highlight a cadetship programme and the vital work of our Family Works teams.

A focus of our Strategic Plan 2030 is to provide services where we can make the most positive difference to people's lives. We aim to do this sustainably through our wide range of services for disabled people, older people, and children and whānau. We're working together to see people from all walks of life reach their potential. Kotahitanga, one of our PSEC values, guides us as we aim to lead social change on the East Coast in a unified way. We are humbled to be a trusted community organisation since 1946.

**Kia ngākau tapatahi te mahi tahi o te katoa i runga i te whakaaro kotahi.**

*Everyone working together with one heart and one purpose in mind.*

**Let's work together to achieve something greater than ourselves!**



**"SO GRATEFUL FOR SUCH PERSONAL AND PROFESSIONAL HELP. THANK YOU."**  
CLIENT FEEDBACK



*Majstorović*  
Sanja Majstorović  
CEO, PSEC



Visit [psec.org.nz](http://psec.org.nz) to donate

# SURPRISING TYPES OF FAMILY HARM

**F**amily harm is complicated. It affects people from all suburbs, ages, and socioeconomic backgrounds. A common myth is that family harm results only from physical violence, but emotional and psychological issues cause damage too. Leanne, a Clinical Team Leader at Family Works Hawke's Bay, highlights that even exposure while a child is still in the womb or hearing arguing behind closed doors can have a major impact.

It's not surprising that our Social Workers in Schools (SWiS) have noticed more anxiety in students following Cyclone Gabrielle. An otherwise happy family can become unstable after uncontrollable events like financial hardship, housing problems, or a natural disaster.

Children who go through changes to their surroundings, or whose carers have become unsettled, can feel unsafe, afraid, and struggle to manage their intense emotions.

**"A common myth is that family harm results only from physical violence, but emotional and psychological issues cause damage too."**

Riley's\* case is an example of how our team empowers children to manage overwhelming feelings. Riley is a brilliant student but was frustrated at school and only knew how to express that through anger. This behaviour

was affecting Riley's academic and social life, as well as their self-esteem. The school assumed they were naughty, and Riley's parents didn't know what to do. With the help of our social worker, Riley learned how to understand and control their anger and have since taught others to do the same. Riley is excelling at school. This positive story is one of many where a child was given the tools they needed to succeed.

Family Works supports individuals and whānau who can't overcome problems on their own and so are at risk of facing a bleak future without support. School attendance, antisocial behaviour, cultural or community isolation, distress, grief, trauma, and relationship challenges are examples of their unmet needs. Most people want their families' lives to be better, but they might be unwell, in a no-win situation, or they might not know what to do. While one family may need extensive wraparound services, another can often move their children forward after a short parenting programme. Even the minority of parents who get stuck often have reasons behind their behaviour and need our support. Leanne believes that if we just look, it's easy to find nuggets of potential in each child and family.

**"Fighting behind closed doors can have a significant impact on a child."**

Leanne has been a social worker for fifteen years and is most happy in her SWiS team. She loves helping not only children but also their families. Experience has taught Leanne that support for the whole family is crucial for systemic change. When locals are supported through their issues,



big or small, it builds and maintains a strong community. Family Works sees first-hand the benefits from hope-filled decisions that families make when supported with their collaborative approach.

**"If we just look, it's easy to find nuggets of potential in each child and family."**

We rely on financial support to do this vital work. Donations help provide access to a specialised team with a strong family harm skillset. Each donation helps give children and families the support they need to live

happier, more fulfilling lives. By joining the effort to keep locals safe, connected, and strong, you can change your community and help more children to reach their unrealised potential.

*\*Name changed for privacy.*

**Thanks for your support!  
If you can help, please visit  
[psec.org.nz](http://psec.org.nz) or call 0800 002 953  
to donate or learn more.**



## You can keep local children safe

*We're here to support everyone on the East Coast, no matter who they are and where they come from. We may be supporting your friend, brother, or neighbour and they may be struggling with family harm. It's not their fault and all they want is for their kids to be safe and happy.*

That's why we have Family Works Guardian Angels, people like you who donate regularly and get updates on how their contributions change lives. We're humbled by how committed our regular donors are. They are part of a solution-based approach that is rebuilding families and restoring children's lives. **Thank you for your support!**

**To become a Family Works Guardian Angel:**

**Visit [psec.org.nz/guardian-angel](http://psec.org.nz/guardian-angel)**

**Email [guardianangel@psec.org.nz](mailto:guardianangel@psec.org.nz)**

**Call 0800 002 953**



# VISIT A PSEC CHARITY SHOP

## Havelock North

14 Joll Road

Monday to Friday 9am–4pm

Saturdays 9am–1pm

Call 06 877 5209

## Taradale

Corner of Gloucester and White Street

Monday to Friday 9.30am–4.30pm

Saturday from 9.30am–1pm

Call 06 845 0291

**E**ach PSEC Charity Shop has a distinctive style. In Havelock North, the shop is well known for quality clothing at fantastic prices. Turnover is brisk so you will always find something fresh. In Taradale, the shop offers an eclectic mix of clothing, bric-a-brac, and small household and electrical goods. If you love all things vintage, the Taradale shop is a must-visit.

