

· AUTUMN/WINTER 2021 ·

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Caring | Enabling | Supporting

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THE TE ARA WHĀNAU MODEL

FAMILY WORKS' UNIQUE
STYLE OF PRACTICE

SHOPS IN ENLIVEN HOMES

– Enhancing independence

FAMILY DISPUTE RESOLUTION

PROVIDING FOR FAMILY WELLBEING

ENLIVEN RESIDENTS TRAVEL THE WORLD

WITHOUT LEAVING THEIR HOME!

MEET JOE – PSC'S NEW CEO

WE ASK HIM SOME
IMPORTANT QUESTIONS



Presbyterian Support
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A WORD FROM OUR NEW CHIEF EXECUTIVE



New PSC chief executive Joe Asghar

Kia ora and welcome to the latest edition of Central Focus. I trust you will enjoy the range of articles, and insights from staff and residents that it contains. Now that I have been part of the team here at Presbyterian Support Central (PSC) for a few months, I thought it might be useful to share my initial impressions and observations.

When I first considered applying for the role of CEO I knew little, if anything, about PSC. Like many, I had assumed it was run by the Presbyterian Church, that Enliven homes and Family Works were separate for-profit businesses being run on the same terms as some of the larger known market brands – how wrong I was!

While the organisation looks to make the best return on everything that we do, that return is put back into the business to better the support that we provide for our whānau be they residents, clients or those living in our retirement villages. The organisation is a not-for-profit and indeed a charity. As one of our Board members recently reminded us, we are not for profit but not for loss either! So thank you for all your generous support and continued donations.

Reflecting on this, two words that jumped out at me from PSC's Constitution were vulnerable and needy. These words embody why we do what we do to support and care for those who require our services. This philosophy has been captured in our Aronga (our purpose) – 'We make a positive difference in the lives of those we serve. Their future is in our care.'

The care, support and love the staff show to those who live with us or use our services is being recognised.

In fact, as I have started to make my visits around some of our sites, I have seen both the Family Works and Enliven philosophies actively lived. The way people are greeted, welcomed and served at our premises is a testament to the caring and professional approach by those who work and volunteer for PSC.

At the same time, I've had the privilege to meet some residents that we share our homes with. The life stories, interest, joy and handywork they shared convinced me that I have made the right move to a truly awesome organisation that lives up to its values.

Alongside this is the amazing Senior Leadership Team that I have working with me – their innovation and creativity is a pleasure to see and they bring a breadth of skills to help us sail the ship in the right direction. Of course, this gets delivered through the direction and relationship with our committed and supportive Board under the leadership of our Chair Peter Sherwin – who has most definitely helped me settle into the new seat.

I can't finish without mentioning the word of the decade – 'Covid'. The profound and unintended impact this has had on clients, residents, staff, whānau and us as organisation is too big to describe. Thank you to everyone who has supported our staff through these uncertain times.

Kia kaha

Joe Asghar
Chief Executive

- Turn to page 16 for our Q&A with Joe.



SHOPS IN HOMES

Twice a week in the afternoon, Huntleigh Home residents Diana Felagai and Bronwyn Hayward can be found running the Karori home's shop.

The shop – named The Trading Post – was established in 2015, prior to Diana and Bronwyn moving in, and has become a special place for everyone, Huntleigh Home diversional therapist Annelize Steyn says.

The Trading Post is located in one of the home's lounges and offers ice creams, lollies, chocolate, snacks, and personal hygiene items.

“When we tell everyone that the shop is opening their eyes light up!” Diana says.

“It’s really customer-driven,” adds Bronwyn. “It becomes a little place of pleasure; I really look forward to it.”

When the shop is open, Diana notes down the customers’ orders in a book and Bronwyn fills the orders.

Since they started looking after the shop, Bronwyn says they’ve listened to the residents’ requests and included new items such as gluten-free food.

Outside of the shop’s opening hours, Diana and Bronwyn are kept busy doing stock takes, ordering more items, setting prices, making sure the books are in order, and making up lolly mixtures.

“We do it for love,” Diana says.

She adds the time spent making up the lolly mixtures is all worth it when they see the reaction.

“The residents’ faces always light up when they’re looking through the mixtures and they find their favourites!”



Huntleigh Home residents Bronwyn Hayward (left) and Diana Felagai look after the home's shop.



Supporting independence

“A resident shop provides independence for those who cannot go out to a supermarket on their own,” says Enliven Business Operations Manager Suzanne Simpson.

