

# People

HELPING PEOPLE

WINTER 2026



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community services



 Presbyterian  
Support  
Otago



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## After the Rapids



Recently, I returned from a period of leave with my husband, including time spent rafting the Colorado River. Being able to step away and to travel beyond Aotearoa is a privilege, and one I hold with care. Time out of the day to day rhythm has a way of sharpening perspective, helping you notice what really matters.

Coming back to PSO, I've been reflecting on how closely that journey mirrors the one we're on together as an organisation.

At PSO, we're navigating a complex and changing landscape. The needs of our communities continue to grow, the pressures on our people are real, and the decisions we make carry weight for today and for the long term. That's why, alongside our values of integrity, respect, courage, manaaki and aroha, one of the Pou underpinning our strategy is restorative leadership.

Restorative leadership is about how we lead, not just what we do. It calls us to restore trust where it has been strained, to repair relationships where harm has occurred, and to recentre wellbeing from the whenua we walk on, to the whānau and communities we serve. It asks us to move away from silos, to listen deeply, and to ensure that those most affected by decisions have a genuine voice in shaping them.

Much like navigating a river, this kind of leadership doesn't avoid the hard parts. It requires courage, humility, and a willingness to sit with tension - to read the currents, adjust our course when needed, and travel together rather than pushing ahead alone.

As you move through this magazine, you'll see many expressions of this leadership in action. You'll read stories of care, generosity, and connection - people stepping up, supporting one another, and contributing in both visible and quiet ways. You'll also see how collective efforts, such as payroll giving, allow small, consistent actions to build meaningful, lasting support for our communities.

My hope is that this edition leaves you feeling connected to our purpose, to one another, and to the values that guide us. The journey continues, and I'm grateful we're in it together.

Ngā mihi nui

**Robbie Moginie**  
**CEO Presbyterian Support Otago**



## Contents

- |                 |  |   |                  |   |   |
|-----------------|--|---|------------------|---|---|
| <p><b>2</b></p> | <p><b>After the Rapids</b></p>               | <p>Robbie Moginie, CEO, about restorative leadership building trust within our community.</p>   | <p><b>10</b></p> | <p><b>Walking alongside whānau for 20 years</b></p> | <p>Jan Hughes reflects on two decades of social work at Presbyterian Support Otago.</p>                               |
| <p><b>4</b></p> | <p><b>Raising the Bar</b></p>                | <p>What is ‘quality care’ in New Zealand care homes, and how does Presbyterian Support Otago strive to improve daily life for residents?</p>              | <p><b>12</b></p> | <p><b>Whats on guide</b></p>                        | <p>25 June Octacan<br/>30 July Glow Waitaki Otago</p>   |
| <p><b>6</b></p> | <p><b>“Everything Turned to Custard”</b></p> | <p>Andrew shares his story about how social worker Sarah was able to help when things got tough.</p>  | <p><b>13</b></p> | <p><b>Octacan Online</b></p>                        | <p>Be part of Octacan through our online shop.<br/><a href="http://octacanonline.org.nz">octacanonline.org.nz</a></p> |
| <p><b>8</b></p> | <p><b>Runway Revival 2026</b></p>            | <p>Supporting our community while celebrating creative Otago and sustainable fashion. Runway Revival was held on 30 April and was an amazing success.</p> | <p><b>16</b></p> | <p><b>Partner with us</b></p>                       | <p>Four easy ways to give, supporting services across Otago.</p>  |



## RAISING THE BAR

### What is ‘quality care’ in care homes across NZ?

**When families begin looking for a care home, the word quality is everywhere. But what does it really mean? How can you be confident it’s part of the fabric and day-to-day delivery of care?**

Across Aotearoa, care homes operate under some of the most rigorous certification standards in the world. Every couple of years, each home undergoes an intensive, sometimes multi-day, audit carried out by independent assessors.

These audits scrutinise everything from clinical care and staffing, to resident wellbeing, safety systems, cultural practice, leadership and governance, as well as feedback sought from residents, families and staff.