At the heart of our two shops is sustainability and giving back to the community through PSEC's work. When you shop with us the proceeds support local disabled people, older people, and children and families. Second hand shopping is cost-effective so it's good for you, the community, and the planet!

Our shops can only contribute to PSEC's work with the help of our loyal volunteers. If you're new to the area or want to widen your social circle, volunteering is a fun way to meet people from all backgrounds, share your talents and skills, and make a genuine difference. We would love you to be part of our vital work on the East Coast.

## To volunteer:

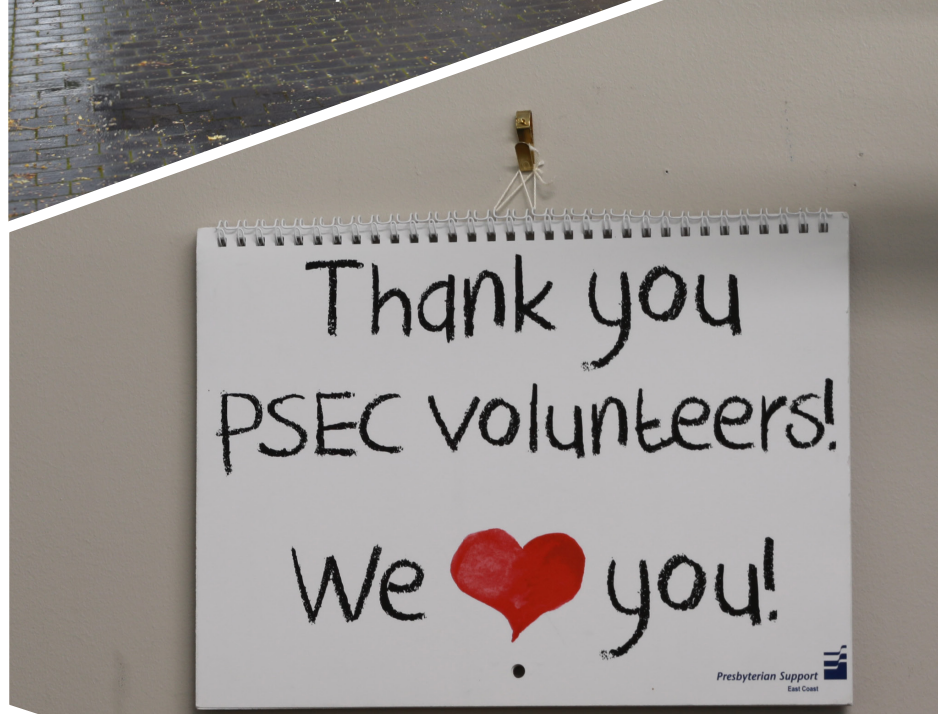
Call 06 877 8193 ext. 703

Email [volunteer@psec.org.nz](mailto:volunteer@psec.org.nz)

Visit [psec.org.nz/volunteer](http://psec.org.nz/volunteer)



Our Taradale shop on Gloucester Street



Our Havelock North shop on Joll Road

# ENLIVEN CADETSHIP IS GOLD

A DISCOVERY OPPORTUNITY



**A** twelve-week on the job training programme at Enliven Disability is working well, for both the service and recruits. The cadetship opportunity is in partnership with the Ministry of Social Development and aimed at giving jobseekers a chance to try their hand at working in the health sector. Staff working with those who have finished the cadetship and been offered permanent positions describe them as “absolute gold” team members.

The cadetship can be tough because you need to juggle learning on the job with completing your New Zealand Certificate in Health and Wellbeing (Level 2) qualification. No prior sector experience is needed. There’s a range of welcoming personalities on the team who work well together because everyone’s focus is on supporting our younger disabled people.

A Support Worker job is not for everyone. Enliven Disability staff have unique personal motivations for doing their important jobs. One in our team enjoys making people happy, while another values the professional progress. You need to be a hard worker and passionate about supporting others to excel in a disability job that is both challenging and rewarding. The cadetship is a good opportunity to see if Enliven is the right fit for you while getting qualified.