“Having a shop in a home provides residents with choice, and therefore independence and control.”

At Longview Home in Tawa, residents and staff have worked together to come up with a name for their shop and what items should be stocked.

The Pukeko Pot opened at the home in late 2020. Longview Home recreation officer Ann Das says residents were asked for name ideas at one of their regular afternoon tea meetings.

“One of our residents suggested it should be named after a bird, as the different wings of our homes are named after native birds.

“Everyone eventually agreed on Pukeko Pot as it had a nice rhyming sound.”

Ann opens the shop each Thursday afternoon. After receiving feedback from the residents, she

started opening the shop at the end of lunchtime so residents can stop there on their way out of the dining room if they need anything.

“More people are coming out and interacting when the shop opens,” says Ann. “It’s similar to what some of them would have had as an old routine – popping out to the shop.”

So far Ann says the most popular items have been Peanut Slabs and ice creams – especially over the summer months.

She says the residents are excellent at providing feedback on how the shop is run and offer helpful ideas on what else to stock the shelves with.

“I’ve had requests for things like greeting cards, so I’ll add to it over time.”

Make sure you check out Enliven’s own online shop! www.ShopEnliven.org.nz



PARENTING FROM PRISON

For almost three years, Family Works staff in Wellington have been taking their Growing Together parenting programme into Rimutaka and Arohata prisons.

Growing together

The Growing Together programme has run for 20 years and has developed over that time to incorporate Māori perspectives and processes.

Family Works staff liaise with staff from the Department of Corrections, who provide possible programme participants for each group. The programme is open to parents who have at least one child younger than 13; an expectant parent; a primary caregiver of children; and Youth Unit prisoners who are not yet parents but wish to be in the future.

Prior to the group work, Family Works staff meet with each potential participant to get to know them, and

learn about their children and whānau. Then individual goals are set with each participant.

Over the years the programmes have been delivered in different units of both the Rimutaka Men's Prison and Arohata Women's Prison. There are a maximum of nine participants in each group, and five two-hour sessions are delivered as part of the programme.

The group sessions are sharing and supportive environments, where topics such as parenting styles, emotional needs of children, discipline vs. punishment and the importance of play are covered.





Learning how to be a parent – in prison

Hone*, an inmate at Rimutaka Prison, had four children younger than 16 and did not know how to parent them.

He had spent so much of his life behind bars that he hadn't had the chance to learn about parenting and child development – let alone get to know each of his kids.

Once Hone started attending a Growing Together parenting programme provided by Family Works staff at the prison, his eyes opened up to the world of child development.

He learned all about children's milestones and how important it is for them to have the basics – such as a home, food, warmth,

security, and routines so they could thrive.

Hone was so enthusiastic about what he'd learned after each group session that he'd call his partner – the mother of his children – and talk to her about what had been discussed, and how each of their children could benefit from this new knowledge.



Opening up

Michael* admitted he didn't know how to communicate with his three children when they came to visit him in prison.

Prison is where Michael felt most comfortable, having become a gang member behind bars and having his 'brothers' watch out for him.

Michael's upbringing was happy – he lived in the countryside

and had supportive parents who provided well for he and his siblings.

It wasn't until Michael moved into the city and began to drink and take illicit drugs that his life started to go off the rails. When he needed more money for drugs, Michael burgled a shop using a firearm and was sentenced to prison.

Michael enjoyed the group sessions that covered communications and started using some of the new techniques he learned when his children came to visit. After that, he found it started to get easier to talk to them and listen to their stories.

Finding the hurt within

For Sandra* the group helped her to get insight into her own behaviour. She had been imprisoned for physically hurting one of her children so badly that he had to be hospitalised.

Sandra attended the group initially to learn how to manage her son's behaviour but was surprised to learn about her own.

Growing up as the eldest child, Sandra's father had made it clear

to her from a young age that he wished she had been a boy and treated her like one. Sandra was the eldest of five girls and they were all harshly treated by their father.

Sandra explained to the group that she did not know any other ways of discipline other than what she had received growing up.

Hearing the different parenting styles was powerful to Sandra as

she could then see how she was parented, how she parents her own children and how she could change her behaviour.

**Names have been changed to protect the identities of the clients.*

Find out more about Family Works' services - call 0800 FAM WORKS or visit www.familyworkscentral.org.nz



Enliven's Reevedon Home was a bequest from Mr and Mrs Elsdon Clark in the 1970s.