Passing isn’t automatic. Strong results are earned - and they matter. They are a significant marker

of trust for whānau, and an important signal of accountability and excellence for the wider community.

Over the past 12 months, Presbyterian Support Otago’s Enliven care homes have navigated a particularly demanding audit cycle. Full certification audits were successfully completed at Taieri Court, Iona, Holmdene, Ranui and Castlewood. Ross Home and St Andrew’s also achieved positive outcomes through their surveillance audits.

Each audit stands alone – detailed and rigorous. Together, they represent a huge amount of mahi from front line teams, clinical leaders and quality specialists working behind the scenes to uphold the highest standards of care. The teams are constantly looking at opportunities for improvement and quality initiatives.



Left: Donkeys visit residents at Ross Home, Dunedin; Top: staff at Holmdene, Balclutha, with their four year audit accreditation; Bottom: Holmdene residents paint rocks for children to find in a treasure hunt.

What makes this year especially notable is the recognition of continuous improvements at Iona and Holmdene and the four-year certification awarded to Holmdene. Within New Zealand’s certification system, a continuous improvement is not a correction – it is an accolade. It recognises performance that goes beyond already high national standards, highlighting innovation, excellence or outcomes that exceed industry norms.

For families considering care, these results offer reassurance. They tell a clear story: when care is held to the highest standards – and then lifted even further – people thrive. And you can see that excellence echoed in everyday life.

Strong certification results matter. Continuous improvement recognition matters. So do clinical leadership, governance, and quality systems.

These are supported by dedicated professionals – including quality specialists like Jo Sime, our

clinical leaders, and our newly appointed Clinical Services Lead, Pam Prasad. Working within our care homes and alongside care teams, they continue to lift the bar.

**“There are a lot of clinical initiatives that are ongoing, that go above and beyond the required standards”** – Auditor comments, Holmdene’s certification audit.

**“The communication was great”, “Mum always looks cared for and is well dressed”** – Family comments, St Andrews’ surveillance audit.

[psotago.org.nz/enliven](http://psotago.org.nz/enliven)

# “Everything Turned to Custard”

## Andrew’s Story of Finding His Way Back

**We met Andrew in a small room at Presbyterian Support Otago. When he arrived to share his story, he made sure his social worker, Sarah (who works at Presbyterian Support Otago) was free to be there with him.**

Andrew wanted Sarah beside him because telling this story felt like a way of paying it forward, a way to honour the support he’d received, and to help others know where to turn when life falls apart.

He began with a half-laugh:

**“I think Sarah needed a back brace after dealing with me – I needed carrying a lot.”**

Last August, Andrew walked into Presbyterian Support Otago (PSO) after his world had collapsed. Years of work as a truck driver had left him with carpal tunnel in both wrists, forcing him to stop working. His ACC claim had been accepted, but the process slowed, and income compensation did not begin when it was urgently needed. Without wages or compensation, everything quickly stalled: there was no money for food or phone credit, and growing pressure from his mortgage and rates. He had been paying down his home in the hope of retiring early. Instead, he was in pain, unable to work, and facing the fear of losing everything.

His mental health plummeted. He loved his dog but even feeding her became a daily crisis. Through that fog, he started considering putting the dog down – not because he wanted to, but because he couldn’t see another way. When Sarah suggested that losing his dog could further affect his mental health, Andrew took her advice to heart and, despite how hard it was, kept moving forward in search of other solutions.

It was after visiting the Citizens Advice Bureau that Andrew was referred to PSO – where he met Sarah, the social worker on duty that day.

**“It was major. I didn’t expect what I got. Sarah listened to me.”**

**“I told Sarah that everything had turned to custard.”**

Sarah got to work immediately – advocating on Andrew’s behalf, pushing for the ACC claim to progress, and clarifying the seriousness of the situation. She also contacted ANZ for a mortgage holiday, and the DCC about his rates.

Andrew said, **“Sarah took over. I couldn’t cope with all those tasks in front of me anymore.”**

Andrew later described those early weeks as a “90% / 10% relationship,” with Sarah carrying most of the load.

