



AUTUMN 2025

THE PSN POST

Warm Easter Wishes from PSN!



Hi there! I'm Sam – Fundraiser for PSN. I would like to wish you all a very happy Easter. We have a very exciting edition of The PSN Post hot off the press for you all.

We're thrilled to introduce our new CEO, Shaun Greaves, with an insightful interview, tell a story of hope through the eyes of an Enliven Individualised Funding service user, introduce to you our wonderful fundraising team, and more!

As I write this introduction to The PSN Post, I've been reflecting on the meaning of Easter - for myself and our community of supporters, clients and the PSN team. For some, Easter brings hope, reflection, renewal and love; for others, it's about celebration, togetherness and the changing of seasons.

My own Easter memories revolve around family - eating too much chocolate, hunting for eggs (young Sam pictured below, to the right) and sharing laughs over a meal. Painting eggs the night before Easter Sunday and swapping stories have become cherished traditions.

I'm grateful to share these special moments with loved ones each year, creating new memories and stories. For our clients, whatever Easter means to them they know they can rely on PSN's support. That's meaningful in itself. Thank you all for your generosity and support - now and always.



Sam von Melville
PSN Fundraiser



Welcoming Shaun Greaves: PSN's New CEO

As we celebrate Easter and a season of renewal, we're also welcoming a new chapter at PSN with our new CEO, Shaun Greaves.

Returning to PSN after his time at Amnesty International, Shaun brings a deep passion for social impact, a commitment to innovation and a drive to make a difference in people's lives. We caught up with him to learn more about his vision, leadership journey and what inspires him every day.



What inspired you to return to PSN as the CEO after your time at Amnesty International?

PSN's work over the last 140 years has made a difference to the lives of so many people. Times are tough right now for many in our communities, and I wanted to be part of the solution. With PSN's history, profile, services and scale, I hope we can impact even more lives.

Can you share your vision for PSN in the coming years?

My goal is for people to have a stronger understanding of the work PSN does and to feel inspired to support our work. We will be known as innovative and impactful. We will be financially sustainable and operate services that have a powerful social return on investment. Our staff will be even more passionate about working at PSN, sharing a desire to make an impact on our communities, and have the tools they need to do that well and safely.

What drives your passion for working in not-for-profit organisations?

I am driven by a desire to make the world a better place, particularly for young people and the environment. This is why I wake up every morning with the intention of working hard to make a difference. Not-for-profit organisations like ours are supported by people's donations, and it's an honour to provide stewardship of that support.

What message would you like to share with our donors?

Your support is critical to PSN being able to continue the important work we do. The needs in the community are great, and PSN's role is important in helping people get through and ultimately to thrive.

Can you tell us a bit about your journey and how it has shaped your approach to leadership?

I grew up in a low-income environment in South Auckland. Experiences like living in my grandparents' garage, and seeing the impacts of alcohol, violence and poverty on families in my community have all had an impact on me. But, also, the joys in the diversity and richness of culture, whether that be music, food or ways of life. This has absolutely shaped my approach to leadership. I am as comfortable on the marae as I am in my church, or a temple from another faith. I value everyone – wherever they're at and no matter their background, means, culture etc. It's another reason why the work of PSN is so important to me.

How do you see PSN adapting to meet future challenges in the social services sector?

Funding for social services is tighter than ever, yet the need for social services is growing. We have to adapt to meet the challenge of a shrinking pot of available funds while trying to meet the demand that far exceeds what we can do. Our mission to enable better lives is as important now as it was at our inception 140 years ago. We will look at how we can do things even smarter, seek new and different funding, and innovate to ensure we can deliver services that are needed in the community.

As a child, what did you want to be when you grew up?

I have always been fascinated by travel, seeing the world and experiencing different cultures. So, I wanted to be a pilot, until I found out you need really good eyesight. My heart was broken. After that, I wanted to be a teacher, which is what I started to study at university before taking a path that has led me to this point.

A Heart for Helping:

Dotti McArthur on the Impact of Family Works



We recently had the pleasure of catching up with Family Worker Dotti McArthur, who shared valuable insights into her work at Family Works and the impact of her role.