Sir Denis Blundell opens Reevedon Home in 1975.
Photo: Horowhenua Historical Society Inc.

A LOOK INTO REEVEDON HOME'S PAST

Enliven's Reevedon Home is a Levin community icon, with connections to another well-known Horowhenua name – the Clarks.

Mr Elsdon Clark donated he and his wife Mrs Alma Clark's home and grounds to then-named Presbyterian Social Services in 1973 following the passing of Mrs Clark.

Clark is a familiar name in Levin, going back to the 1800s when Elsdon's father William Mace Clark bought out the business of Te Aro House, Wellington, which he'd moved to Levin to manage.

The family's legacy lives on through commercial and residential properties still owned by members of the extended family – with some still residing in Levin.

Reevedon's name is actually derived from Mr Clark's Christian name, Elsdon, and Mrs Clark's maiden name Reeve – hence Reevedon.

After the initial donation of land in 1973, further land was also bequeathed in Salisbury Street to make possible the creation of the neighbouring Reevedon Village, also operated by Enliven.

Reevedon Home was officially opened by Governor-General Sir Denis Blundell in October 1975.

Today, residents at Reevedon Home and Retirement Village make the most of its beautiful grounds and central Levin location.

They can also be found socialising together, whether it's playing bowls, bingo or doing some baking.

Reevedon Home provides rest-home level care, as well as respite options and an engaging day programme. The neighbouring retirement village has 29 one- and two-bedroom villas just a few minutes' walk from Levin's main shopping centre.

You can contact Reevedon Home on 06 368 7900.



PROVIDING SUPPORT WHERE THE NEED IS GREATEST

Retiree Murray Eggers believes in the work done by Presbyterian Support Central and wants to help further the work of the not-for-profit. Murray, who lives in Kāpiti, has chosen to leave a bequest to PSC in his Will.

Murray was raised Presbyterian and had a strong connection with the church during his years growing up in Upper Moutere, in Nelson, and then in Wellington.

“I went through bible class and everything,” Murray remembers.

“When I got older and moved to Wellington I became an elder at St Ninian’s Church in Karori. I also had a lot of involvement with St Andrew’s on the Terrace.”

When Murray started thinking about his legacy, he decided he wanted to leave a bequest.

As well as being involved with the church, Murray was already a member of PSC and supported the work it was doing.

“I thought of Presbyterian Support immediately,” he says when it came to thinking about his Will. “It was a very easy decision to make.”

Music and travel

Another important part of Murray’s life is classical music. His partner Claude was a cellist for the New Zealand Symphony Orchestra (then called the National Orchestra) in the 1960s.

Following Claude’s passing in 1982, Murray has remained a strong supporter of the NZSO and still enjoys attending their performances. He has also decided that half his bequest will go towards the NZSO.

Murray took his first overseas trip to Sydney in 1966, starting a lifelong love of travel. Following that, he and Claude spent a year on an OE in London.

Murray has also spent many holidays in Honolulu, travelled the mainland United States, many European and Eastern European countries, Russia and Morocco.

His love for going abroad was also reflected in his career, as Murray worked initially as a journalist and then became the editor of the marketing division of the then-named Tourism Board.

The Covid-19 pandemic unfortunately means any further overseas travel has been put on hold for Murray.

While at home, he enjoys producing daily records of the weather in Kāpiti and the region, and produces a short column on it for the local newspaper.

He is also an avid writer of letters to the editor – having written about 1,000 over his lifetime.

Making a difference

PSC planned giving advisor Gail Plamus says bequests make a “huge” difference to charities such as PSC.

“They can support families in need to receive counselling services – and there are so many areas that need that.”

When someone makes a bequest they are welcome to determine where they want the money to be used, Gail says.

A bequest to PSC could help children and families unable to afford support services, but who do not fit the government funding criteria to access the help that they might need.

It can also cover the ‘extras’ for residents of Enliven homes to provide things such as specialist dementia care.

Murray says he is happy for his bequest “to go to where the greatest need is”.



> Murray Eggers has chosen to leave a bequest to PSC in his Will.

HOW DO I MAKE A BEQUEST TO PSC?

You can remember Presbyterian Support Central in your Will in several ways:

- 1. A SPECIFIC GIFT:** You can choose to leave a specific amount of money, real estate, shares or any gift you wish to nominate.
- 2. A PERCENTAGE:** You can leave a nominated percentage or fraction of your total estate.
- 3. A RESIDUAL GIFT:** After providing for your family, you can nominate that you want to leave part, or all of what's left of your estate to PSC.

