

## From frustration to validation

Issue 6

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**A few tears and upsets are a part of an active, healthy childhood, but a pattern of anxiety fuelled outbursts was a warning sign for Kim\*.**

10-year-old Hailey\* started having outbursts at school. Upset by something a classmate said to her, she pushed a boy, and then a shoving-match ensued. When the teacher stepped in to break it up, Hailey became aggressive, throwing papers and books around the classroom and bolting out of the room.

Kim, Hailey's Mum, had been called to the school to talk about the incident, along with how Hailey's behaviour had noticeably deteriorated since her parents separation twelve months earlier.

It was suggested that Kim have a look at the Tuning in to Kids™ programme, run by Presbyterian Support, which teaches parents how to help their children manage their emotions such as frustration, anxiety and anger.

At home Kim found that every small frustration quickly escalated into an angry outburst. Life was becoming increasingly difficult as Hailey also started displaying other concerning behaviours including extreme fussiness with food, tears and clinginess during school drop offs, and Hailey regularly wanted to sleep with her mum.



**"I didn't know what to do. We were arguing all the time and I felt like I was failing as a parent. I desperately needed some help and was willing to do anything to see Hailey smile and enjoy life again",** says Kim.



The Tuning in to Kids™ programme emerged as a beacon of hope. Kim developed a greater understanding of her daughter's emotional experiences and gained a new awareness of her own communication style.

In a matter of weeks Kim noticed that the techniques she had learned were working. The dreaded task of doing Hailey's hair remained a daily struggle, but Kim's changed response helped to validate Hailey's feelings, so she felt heard, and could move past her frustration. "I can see you're upset Hailey, is there a new style you would like me to do for you today?"

The hair was plaited, and they were out the door without the usual standoff, a vastly different outcome from their previous mornings. The programme had helped Kim to better manage these challenging moments. Kim's response was filled with empathy, rather than stress. Tears still fell, but the atmosphere shifted.

**"It was wonderful to hear how Kim connects with Hailey now and is working with her to label her emotions. Their relationship is closer and stronger than before",** said our kaimahi.

The simple act of validating and labelling emotions fostered a new level of trust. In the end, the Tuning in to Kids™ programme marked the beginning of a much happier relationship between Kim and Hailey.

**For more information about our parenting programmes visit our website or contact us directly.**

*\*Names and images have been changed to protect people's privacy.*

### our services

## Our Journey to Co-Governance

### Leading change for an equitable future.

Presbyterian Support provides services to many disadvantaged sectors of our community; however, a disproportionate percentage of our clients are Māori. To address this, the Board has adopted a co-governance and co-leadership structure for Presbyterian Support.

These changes mean that Presbyterian Support is now a leader in the social services sector with the articles and principles of Te Tiriti o Waitangi (Treaty of Waitangi) guiding everything we do to achieve our vision for **an equitable, compassionate and inclusive society**.

Co-governance is a way of sharing power where decision-making is made by consensus between all members. Another key element is equity. The Presbyterian Support Board now has two Co-Chairs,



PSUSI Board members with Co-Chairs Sharyn Roberts and Andrew Johnston (centre).

Andrew Johnston is Tangata Tiriti (community) Chair and Sharyn Roberts Tangata Whenua (Māori) Chair.

Andrew is excited to be a part of the Co-Governance journey confirming that “this change will allow Presbyterian Support to **embrace collaboration, unity and diversity, paving the way for a brighter future for our fantastic team and the community we serve**”.

“Lao Tzu said ‘The journey of a thousand miles begins with one step’,” says Sharyn. “The PSUSI journey to Co-Governance has taken many courageous and tenacious steps by forward thinking leaders and **I feel honoured to be the first wāhine Māori Co-Chair of this dynamic Te Tiriti-led organisation**”.

Board member representation will also transition to a 50:50 split with five Māori and five non-Māori community representatives. This will enhance our ability to hear what whānau/clients need from our services through iwi/hapu representation.

Kim Manahi has been appointed as Pou Ārahi (CEO) to work alongside Barry Helem as the Co-Chief Executive, (pictured below).

*Mā te kōtahitanga  
e whai kaha ai tātau -  
In unity we have strength.*



## Autumn/Winter Appeal update

### Thank you for supporting Ashton and his family!

In our Autumn/Winter appeal, we shared Ashton's heart wrenching story — an individual who faced overwhelming challenges, leading to compulsive handwashing as things spiralled out of control.