With over 15 years at PSN, Dotti's dedication to providing family-centred support is at the heart of her work within the Family Works service. As both a registered counsellor and social worker, she brings a holistic approach to helping individuals and families thrive.

Why is your work so important?

Our work is important because we reach out to people in the community who might not otherwise access the services they need. Many people we work with tell us they've been to multiple agencies for help but get turned away or choose not to engage because they don't feel the very important sense of connection, engagement and commitment that we offer.

What makes Family Works different?

We've succeeded for over 40 years in offering a free service to those most in need. We're holistic in our approach, open to working with extended family members and helping connect them

with additional services when required. We're 'client-led, counsellor and social worker supported', respecting our clients' life experiences. We're skilled at working with people of all ages and draw on a wide range of approaches that align with each client's needs and preferences.



Family Worker
Dotti McArthur

Why do you work for Family Works?

I work for Family Works because I can practise as a counsellor and social worker in alignment with my values of social justice and equity. I also love working with a variety of families who bring a wide range of issues to us.



Donate now to help offer hope, support and a brighter future to those who need it most. Please visit:
www.psn.org.nz/donate



SCAN ME



Family Works Northern provides counselling, social work, and parenting support, as well as various group programmes. We also partner with others to prevent family violence and strengthen communities.



Bequest Myth-Busting

Myth: It's morbid and taboo to talk about death.

We know that discussing death is difficult, which can make estate planning conversations uncomfortable. Our approach to donors helps to normalise discussions around this topic by framing it as an empowering opportunity to make a lasting impact, and ensure that your loved ones, and beloved causes, are looked after. Focusing on the positive outcomes of planning ahead can ease discomfort, ensuring that your wishes can be easily followed, reducing the stress on your loved ones after you pass. Using words like "leaving a legacy" or "caring for the future" can help frame it better.

Interested in leaving a legacy gift in your Will?

Contact our Planned Giving Coordinator, Vivienne Riddell, for more info:
09 520 8628 or 021 329 938
vivienne.riddell@psn.org.nz



Caring for Blake:

The Difference Individualised Funding Makes

Enliven

What's apparent in meeting Blake and his dad, Billy, is that Blake absolutely knows that he is loved.



Born with Cornelia de Lange syndrome (CdLS), a rare genetic disorder that affects growth and development, Blake Brookland has physical and intellectual disabilities. The size of a young teenager at the age of 27, Blake has very limited mobility, uses a wheelchair, and needs help with all aspects of personal care. Prone to gastrointestinal and bowel problems, he needs constant monitoring and 24/7 care.

Blake has special gluten-free dietary requirements, and his food needs to be puréed. Although he is almost non-verbal, he communicates with his dad, Billy, and others close to him, but you need to know how to read him. Blake enjoys activities that stimulate him; otherwise, he gets bored.

Blake loves music, being around animals and going to the zoo, and shopping - because of all the lights. Getting out and about with his dad or a caregiver makes Blake's day.

Billy is Blake's devoted full-time caregiver, and runs on an average of four hours of sleep a night. Helped by his wife and daughter and one long-term, part-time support worker, they also access special respite care three times a week for six or seven hours.

Once every three weeks, Blake goes to Spectrum for a day's respite.

The pair met the Enliven Individualised Funding (IF) team more than three years ago. Billy describes the difference between Enliven IF and his previous provider as "outstanding". He loves being with Enliven and finds his case manager friendly, helpful and supportive; so much so, that Billy pops into the IF office in Avondale to have a chat from time to time.



"They offer to tell you what you're entitled to, outline your budget, and manage the tax and other requirements of being an employer. Enliven IF supported us to use the funding for respite to go on holiday. We hadn't been away for 3-4 years. Having a break after years of round-the-clock care and ongoing bowel-related crises in the hospital Emergency Department was huge for us.

"Whenever I have had an issue related to the funding, Enliven IF has always helped me navigate it to find a solution," Billy says.

"Before Enliven, life was very different. Blake's condition has deteriorated as he has grown older, say from the age of 15."