If you would like to find out more information about leaving a bequest to Presbyterian Support Central, please contact Planned Giving Advisor Gail Plamus on 04 439 4929.

PROVIDING FOR FAMILY Wellbeing

When a couple experiencing separation need to go to a dispute resolution service, it is important that the wellbeing of the whole family is accounted for. *Central Focus* speaks with Family Works Resolution Service (FWRS) Manager Rebecca Pohe about how the service lives up to this Kaupapa.

Rebecca Pohe joined the FWRS team in October last year. For more than 26 years she has worked with diverse family/whānau and community groups, including 13 years in the UK in child protection.

She says couples going through mediation will likely be experiencing other stresses that might make finding their way to a mutual resolution even harder.

“It’s important for people to be able to function in and out of their lives during mediation. If there is a disconnect, other things tend to slip.”

She says because the dispute resolution service is part of Family Works Central, it means there is easy access to wraparound services that can further support couples or whānau who are vulnerable or need the extra support.

“We want to emphasise making sure people are looked after and respected in that way.

“We’re enabling people to show them what support is out there and, especially for the kids, that the separation goes smoothly.”

Financial pressure

A crucial stress point during a separation can be finances, Rebecca says.

“We get so many clients calling us who are so stressed about the cost of mediation.”

Family Dispute Resolution supports parents or carers to reach decisions around childcare without the need to go to the Family Court.

If mediation goes to the Family Court and a lawyer is required, it could cost up to \$400 an hour in lawyers’ fees.

Rebecca says the dispute resolution service is funded by the Ministry of Justice so families who need help may qualify to have the full cost of mediation covered, and if not, the most they will pay is \$448.50 – a fraction of any lawyer’s fees.

The service provides 12 hours of mediation, including Coaching and Voice of the Child sessions, over a 12-month period.

Rebecca says an assessment session is held prior to mediation to see if mediation is suitable and that there is a way forward for a couple to come to a mutual solution while keeping their children’s best interests in mind.





“We’re enabling people to show them what support is out there, especially for the kids.”

Rebecca Pohe
Family Works Resolution
Service Manager



Voice of the Child

After gaining the contract to provide dispute resolution services in 2014, Family Works quickly realised something very important was missing from the process – the voice of the child.

With funding from the Todd Foundation, Family Works collaborated with mediators, the Ministry of Justice, UNICEF, the Children's Commission and others to come up with a unique solution.

Called 'Voice of the Child', the process gives families a chance for a specially-trained children's voice practitioner to meet with their children in a neutral and safe space. This provides the children an opportunity to share their thoughts and feelings on important topics related to their childcare and what they want out of the new family situation.

The practitioners and the child will agree on what the child wants shared with their parents during the mediation process.

These sessions are offered to any couples who have children over the age of five. Rebecca says the sessions can be extremely valuable for an outcome in mediation, and she would love to see more children take up the opportunity to have their voice heard.

Cultural practices

Another area Rebecca says they are working to strengthen is training staff to work with clients from different cultural backgrounds, and how it aligns with their requirements under the Te Tiriti o Waitangi.

She says that approximately a fifth of clients who come to the service identify as Māori.

“When we have clients come to us for support from diverse backgrounds and beliefs we will always ask at assessment if they have any cultural needs or beliefs that they would like acknowledged through the mediation process. For some people, they would like a karakia or a blessing as part of their mediation process.

“That interaction with our clients at the first phone call is really crucial – especially if one of the parties is reluctant to engage with mediation.”

**To find out more about Family Dispute Resolution, visit the new website:
www.resolutionsservices.org.nz
or call 0800 737 65 83.**



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www.enlivencentral.org.nz/kandahar-village



INTRODUCING JOE

Our new Chief Executive, **Muhammad Naseem (Joe) Asghar**, joined PSC in late January. He spoke with *Central Focus* about his aspirations for the role and PSC as an organisation, and gave some insights into leadership and his hobbies.

Joe hails from Scotland and moved to New Zealand from the UK about 18 years ago with his wife Judith and three children. His mixed heritage comes from a Scottish mum and a Pakistani dad.

Since arriving in Aotearoa, Joe has held roles at the Royal Society of New Zealand, Diabetes NZ, ACC and Physiotherapy NZ.

You initially trained as a pharmacist and have moved into leadership roles from there. Can you tell us a little about your journey?

I started in very clinically based roles and then moved into general management. One of my roles was the Director of Pharmacy for the North of England. I've also been a poisons information pharmacist.