Sarah was quick to push back. She reminded him that he always answered her calls, turned up to appointments, filled out the forms, and did the tasks – even on days when his hands shook too much to sign his name.

Andrew agreed. **“Yeah – that’s true. But if you help me, I’ll do my best to hold up my end of the bargain.”**

The turning point came when ACC was finally resolved and a back payment came through. With finances stabilised, the crisis pressure lifted. Andrew engaged with Michael, one of PSO’s financial mentors; contacted DCC to pay his rates; renegotiated his mortgage with ANZ; and finally bought groceries, cleaning products, dog food, “ice cream and chips too.”

He began to rebuild; repainting the house, tending the garden, meeting with a real estate agent. He doesn’t have a caravan yet, but is planning for a future travelling around Aotearoa: **“I’m quite excited about it to be honest.”** He has now had surgery on one wrist, with the other scheduled soon.

Reflecting on those first days at Presbyterian Support Otago, Andrew admitted, **“I didn’t think PSO had the power to do much... I thought maybe PSO would be more about religion, but it wasn’t. It was amazing.”**

And then his voice broke again **“it was the lowest I’ve been in my life. I don’t think I’d be around today if it wasn’t for walking through the doors at PSO.”** To Sarah: **“I genuinely believe that you saved my life”.**

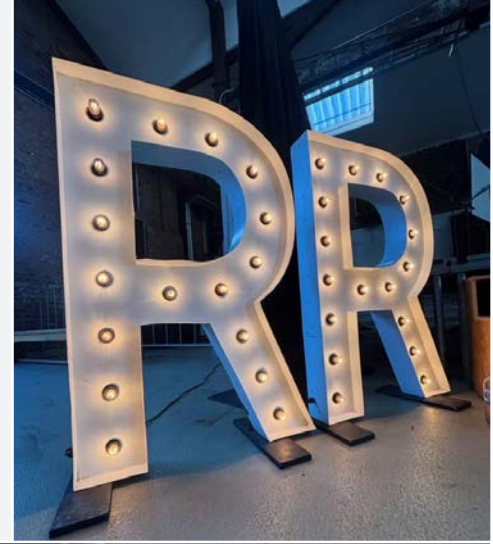
Andrew’s experience reflects the kaupapa of PSO. Rather than taking over, Sarah worked alongside him in a way that respected his pace and capacity, allowing progress to unfold through their mahi together.

**[psotago.org.nz/familyworks](https://psotago.org.nz/familyworks)  
[psotago.org.nz/donate](https://psotago.org.nz/donate)**



# Runway Revival '26

## Supporting our community while celebrating creativity and sustainable fashion in Otago



**Runway Revival has its origins in smaller, much-loved runway shows, with the past two years marking an exciting evolution as the design competition has grown.**

Designers from across Otago were invited to create original looks using repurposed materials, with the result showcased live to judges and guests. The outcome? A runway filled with looks that weren't just sustainable, but genuinely wearable.

As Retail Manager Cristin Waite explained on the night, **“Every designer has taken secondhand clothing and textiles – pieces that may have otherwise been overlooked or discarded – and transformed them into something completely new. It proves that what already exists can still have so much potential.”**



Dunedin Quartet

The three design categories – “What’s Your Dunedin”, “Anything But Clothes” and “Lucky Dip” – challenged designers in different ways, from drawing inspiration from the city, to working with unexpected materials, or a mystery bag of garments.

Guests were invited to vote digitally for People’s Choice and took part in a fun, fast paced auction lead by Grant McLean (Ray White).

Adding to the atmosphere, drag performer Snowpea brought the room to life with a high-energy appearance, including a cartwheel mid-runway that drew amazement from the crowd. It set the tone for a show that balanced creativity with a sense of fun.

Runway Revival is, at its core, a community effort. Councillor Garey opened the evening, Craig Johnston (Kia Dunedin) hosted the runway, and Margo Barton (Otago Polytechnic) shared remarks ahead of the awards, reflecting the strong mix of supporters, sponsors and community members in the room.

Together, the event raised \$12,937 to support Familyworks and Enliven services, including Dunedin’s busiest foodbank, social work support, and programmes for tamariki, rangatahi, adults and older people across the region.