Ashton's\* struggles began with a bout of travel sickness that left him terrified of experiencing it again. The situation became so distressing that, at one point, he attempted to climb out of the car window while his mother was driving.

Recognising the urgency of the situation, Ashton's mother reached out to Presbyterian Support for help.

**Thanks to the support and incredible generosity of our donors, we were able to raise \$14,183 towards helping**

### children and families, just like Ashton's.

We are privileged to offer support to families and children in need, providing them with the guidance and strategies to overcome tough times.

A donation of \$30 can pay for a child to receive a workbook that helps them work through trauma related experiences, and \$150 can pay for a child to get counselling.

*Thank you!*



*\*Names and images have been changed to protect people's privacy.*





# Celebrating our Amazing Volunteers!

**National Volunteer Week is held every year in June. While we appreciate our volunteers throughout the entire year, this occasion gives us the perfect opportunity to celebrate their support and incredible commitment to our community.**

“The gift of service, leads to a life of love”. We’re extremely grateful to have **over 200 people volunteer** their time to help us support children, families and older people in need - **we couldn’t do it without you!**



Our fantastic Rangiora volunteers celebrated with a delicious morning tea!



Our wonderful Greymouth volunteers were awarded flowers for their service by Barry Helem, our CEO.



Our Volunteer Induction workshop brought people together from our Riccarton, Linwood, and Rangiora centres to hear more about the people we serve and the support services we offer.

## Forging a pathway to Social Care

### When your heart is ready for more.

Six years ago, Megan embarked on her journey with Presbyterian Support, not knowing that it would lead her to the fulfilling path she walks today.

As our Community Relations Advisor, working in the Fundraising team, Megan is passionate about building relationships and recently felt a desire to make an even greater difference in people’s lives.

Megan spoke with our local Volunteer Coordinators and was delighted to offer her support as a volunteer for the Tōtara Club in Rangiora.

**She found joy in sitting down with the members over a cup of tea, engaging in warm conversations —this quickly became her favorite part of the day.**

Megan realised she wanted to take this a step further

and enrolled in part time study to complete a Health & Wellbeing Certificate at Ara. This course serves as a stepping stone for her journey, empowering her with the necessary skills to support individuals in need.

She eagerly anticipates completing her certificate and embarking on a new chapter where she can apply her newfound skills and abilities to better serve communities.

We are proud of Megan’s journey and look forward to witnessing the positive influence she brings to the lives of those she touches.



# Matariki - a time for connections and reflections

**Matariki is the Māori name for the cluster of stars also known as the Pleiades. It rises in midwinter and heralds the start of the Māori New Year!**

Time with family/whānau, planting a tree, or cooking up a feast! These are just some of the different ways that Matariki is honoured across Aotearoa. For many people, this new public holiday is a welcomed rest in the middle of winter that offers a chance to reflect on the past year.

We took this opportunity to learn about Matariki including the cluster of stars and their significance. It was great to come together to share delicious recipes, learn how to prepare the ground for planting veggies, practice mindfulness activities, and celebrate with a shared feast of kai.



## Collaboration Transforms Lives

### **Empowering resilience when times are tough.**

In our journey to make a real difference in people's lives, we met Jane\*, a courageous individual with a history of trauma who was facing an immense challenge.

Jane was living with her whānau but found herself in need of a personal space where she could tend to her own wellbeing. Dealing with both mental and physical health challenges, alongside navigating intricate family dynamics, made the task of seeking housing arrangements independently quite challenging for Jane. Adding to this, Jane cherished her pets dearly, but unfortunately this limited her access to rental properties.

Sensing the urgency, our dedicated social worker stepped in to provide essential support and assistance. Jane went on the social housing register, however with the current wait times, it was likely to take at least a year before a house was offered.

Jane was introduced to our counsellor who was able to support her with coping strategies during times of immense stress and low spirits, which were intensified by her housing situation.

The unexpected passing of her former partner added

an additional layer of stress and despair for Jane. While she engaged in counselling sessions, our social worker continued to advocate for Jane, exploring alternative housing prospects.

Thankfully, Jane was eventually offered a home through a social housing provider and is extremely grateful for the ongoing support she received from our dedicated staff.

Jane is relishing the process of beginning a fresh new chapter in her life while focussing on her physical and emotional wellbeing, with the continued support of our counsellor.

**If you know someone that could benefit from this type of support, visit <https://bit.ly/Counsellingandsocialwork>**



*\*Names and images have been changed to protect people's privacy.*



# Yes! I would like to help

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

**\$30**

Can pay for printed materials that give parents information to help them raise strong children/tamariki.