I've been very privileged to work in positions where I've been able to find ways forward for teams and organisations and as a result I've been moved more into leadership roles without actively looking for them.

What kind of leader are you?

I wouldn't describe myself as being hungry for leadership. I consider myself very much a servant leader. You have to help everyone, and be prepared to help, so an organisation can do the job as best it can. That's what great teams do – for the people we care for and provide support – is what's closest to my heart and my reason for joining PSC.

I never want to be afraid to ask questions, or to be asked them, and am comfortable to admit when I don't know something. Working with a good team and seeing them flourish is what brings me joy and satisfaction.

Also, I truly believe that you've got to take people on the journey with you as leader. Your team is always looking to you for leadership, direction and support - and you might never realise when you can inspire others.

What is it that attracts you to working in the not-for-profit sector?

My core driver is helping people and actually doing something that is meaningful for them. I found the times I've worked in government it was far too removed from people.

When I read the constitution for PSC I found that its values are underpinned by caring for those that are vulnerable and in need. That to me said 'this is it'.

One of the reasons I wanted to work here is because of the people we need to help – those in society who may be overlooked or considered as less important.

It's only been a couple of months since you began this role – what are you most looking forward to?

Getting into a good rhythm! I'm very excited about going out and being in the business, meeting the people that do the important

and difficult work and getting an understanding of how I can help them do better with the resources we have.

I feel like I am learning something new every day and building relationships – I look forward to that happening long-term.

Leadership can be a challenging role. What do you do in your downtime to look after yourself?

Judith and I try to spend our spare time together. We enjoy playing pool and try to get to one of the poolrooms in Wellington for a couple of games every so often.

We also both volunteer with Drug-ARM – the Christian-based drug awareness and relief movement. We support people in Wellington who are homeless or perhaps a bit intoxicated on Courtenay Place; we provide hot drinks and food to these people on a Friday or Saturday night until about 2am. That's us just doing our bit for the community and looking after those who need some TLC.

For exercise we like to go cycling together. I do enjoy fishing but that is normally something Judith leaves me to do by myself - although she seems to enjoy eating what I catch!

We hear you are also a fan of movies – what genres do you enjoy?

We love watching action and adventure films, anything funny, and science fiction. Nothing scary or with a sad ending!

And finally.....

what advice would you give to your 15-year-old self?

To be more confident in your own abilities. Always care for the people who are around you, listen carefully to their advice and be interested in what's happening in their world.





› Longview Home resident Jacquie Brooky celebrates Diwali.





Cashmere Heights Home resident Lyndon Underhill tries surfing during a virtual trip to Hawaii.

Longview Home Health Care Assistant Pene performs a traditional Fijian dance.

ENLIVEN RESIDENTS TRAVEL *the World*

Residents at some of Enliven's Wellington homes have been busy travelling the world while remaining in the comfort of their home.

There is a rich diversity of cultures of both staff and residents at Enliven homes, and Longview Home in Tawa celebrates that.

During 2020 celebrations included Diwali – the Indian festival of light – Fijian Independence Day, Tuvalu Language Week and National Tulip Day – celebrating Dutch heritage.

All the events were a great occasion for music, dance, delicious food and laughter, says Longview Home recreation officer Ann Das.

“On Fijian Independence Day one of the Health Care Assistants, Pene, performed vakamololo – the traditional sitting dance in Fiji – and entertained all of us.”

For Diwali, the kitchen made three different Indian sweets for a special afternoon tea. Ann says some residents and staff also had Mehendi – traditional temporary henna tattoos – done.

“We also had a lot of fun and laughter playing Diwali Bingo and seeing the amazing dance performances put on by the staff.”

Celebrations for National Tulip Day helped spark memories for one resident, Johanna, who is originally from Amsterdam.

“Johanna was in tears of joy during the celebration. She said she'd stopped thinking in Dutch these days, but the celebration brought a lot of lovely memories back and touched her heart.”



Cashmere Home and Cashmere Heights Home staff get into theme for their virtual trip to China.



Passports are needed even when travelling by armchair!

Virtual holidays

At Cashmere Home and Cashmere Heights Home in Johnsonville, residents and staff have been experiencing different cultures by virtually travelling the world.

Called Armchair Travelling, the day-long events see residents board a flight with their passports, make it through immigration, learn interesting trivia about the country they're in, eat delicious food, and participate in fun activities.