Thank you to judges Margarita Robertson, Founder and Creative Director of NOM\*d; Tara Viggo, designer, pattern maker and founder of Paper Theory Patterns; and Ciaran Naylor, an emerging Dunedin-based designer already making waves nationally. A special thanks to Errick’s, Dunedin Quartet, Renegade Hair, choreographer Pippa Hamilton and photographer Jonathan Adlem for their generous support.

Runway Revival stands as a real celebration of creativity and community impact and it’s a night not to miss next year.

### Top Designers Recognised

**Lucky Dip**  
Polly Figgins & India Woodward-Leth

**Anything But Clothes**  
Hannah & Ed Daniel

**What’s Your Dunedin**  
Mikayla Lindsay

**People’s Choice**  
Sarah Cunningham





*Category winner:*  
**People's Choice**



*Category winner:*  
**Anything But Clothes**

*Category winner:*  
**What's Your Dunedin**

# Walking alongside whānau for 20 years

## Jan Hughes reflects on two decades of social work

**Jan Hughes' journey with Presbyterian Support Otago (PSO) began before she was even fully qualified. As a social work student researching housing, PSO stood out for its wide range of services and strong focus on client centred practice. Twenty years later, those same values keep her here.**

"PSO had a lot of services, and they were genuinely client-centred," Jan says. "And the team – they were respectful, supportive, and deeply committed to the community. That really mattered to me."

Much of Jan's work centres on advocacy – walking alongside people as they navigate complex systems and connect with the supports they need. That often includes support at places like Work and Income or Kāinga Ora, where simply asking for help can feel daunting.

Low confidence, Jan explains, is often shaped by past experiences that continue to influence how people expect future interactions to go.

**"People don't always feel confident to ask for what they need," she says. "So I can do some of the talking, and later they can step up."**

For Jan, advocacy isn't about stepping in forever. It's about creating pathways to better experiences, changed expectations, and growing self belief.

Rather than taking control, she works alongside people to build skills for the long term. Goals are set together, and ownership always stays with the client.

**"We achieve things together. The person is on a pathway to doing it themselves – the plan is theirs."**

That strengths based approach is grounded in clarity and transparency. Jan is clear about roles, expectations, and consent, helping create relationships that are safe, whakaute (respectful), and effective.

The work is supported through strong supervision and peer support, alongside ongoing professional development through PSO. Through her front line role, Jan also helps shape the future of the profession as a fieldwork educator, supervising social work students during their placements with PSO.

Over 20 years, Jan has seen significant changes in the community. Housing stands out as the most dramatic – and one of the most challenging.

"Twenty years ago, people could get a house more easily," she says. "Now it's just so hard."

Housing, she says, is more than shelter.

"It's a home base – where people have routines, stability, boundaries, and warmth."

Without that foundation, everything else becomes harder. Being warm and housed comes before appointments, conversations, or confidence.

Even after two decades, Jan continues to be struck by the people she works with.

**"How resilient people are still surprises me," she says. "It's amazing what people can do – even in really hard times."**

She's also mindful of the courage it takes to ask for help.

"People are so brave to come and ask for support – even I don't always like doing that," she laughs.

The work, Jan says, is always a partnership.

"I'm not the teacher – they know things I don't."

Clients share knowledge about health, lived experience, and community resources, and that learning carries forward to support others.

Jan is proud PSO has held steady over more than a century of service.