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**If you’d like to find out more about the Enliven Disability cadetship programme, email [enlivedisability@psec.org.nz](mailto:enlivedisability@psec.org.nz)**

*Pictured above is a flatter with an Enliven Disability team member*



# RECOVERY: SHOWTIM

**R**owan House in Taradale is home for twenty-two young disabled people, but unfortunately, Cyclone Gabrielle caused flood damage to around a third of their rooms. A new project is underway to restore the damage as soon as possible, so that residents can get back into all the spaces. The reinstatement involves stripping out and re-fitting various areas of the facility, including kitchens, bathrooms, and wall linings, drying out of the building cavities to prevent mould forming, and the removal of silt deposited by the flooding.

The adventure is off to a good start partnering with Proactive Management Ltd (PML), a specialist project management company who manages commercial property construction projects and with particular interest in healthcare work. Their team has squeezed in this important work, recognising the significance of getting the young residents back to all parts of their homes quickly. PSEC values a long-standing connection with PML's Nick Ward, "We are stretched for

resource but will always find time to help out the good people at PSEC. We admire and respect what PSEC do in the community and want to help with ensuring that flatters are only displaced from parts of the Rowan facility for the least possible time."

**"Working at Rowan House is always interesting, especially when flatters, who like to act as 'Site Foremen', show so much enthusiasm in the project works. Although they're eager to get on the tools to help upgrade their homes, they keep a safe distance outside of the health and safety barriers."**

Nick Ward, PML

PML's involvement in flood recovery is not their first project with PSEC. In 2010, PML project-managed the

construction of the new twelve-bedroom Rowan House and has since worked on a variety of projects including a new cottage, the upgrade of Hillsbrook building in Havelock North, the remediation of Mosaic Creative Space also in Taradale near Rowan, and the preparation of five-year budgeted maintenance programmes.

Enliven Disability offers support tailored to the specific needs of each person and their journey. Our work is guided by the Enabling Good Lives principles. The experienced team focus on supporting each person to understand themselves and their aspirations in life and provide support for them to achieve their goals.

**To learn more about Enliven Disability, or to follow the new beginnings at Rowan House, visit [psec.org.nz](http://psec.org.nz)**

*Pictured above are PSEC staff with Nick Ward (PML), Jules Davis, Scott Mogford and Holden Parsons (Davcon Construction), and Scott Dunnett (QSpec). Pictured right is flooding caused by Cyclone Gabrielle and our flatters being evacuated on 14 February led by emergency services.*





# ME AT ROWAN HOUSE

The top priority right now is to get our young disabled residents back into their homes as soon as possible. Unfortunately, due to the urgency, there isn't a suitable temporary accommodation available for them, but we also need to ensure that the repair work is not rushed and done thoroughly so that there are no moisture-related problems down the track.

Although we are insured, there is a shortfall that needs to be covered to get Rowan House fully repaired fast. We urgently need your financial support to speed up recovery for our Enliven Disability families. If you can help, please consider donating.

## Thank you for your support.

To donate visit [psec.org.nz/appeal](http://psec.org.nz/appeal), call 0800 002 953, or bank transfer\* 03 0658 0005676 06.

\*Please use reference 'Rowan' and email [donations@psec.org.nz](mailto:donations@psec.org.nz) for a tax receipt.





Caroline has worked as the Family Works Tairāwhiti's Social Service Manager for the last two years and has been with PSEC for five years. "My parents were from Waipiro Bay and Tokomaru Bay on the East Coast of Gisborne, I was born in Gisborne and grew up in Wellington." Caroline remembers her parents bundling her and the siblings up every holiday to visit whānau in Tokomaru Bay. In 1990, following a family member's tangi, Caroline made the decision to move back to learn about her whakapapa and connections to her hapū and iwi. Caroline worked at Te Puia Hospital as the Board Secretary for the newly formed Ngāti Porou Hauora (NPH) and later became Primary Health Care Manager. She's grateful for the opportunity and support from pakeke NPH Board members who encouraged her throughout her professional development. Her social conscience and commitment to working with whānau grew out of both her personal and professional experiences on the East Coast. "The people here are unique,

they are authentic, real, and incredibly resilient in the face of adversity," Caroline says, "We are connected through whakapapa so providing the best accessible, affordable, appropriate support is more than just a job, it becomes personal". Caroline enjoys working for PSEC with values that align with her own. "Working with managers, leaders, and a Board who walk the talk and focus on people and communities provides that strong foundation that supports us in the work we do."

If you need help overcoming challenges, please visit us. We can advocate and support you by giving you information you need to make the right decisions for you and your whānau. We are open Monday to Friday from 9am to 4.30pm at 64 Customhouse Street, Gisborne. Look for the green door. Nau mai, Haere mai.