So far residents have taken trips to Mexico, Hawaii, Ireland and China, which were enjoyed by everyone, says Cashmere Home and Cashmere Heights Home recreation team leader Linda Lankshear.

“The residents thoroughly enjoyed the days. They helped make the bright decorations on the walls, and there were smiles on all their faces and lots of laughter.”

On their trip to Hawaii, once through immigration, residents were handed home-made leis and the women each received a flower to put in their hair.

At lunch time, the menu consisted of Kalua pulled pork and coleslaw in buns, and banana splits for afternoon tea. Happy hour at the end of the day included tropical fruit punch.

Linda says the passports will be used for each armchair travel day organised over the next year or so, and at the end their passports will be filled with stamps and boarding passes.

“This will help our residents keep up with all the countries they have visited, without leaving the comfort of home!”

Quilt exhibition a success



Family Works Wairarapa held its second fundraising quilt exhibition and sale in October and November, collecting more than \$5,000 to support its family violence and safety programmes.

The event was largely organised by Family Works Wairarapa Group Facilitator Pauline Cave, who is an avid quilter.

The exhibition was held in Featherston and was a real community event, Pauline says.

“We had The South Wairarapa Inner Wheel group come along to sit and knit in the hall for one afternoon.

“These wonderful ladies donate their knitted clothing and blankets to Family Works Wairarapa throughout the year for our families in need.”

Many of the quilts for sale were made by local quilters, and a portion of the sale from a selection of them went towards the fundraising efforts.

“Staff from our Family Works office all took a turn on duty during the nine-day event, along with other friends and members of our local quilting group,” Pauline says.

“I also had a wonderful band of volunteers to help hang the exhibition, which took about six hours, and get the venue all set up. Another super bunch of volunteers helped to bring everything down after it finished.”

^ Family Works Wairarapa Group Facilitator Pauline Cave with former PSC Chief Executive Pat Waite.



^ The event was popular with the community and visitors to Featherston.

TE ARA WHĀNAU PROVIDES FOR EVERYONE

For the past three years, Family Works social workers and counsellors have worked with clients under a special model of practice called Te Ara Whānau.



Family Works General Manager, Julia Hennessy

The model was gifted to Family Works Central from Essex County Council in the United Kingdom, where the model is called Family Solutions.

“It’s won awards for its outcomes for children and families in the UK and it is now predominantly the one model of practice in England,” explains Family Works General Manager Julia Hennessy.

“To make it fit within a New Zealand context, we went through our Māori caucus, led by our Cultural Director Jim Berry, and renamed it Te Ara Whānau.”

How does it work?

This model of practice aligns with providing support for families and whānau facing significant and complex challenges, such as family violence, poverty, neglect, trauma, criminal offending and substance abuse.

Julia says if a whānau is referred to Family Works, there will be discussions about what is important to them.

“As we work with them, we can score these values against the values of Te Ara Whānau so we can track the progress,” says Julia.

“Support is usually intensive at first, and then reduces over time to match the needs of the whānau.”

The services are flexible and tailored to the needs of the individuals and whānau unit, so a family has access to whatever services are right for them.

“We need to consider the whānau as a whole and make sure there is a common purpose that everyone is clear on.”

This may include family violence safety programmes, social work, advocacy, counselling, mediation, mentoring, parenting support and education or a range of other services.

Family Works staff who deliver Te Ara Whānau are required to successfully complete the Family Works Cultural Competency programme, which was launched at Rātana Pā in 2017.

Julia says for the model to be successful, Family Works staff need to be dedicated and committed to each whānau they are working with, and ready to provide practical, hands-on support.



The 4 values of Te Ara Whānau include:

1. **MANA** – retaining the mana (respect and dignity) of all involved
2. **WHAKAPAPA** – drawing energy from whānau, tupuna (ancestors) and others
3. **AROHA** – comes from a place of caring, compassion and love
4. **MANAAKITANGA** – support that encompasses hospitality, respect, generosity and care for tamariki, families and whānau.

NEW OFFICES AND NEW WAYS OF WORKING FOR PSC STAFF

For PSC's support staff, 2020 ended with a move into new premises and embracing a new way of working.

Following the sale of PSC's George Street building in Thorndon in late 2019, the search for a new office space was underway in early 2020. Then lockdown put a pause on things and led to a different approach.

"The workplace has changed dramatically during the last decade, particularly during 2020," says outgoing Chief Executive Pat Waite.

"The way we kept things running during Covid-19 lockdowns proved that anything was possible."