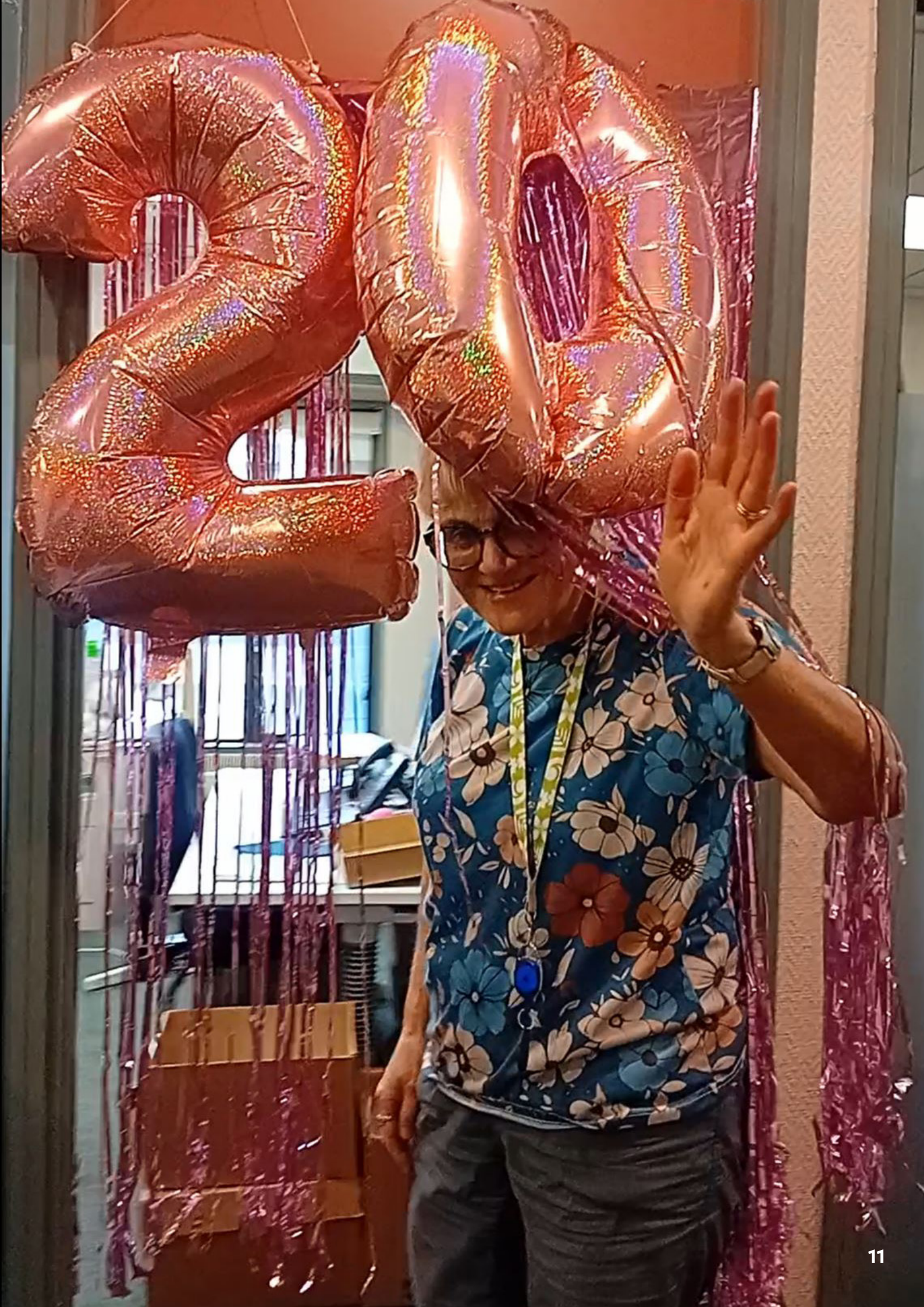
**"We've changed shape and form over time, but we've stayed fully committed to serving the needs of our community."**

Her own values are just as consistent: social justice, fairness, and equity – alongside a belief that everyone has strengths.

If she weren't a social worker?

"I'd be doing something similar. Even when I retire, I still plan to do advocacy."

[psotago.org.nz/familyworks](https://psotago.org.nz/familyworks)  
[psotago.org.nz/donate](https://psotago.org.nz/donate)



# What's on guide

Events & invitations from around Otago



**25 June**

Lower  
Octagon  
Dunedin



## Octacan

Octacan - Presbyterian Support Otago's major winter foodbank can appeal.

Donations of cans will be arranged into the Matariki star cluster, with each star representing a food group.

Purchase cans or food parcels online or collect cans and drop them at the Lower Octagon 7.30am – 2pm, Thursday 25 June.