Blake has just had six months in and out of hospital and a three-day stint of not sleeping at all where his parents had to pay for extra staff to help. The demand for additional support during this time strained the budget, and Enliven was always available to let us know the impact.

"Individualised Funding has enabled us to give Blake the high-quality care he deserves."

Enliven Individualised Funding (IF) helps people with disabilities manage their support services, choose their own workers, and receive assistance with budgeting and employment documentation.

Saint Kentigern Goes the Extra Mile for Shine



The students of Saint Kentigern Boys and Girls' Schools have shown incredible kindness and generosity through their 'Extra Miler' fundraiser project.

Using a portion of the funds they raised for Shine, one of the wonderful projects chosen by the team at Saint Kentigern saw these young changemakers source, purchase and pack much-needed Emergency Packs for women and children who seek safety and support at Shine refuges.

Giving up their lunchtimes, the students packed 40 baskets per school, carefully filling each one with essential items like towels, toiletries, cleaning products, and warm clothing. But their thoughtfulness didn't stop there – they also included comforting treats like biscuits, lollies and chocolate to bring a little warmth to those facing hardship. The head of Student Council, Francois Sassin, says that "it was wonderful to put resources together for women and children that really need it. The students had learnt so much about Shine in Social Science and were very keen to help in a practical way."

A particularly brilliant idea from the school was using laundry baskets to hold the packs, giving families a practical way to store and carry their belongings. One of the parents who graciously took time out of their day to help support the students in packing says:

"It was valuable for the kids to see the results of their fundraising efforts but it was also wonderful to see the care and thought they put into each basket, trying to imagine the needs of children their age escaping a dangerous situation at home with nothing... from toothpaste to towels."

PSN, and Shine particularly, would like to say a heartfelt thank you to the students, staff and parents of Saint Kentigern for making this meaningful initiative possible. To the students who gave up their lunchtimes, the parents who helped out, and the incredible staff at Saint Kentigern who made this all happen; your generosity will bring comfort and dignity to families in need, and for this, we thank you.



Saint Kentigern students putting emergency packs together for Shine refuges.



Hunger on the Rise:

More Families Need Food Support This Year



At Communities Feeding Communities, the demand for food support across our community is reaching unprecedented levels. We are seeing more and more people walk through our foodbank doors seeking help, and their needs are becoming increasingly complex.

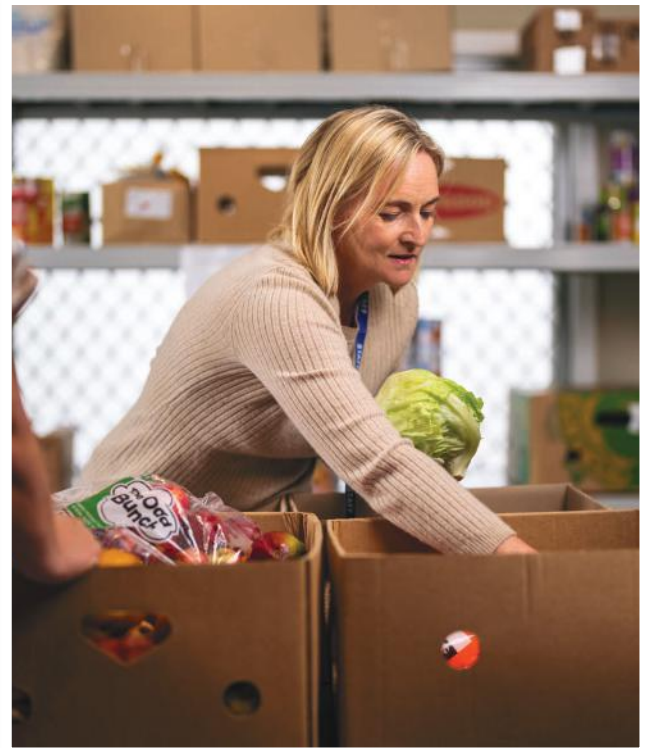
Factors like persistently high food prices, rising unemployment, and the introduction of WINZ's traffic light system - which ranks beneficiaries' compliance with WINZ work-related, social and other obligations - have put immense strain on families already struggling to make ends meet.