**\$50**

Can pay for snacks and lunch for an Enliven member at one of our day programmes.



**\$99**

Can pay for an older person to attend an Enliven day programme where they will enjoy a meal, games and other social activities.



**\$100**

Can pay for two children, who are feeling anxious and worried, to receive help from a social worker.



**\$**

I would like to give a gift to support the work of Presbyterian Support.



Name

Address

Phone

DOB

Email

Donor ID

(see envelope label)

☐ Visa

☐ Mastercard

Card number

Expiry date

Name on card

Signature

**POST TO:** Presbyterian Support, Freepost 60373, PO Box 13171, Christchurch 8141

## Thank you!

There are many wonderful organisations who help our communities by giving grants and donations during the year and we're tremendously grateful to all of them. Find them at [psuppersouth.org.nz](http://psuppersouth.org.nz).

As a charity we rely on this financial assistance to support vulnerable children, families/whānau and older people as we work towards a just, compassionate and inclusive society.

## Ways to donate

### Website

[psuppersouth.org.nz/donate](http://psuppersouth.org.nz/donate)

### Bank Transfer

On the internet or at your bank you can make a donation by depositing money into our account.

**Account:** 06-0801-0678233-01

**Particulars:** Your address

**Code:** Your donor ID (if known)

**Reference:** If you would like to nominate your region to donate to please include it in this field (optional)

### Credit Card

(Visa and Mastercard only)

Complete the donation form and post to Presbyterian Support, Freepost 60373, PO Box 13171, Christchurch 8141

All donations are receipted. Gifts over \$5 are tax deductible. NZ Charities Register #CC21765. Your privacy is important to us. Please visit [www.psuppersouth.org.nz/privacy-statement](http://www.psuppersouth.org.nz/privacy-statement) for information about how we collect and look after your personal information. Asking for your date of birth will help us get to know you a little better so we can communicate with you as effectively as possible.

# Getting to know our people



**Meet Maaïke Faber-van Burik, our Enliven Community Team Leader in Nelson.**

## **What do you do?**

I'm dedicated to supporting our Harakeke and Tōtara teams, as well as their wonderful volunteers and families. My goal is to ensure that our programme runs smoothly and leaves everyone with a big smile!

## **What does that involve?**

My responsibilities involve building and maintaining strong

relationships. From my amazing team members to the volunteers, members, and their families, as well as community groups and contractors – connecting with them is the most important part of my job. By listening to their needs and providing the necessary support and training, we can improve and make decisions together to benefit our members.

## **Tell us a bit about yourself**

In the Netherlands, I trained and worked as an Occupational Therapist specialising in Vocational Activities for individuals with cognitive disabilities.

When I moved to New Zealand in 2007, I found my passion working as a Diversional Therapist, especially with people dealing with dementia. It was a calling that I turned into my career.

One thing that has always driven

me is the desire to maintain each person's autonomy.

I took the initiative to lead the transformation of our Diversional Therapy delivery models, moving from a traditional approach with large group activities to a more personalised programme. Individuals now choose their activities and are part of the decision-making process.

## **What's your favourite pastime?**

I love food! I love to make food, share food, eat food. I can spend hours in the kitchen, conjuring up a meal that I will never be able to recreate again, because I never stick to the recipe!

When I'm not cooking, you can find me in the paddock with my horse, or snuggled up on the couch with the fire on, crocheting all sorts of things, while listening to the TV.

# Blenheim's Mural Magic! 🖌️

Our Marlborough community was thrilled to have the opportunity to brighten up the wall of our Alfred Street Centre in Blenheim. Ideas poured in from various areas, including our Tōtara Club members, shaping the design's journey.

**Trisha Dawson, Blenheim Team Leader, says the mural describes the connections and community bonds that are made when people come through the door - including the dog!**

The mural was made possible with the generous support from Marlborough District Council/Creative Communities NZ Scheme and the Perlorus Trust. The unveiling was a great way to share the creative journey and was attended by the community, including Mayor Nadine Taylor.

A huge thank you to Sean Duffell, the talented artist, and his helpful art assistant, Grayson Bates! Grayson filmed a great time lapse video of the mural being painted. Watch it at - [www.facebook.com/psuppersouth](http://www.facebook.com/psuppersouth)



*Left to Right:- Grayson Bates, Joan Heath (Enliven Day Programme), building owners Marie and Warwick Kendon and Mayor Nadine Taylor.*