[octacan.org.nz](http://octacan.org.nz)  
[octacanonline.org.nz](http://octacanonline.org.nz)



**30 July**

Brydone  
Hotel  
Oamaru

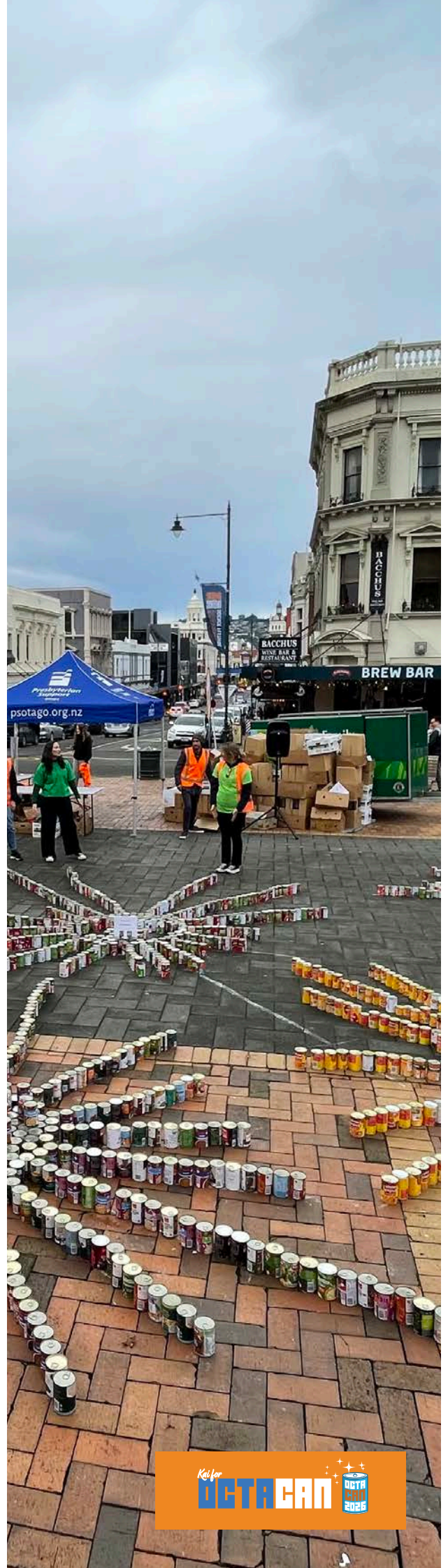


## Glow Waitaki community benefit dinner

A special evening hosted by three organisations making a meaningful difference in the Waitaki region: Presbyterian Support Otago, the Wildlife Hospital and the Otago Medical Research Foundation.

Enjoy a delicious buffet style dinner at the elegant Brydone Hotel, with wine on the table, raffles, and good company.

**Tickets available**  
[events.humanitix.com/glow-waitaki](http://events.humanitix.com/glow-waitaki)



**Donate to Octacan online and the foodbank will purchase cans on your behalf.**

Shop to donate food items like spaghetti, baked beans, tinned fruit or fish, or choose a single, double, or family food parcel.

Our Familyworks team provides tailored support, often starting with food parcels and moving to social work, financial mentoring, and winter essentials.

The current economic climate means that more families and individuals are coming to Presbyterian Support Otago for help.

**Restocking the foodbank shelves is critical for the winter months.**



**Donate to the Otago Familyworks Foodbank**  
(Donation receipts issued after purchase)



Hearty Can Classics - Donate 4 cans  
\$6.00 NZD



Fruity Staples - Donate 4 cans  
\$7.00 NZD



Plant Powered Pantry - Donate 5 cans  
\$7.00 NZD



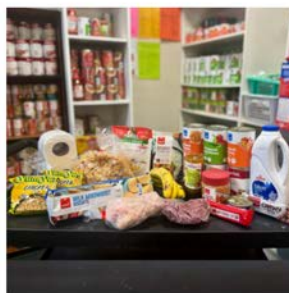
Saucy Staples - Donate 5 cans  
\$8.00 NZD