The numbers speak for themselves. In just a year, the demand for our support has skyrocketed: emergency food pack distribution has increased by 104%, while fresh produce pack distribution has surged by 86%. This sharp increase highlights the growing pressure on our resources as we work to ensure that no one in our community goes hungry.

To meet this rising demand, we are continually reviewing and refining our emergency food parcel process. Our goal is to support those in crisis while also ensuring they do not become dependent on our service. Sustainable solutions are key, which is why we encourage access to our budgeting service, as well as practical opportunities to learn essential complementary skills - such as cooking affordable meals and growing their own food.

This is not a short-term fix and requires a medium-term, ongoing relationship built on trust and empowerment. By working together, we can help families navigate these challenging times with dignity and resilience.

With the need increasing, we are incredibly grateful to our donors, volunteers and community who make this vital work possible. Your support enables us to continue serving those who need it most.



Stay Connected with Communities Feeding Communities!

Follow us on Facebook for the latest updates, events, details and a closer look at the impact we're making together:

 **'Communities Feeding Communities Initiative'**



Your contribution makes a difference! Donations to PSN help provide essential support including the vital work of CFC. Join us in making a positive impact - donate today at www.psn.org.nz/donate or simply scan the QR code.



 **SCAN ME**

Meet the PSN Fundraising Team!



Behind every donation, event and heartfelt story, there's a dedicated team working tirelessly to connect supporters like you with the life-changing work happening across PSN.

From raising essential funds to ensuring every donor is valued and heard, our fundraising team plays a crucial role in making a difference. We invite you to get to know the passionate individuals who help bring our mission to life.



Back row (L-R): Vivienne, Margaret, Miranda, Neralee, Erin, Kate, Lisa. Front row: Shaunna, Sam.

I'm Lisa, the GM of Fundraising and Social Enterprise, where I get to combine strategy and heart to amplify impact. I find joy in building connections and creating opportunities for positive change. Voted leader of the loudest team here at PSN, I thrive on the energy of those around me and am deeply grateful for the donors and supporters who make our mission possible. I'm all about making a difference – with a dash of fun and a lot of gratitude!

Hi, I'm Shaunna! My role of Fundraising Executive focuses on streamlining processes and supporting our team to ensure everything runs smoothly. I'm highly organised, both in the office and at home, always finding ways to keep things efficient and on track.

Hi, I'm Sam! You may recognise my name (or my photo), but for those who don't - I am the PSN Fundraiser. My role's portfolio means that I oversee all things fundraising for Family Works Northern, Enliven Northern, Communities Feeding Communities Initiative, and PSN as a whole. I work with the fundraising team and clinical teams to ensure that our fundraising approach for each service is appropriate, accurate and the most beneficial for everyone involved. I also have the privilege of producing The PSN Post with the help of the wonderful Miranda and the rest of our talented team.

Hi, I'm Vivienne, and I've been with PSN for six years, though I have been connected with PSN all my life. As the Planned Giving Coordinator, I'm passionate about discussing how you can include PSN or one of its services in your Will and guiding you through the process.

I love hearing your stories about why you donate and how you became involved with PSN. It's a privilege to spend time with supporters – past, present or future – over a cup of tea or coffee, and a mint treat.

Hi, I'm Miranda, and I'm the Direct Mail Coordinator at PSN! My role is all about making sure you stay updated on the latest news from us. I create The PSN Post each quarter, and I'm also behind the direct mail and electronic Direct Mail (eDM) appeals that help raise support for our services. Whether it's crafting a heartfelt appeal or sending out the latest e-news, I'm here to keep you in the loop and make sure you get the most out of what we share with you.

Hi, I'm Kate, Senior Fundraiser at Lifeline Aotearoa. Every day, I have the privilege of connecting with individuals, community groups, and corporations across the country who are passionate about supporting Lifeline's mission to reduce distress and save lives. Building meaningful relationships with our incredible supporters is at the heart of my work, and it's deeply inspiring to witness the dedication and generosity of those who want to make a positive impact. Together, we're ensuring that our counsellors