To that end, a smaller and more fit for purpose office space was sought, 20 kilometres north from Wellington on Prosser Street in Porirua.

The 'Central Hub' is now host to PSC's Finance, Property, Human Resources, External Relations, Administration and Enliven support teams.

The space has since been blessed by Ngāti Toa kaumātua Taku Parai with support from Ngāti Toa kuia.

Everyone officially moved in at the end of November and since then they have adapted to using shared spaces, with many teams dividing their work weeks between the office and working from home.

The big move

Prior to moving out, staff tackled the large job of clearing out the George Street office.

After being based in the building for more than 13 years, it was not a small job – and there were plenty of items to get rid of.

Pat used his Rotary Club connections to ensure all the excess stationery that was no longer needed was packed up and sent to schools in Fiji and Timor-Leste.

Many smaller pieces of furniture, such as excess chairs, were donated to the Red Cross and Women's Refuge.

▼ PSC's new Central Hub office space is blessed by Ngāti Toa kaumātua Taku Parai.





^ Family Works finds new home in Wellington

In October the George Street-based Family Works team moved into premises of their own, in Anvil House on Wakefield Street in Wellington.

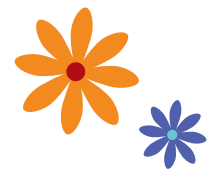
The space was blessed shortly after by Te Atiawa kaumātua Peter Jackson as part of a small ceremony.

It was important for Family Works to maintain a presence in the capital and continue to provide support to the community there, explains Family Works General Manager Julia Hennessy.

She says their new location in the CBD allows Family Works to be closer to other non-government organisations and build relationships with them.

The Family Works Resolution Service team is also based in the new office at Anvil House.

^ The new reception at PSC's Central Hub offices in Prosser St, Porirua.



AN ENVIRONMENT WHERE NURSES *thrive*

Enliven Clinical Director Joy Tlapi was recognised late last year by the Capital & Coast District Health Board by receiving the Te Hopai award in the Outstanding Contribution to Nursing category at its 2020 Ngā Tohu Angitu/Celebrating our Success Awards. The DHB spoke with Joy and wrote this profile about her role and what she loves about it.

What's the best part of your job?

Being able to make a difference to the lives of residents entrusted to our care. Being able to support staff to realise and grow to their full potential (whatever that may be). I strongly believe that when staff come to work for Enliven it is not just coming to fulfil a role as a nurse or carer. There is a lot of potential for staff to grow within aged care.

What's your role with Enliven?

Making sure that we are meeting the residents' needs and ensuring they lead fulfilling lives. I provide clinical leadership to ensure a resident- and client-focused service, through developing and implementing appropriate standards, monitoring processes, quality systems, clinical training and professional development of staff.

What are the challenges of nursing in the aged residential care setting?

Nursing in aged care is a specialty in its own right that has been evolving over the years due to the increasingly complex nature of residents' needs. It requires a certain skillset of nurses who can work to the full scope of the Enrolled Nurse/Registered Nurse/Nurse Practitioner role and beyond. As a nurse you can be the pre-op, post-op, rehabilitation, palliative, critical care nurse, 'physio', 'GP', counsellor, educator, mentor and leader.

The work is physically demanding but rewarding in the sense of connections and relationships one can build with the staff, residents and their families, and opportunities for growth as a health practitioner.

How did it feel to win the Te Hopai award?

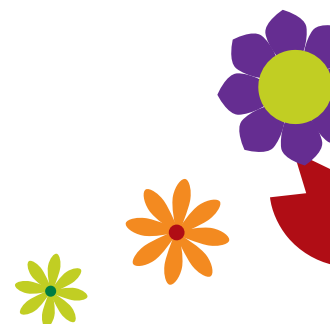
Being nominated for the award came as a surprise and I thought "wow, this is amazing". But then to actually win it was so humbling. It's all credit to Presbyterian Support Central, which has the ethos of "why not" - especially when someone wants to implement something that will make a difference to the lives of the residents or staff. It is great to be recognised as a nurse leader and for the work we are doing within the profession.

What does leadership mean to you?

For me it is about authentic leadership - being true to oneself and knowing that you must become a human being first before becoming a leader, and by so doing are able to connect with the people you lead. I measure the success of true leadership by how well the people who are being led succeed.

Why is it important to grow nurses and advance their roles?

What nursing in aged care was like 15 years ago is different to what it is today and will be in 20 years' time. So the question I always ask myself is "What are we doing to help empower nurses to succeed in this ever-evolving arena of healthcare?". It's about equipping them with the skills and knowledge to excel as health practitioners. As a leader it's about creating an environment where nurses can thrive.