Comfort in a Can - Donate 4 cans  
\$11.00 NZD



Protein Powerhouses - Donate 5 cans  
\$20.00 NZD



Single Food Parcel - Donate  
\$70.00 NZD



Double Food Parcel - Donate  
\$110.00 NZD

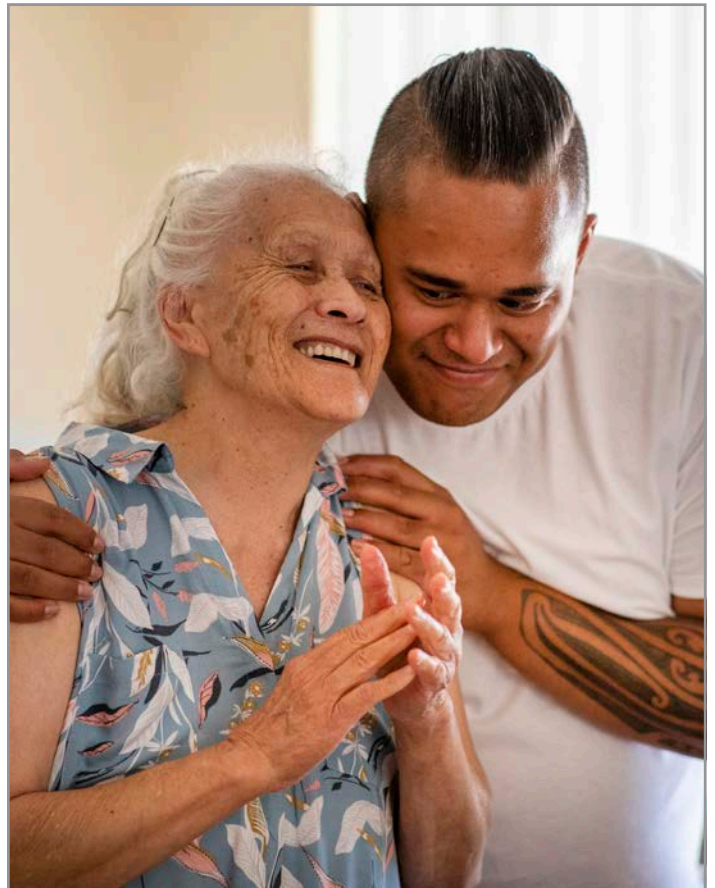


Family Food Parcel - Donate  
\$220.00 NZD

[octacanonline.org.nz](http://octacanonline.org.nz)



*Prices shown are an average at the time of printing. To ensure every donation goes as far as possible, the foodbank purchases stock (to supplement donated items) at the best available price, which means the specific items, and the makeup of food parcels, may look different from those pictured.*



## Having a clear out?

Donate your pre-loved items to the Presbyterian Support Otago's charity op shop!

Every donation helps to provide affordable items to the community while raising funds for local services.

We're currently seeking pre-loved goods in a clean and tidy condition:

- Winter clothing
- Bric-a-brac
- Household items
- Men's clothing

Unfortunately we're unable to accept broken or incomplete items, clothing from Shein or Temu, or large furniture.

Please drop donations off at OpShopSocial, or for bulk donations of 6+ bags, we can collect (Dunedin only). Please call us on 03 477 7115 to arrange.

**OpShopSocial**  
Presbyterian Support Otago

169 Princes Street, Dunedin

Monday - Friday 10am - 5pm  
Saturday & Sunday 10am - 4pm

Phone: 03 471 8249

# Be remembered for the future you helped create

A bequest is a gift you leave in your will – a way of passing on the values you care about and supporting the community you love.

**Anyone can leave a bequest, and it can be any size.**

Every gift helps shape the Otago you want to see, creating a future where children are supported and people can get help when they need it.

To learn more please call us on 03 477 7115 or visit our website

[psotago.org.nz/legacy](https://psotago.org.nz/legacy)

# WANTED

## ADULT BUDDY VOLUNTEERS



The Buddy Programme connects trained volunteers with tamariki who may benefit from having another consistent, trusted adult in their lives. As an Adult Buddy, you'll spend a couple of hours weekly or fortnightly with your buddy.