**Family Works Tairāwhiti  
Te Whare o Te Pā Harakeke  
Call 06 868 1399, or email  
adminFWgisborne@psec.org.nz**

## SERVICE MANAGER | CARLOTTA BAUER-EDWARDS

Carlotta is the new Family Works Hawke's Bay Service Manager. Carlotta has been with PSEC for six years. "I was born in Germany. When I came to Aotearoa New Zealand fifteen years ago, I quickly saw systemic injustices and how many people were struggling and suffering, and this motivated me to study social work." Carlotta worked at what was then Child, Youth and Family and after starting a family of her own, joined our Family Works team. Carlotta has worked in a range of roles at Family Works including Social Worker, Senior Practitioner, and Team Leader for a team of counsellors, social workers and programme facilitators. Becoming Service Manager is a good progression because of the solid ground level experience that Carlotta has in the service. "The past few years have given me a good grounding to understand what our frontline people need and

are doing, where the gaps are, and how to engage with and help tamariki and whānau that need support." Carlotta likes that PSEC values training, "I enjoy that PSEC allows for professional development because you don't only need to be passionate to do this work but have a high level of skill as well. We are a professional team." Working in the community can be difficult, often you are dealing with people's trauma, anxiety, and grief. "A big focus for me is on staff wellbeing, making sure that our team feels supported in and passionate about their work and ready to give it their best to create and maintain positive change." Come and visit us weekdays 9am to 4.30pm at 104 Lyndon Road West, Hastings.

**Family Works Hawke's Bay  
Ngā Ararau  
Call 06 876 2156, or email  
familyworksHB@psec.org.nz**



# You set the goals

## Enliven Older People



*Enliven nurses are part of the team that support older people to stay independent and connected*

After a fall, stroke, or illness, it's common for older people to think that their days of living at home are ending. Although significant shifts in wellness or ability are life changing, with the right home support, older people can get stronger and continue to live in their own homes.

At Enliven, we work with older people and their families to set their own goals. Goals might be to improve after a stroke, to get out of bed without help, or to walk unassisted and get back to socialising at bowls. "It's rewarding seeing the enjoyment people get from returning to the activities they used to love," says Narelle, a physiotherapist at Enliven since 2006. "People often think that falls are a normal part of ageing, but they are not. I reassure our clients that if we can strengthen and stabilise them, we can prevent them from falling, and if we can do that, they're less likely to end up in hospital or in a rest home. I explain to clients there's no age restriction on getting stronger and that you can never be too old to improve. It's exciting seeing clients change their mindsets about this."

"I'm still working at Enliven seventeen years later because I've seen that what we do works!" Our clients won't always see the same support worker; instead, they'll meet a range of people, this can help address social isolation.

**Whether you or your relative is at home or in hospital, ask a doctor to refer you to Enliven services.**

**To receive the Enliven Older People newsletter:  
Call 0800 436 548  
Email [enliven@psec.org.nz](mailto:enliven@psec.org.nz)**

We prioritise quick assessment and planning because maintaining independence in one's own home and in the community depends on it. Some services can have lengthy wait times; "When you see community clients waiting 60–80 days to get help, or 30 days just to be issued a walking frame, then you realise how amazing our Enliven service is."

Seven days a week, from 7.00 am to 7.30 pm, a whole group of specialists provide support to older people in Napier and Hastings. We have nurses, physiotherapists, dietitians, occupational therapists, speech and language therapists, social workers, and support workers in our professional team. For older people looking for social activities, exercise, and a bit of fun, Enliven Havelock North offers community day programmes. It takes a team working with clients and their families to keep our older people living independently and feeling connected in our community.



*Narelle, physiotherapist*

# WE ALL SHARE THE SAME VISION OF SOCIAL CHANGE ON THE EAST COAST FOR



## DISABLED PEOPLE

[enlivendisability@psec.org.nz](mailto:enlivendisability@psec.org.nz)  
06 844 4636

*enliven*



## OLDER PEOPLE

[enliven@psec.org.nz](mailto:enliven@psec.org.nz)  
06 281 2534

*enliven*



## CHILDREN AND FAMILIES

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06 876 2156  
[adminFWgisborne@psec.org.nz](mailto:adminFWgisborne@psec.org.nz)  
06 868 1399

 Family  
Works

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Bank transfer: 03 0658 0005676 06

Please include your last name and phone number as reference

*For a tax receipt, please send your contact details to [donations@psec.org.nz](mailto:donations@psec.org.nz)*

We can come to you with a mobile EFTPOS machine in Napier and Hastings