➤ Enliven Clinical Director Joy Tlapi with her Te Hopai award.
Photo: Capital & Coast District Health Board.



Yes! I would like to help.

Your gift will help vulnerable children, whānau/families and older people so they are safe, strong and connected.

\$20 \$50 \$100 Other

I would like my donation to be used (tick one or more):

To support children and families in need

To support elders in your community

Wherever the need is greatest



Name

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The account number is 03 0584 0198216 00.

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For cheques – Post to: Presbyterian Support Central, Freepost 3431, PO Box 12706 Thorndon, Wellington 6144.
All donations over \$5 are tax deductible. NZ Charities Register #11182

Within the next few months, cheques will be phased out and most banks will refuse to accept them. Please note the other two easy ways above you can continue to donate.



VOLUNTEER SPOTLIGHT

INTRODUCING...

Margie Tansley



Enliven volunteer Margie Tansley has created a vibrant mural on the garden shed at Willard Home to brighten up a dull spot in an otherwise lush garden.

Margie says Willard Home's community garden provides a focal point and gets residents reminiscing about the gardens they once had and helps engage them with the possibilities for gardening at the home.

"It's colourful for impact and plants a seed to encourage the residents to spend time with their whānau and friends," she says.

The garden at Willard Home is extensive and has a variety of vegetables, raised flower beds and fruit trees. Margie says what's

special about the garden is that it includes established native trees such as totara and recently planted kowhai trees.

The garden opened in late 2018, after funding from the Lion Foundation and Mainland Foundation made the initial part of the project possible.

The pink and orange floral design on the new mural - which Margie and her cousin Robine Lawrence designed - also acknowledges the location of Willard Home close to the Tararua Range. The flower-

filled gap between the hills signifies the mighty Manawatu Gorge.

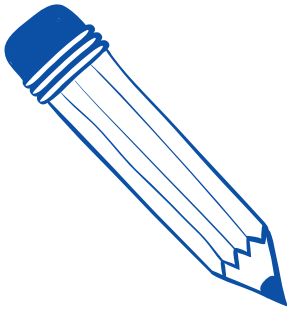
Margie's connection with Willard Home spans more than 14 years. She worked as a health care assistant and then a recreation officer before becoming a volunteer.

Margie's next project at Willard Home will feature sunflowers which will brighten up a wall next to the kitchen. "I like being on the end of a brush," she says.

Interested in volunteering for PSC?
Email: support@psc.org.nz



JUST FOR FUN



Sudoku

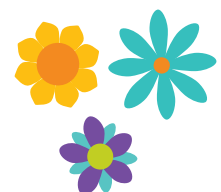
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Solutions

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8	7	1	4	6	2	5	3	9
4	2	5	3	1	9	7	8	6
9	6	3	7	5	8	1	2	4





SHARE YOUR RECIPES!
 Got a great recipe?
 We'd love to share it with our readers.
 Email: support@psc.org.nz



ANZAC BISCUITS

Anzac Day is just around the corner. With the holiday falling on a long weekend again this year, why not spend some time baking? These soft, traditional bikkies are always a favourite with young and old.

INGREDIENTS

- ½ cup standard white flour**
- ½ cup white sugar**
- 2/3 cup finely desiccated coconut**
- ¾ cup rolled oats**
- 50g butter**
- 1 Tbsp golden syrup**
- ½ tsp baking soda**
- 2 Tbsp boiling water**

METHOD

1. Preheat the oven to 180 degrees C. Line a baking tray with baking paper.
2. Mix together flour, sugar, coconut and rolled oats.
3. Melt butter and golden syrup.
4. Dissolve baking soda in the boiling water and add to butter and golden syrup.
5. Stir butter mixture into the dry ingredients.
6. Place level tablespoonfuls of mixture onto cold greased trays and gently flatten with a fork. These biscuits don't spread as they bake so you can place them close together.
7. Bake for about 15 minutes or until golden.
8. Once removed from the oven, leave them on the tray for about five minutes then place on a wire rack to cool.

central *focus*

Presbyterian Support Central
1 Prosser Street. PO Box 12706, Elsdon, Porirua 5022

PSC Phone: 04 439 4900 Enliven Phone: 0508 ENLIVEN Family Works Phone: 0800 FAMWORKS
Email: info@psc.org.nz

www.psc.org.nz