We're seeking volunteers who can:

- Commit to regular time with one child
- Be patient, reliable and encouraging
- Value connection and positive relationships

You don't need special skills or experience – just a willingness to be there for a young person.

Apply now to volunteer as an Adult Buddy.

[psotago.org.nz/volunteer](https://psotago.org.nz/volunteer)

[psotago.org.nz/buddies](https://psotago.org.nz/buddies)

## Need short-term residential aged care?

We offer respite care in our carehomes

Respite care offers short-term, supportive residential care for older people, providing a safe, comfortable environment with personalised support, activities and 24-hour care.

It also gives carers the chance to rest and recharge, knowing their loved one is well cared for and supported.

[psotago.org.nz/enliven](https://psotago.org.nz/enliven)



## Payroll giving made easy

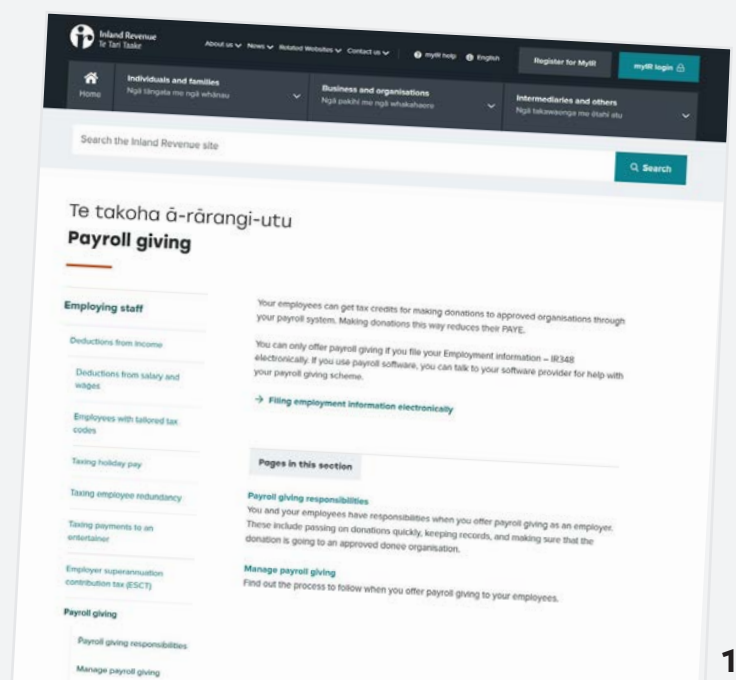
Support children, families and older people across Otago with a regular gift from your pay.

Tax benefits apply immediately for gifts over \$5.

Presbyterian Support Otago is registered and ready.

For more information and a registration form:

[psotago.org.nz/payroll-giving](https://psotago.org.nz/payroll-giving)



# Yes, I would like to support community services in Otago

## Donate to support unfunded community programmes.

Presbyterian Support Otago community services are offered free of charge. This means help is always there for those who need it, regardless of age or religion.

For many, reaching out is just the beginning. Our team provides individualised support, including food parcels, social work, financial mentoring and winter essentials – with more working families now turning to us for help.

## Four easy ways to give!

### 1 Internet Banking

**Account Name** Presbyterian Support Otago  
**Account No** 06 0901 0005597 00  
**Ref** Your phone number  
**Code** **DONATION-PM**  
**Particulars** Programme to support eg. foodbank

For a receipt, please email [fundraising@psotago.org.nz](mailto:fundraising@psotago.org.nz)

### 2 Credit Card

Donate on our website [psotago.org.nz/donate](https://psotago.org.nz/donate) or

Call us on 03 477 7115 and we can process your credit or debit card donation over the phone

### 3 EFTPOS Card

Donate with your EFTPOS card – pop into our Dunedin Support Centre at 407 Moray Place

### 4 Bequest

Leaving a gift in your will – please call Ruth Wilson on 03 477 7115 to find out more



Donate to support community services



[psotago.org.nz/donate](https://psotago.org.nz/donate)