



98TH ANNUAL REPORT

2015-2016

Presbyterian Support
South Canterbury

with 2017 calendar



Our Stories

from the Heart of South Canterbury

 **Family
Works**
SOUTH CANTERBURY



Presbyterian Support
South Canterbury

REPORT FROM THE CHAIR

On behalf of the Board I am pleased to present the 98th Annual Report, highlighting our organisation's ongoing success in "supporting people in our community with quality care and Christian love". This year's Annual Report presents an overview of our work through stories, facts, and figures.

We continue to respond to the needs of our community with targeted local services and as we approach our 100th anniversary in 2018, we are conscious of the need to remain relevant to our stakeholders and to focus on service sustainability in response to the fast changing environment we work in.

Priorities over the year have included significant ongoing financial support for our Family Works services in order to provide a direct and lasting benefit to children, their families and our community. We are highly supportive of initiatives occurring in the sector to better assist children and their families. We value our partnership with our fellow Presbyterian Support regions and we continue to work together to build a stronger national presence through Presbyterian Support NZ and Family Works NZ. In an environment of significant change and limited Government funding increases, the Board acted to address the waiting lists for social work and counselling by injecting a further \$50k into Family Works. This funding was in addition to the \$330k of reserves allocated to support Family Works and together these sums make up the bulk of this year's operating deficit.

Sustainability and flexibility have been key themes for the year in our aged care services. We continue to place a high value on excellence in care and to grow our 'Eden Alternative®' Philosophy and the delivery of restorative care. This work is undertaken against a backdrop of a continuing growth in client health needs and increasing funder compliance. We are very conscious of the need for planning to remain viable in what is becoming a very competitive market and as part of this focus, in April we congratulated CEO Michael Parker on attaining his Masters' Degree

(Distinction) which was awarded for his work-based research project on medium to long term sustainability planning in our residential care services. Michael also received a Distinguished Alumni Award from Otago Polytechnic during their 50th Anniversary celebrations.

Whilst the Health & Safety at Work Act 2015 has brought health and safety to the fore this year, the organisation already had comprehensive systems in place to ensure the safety and wellbeing of our staff, residents, clients and contractors. Strengthening work has been undertaken on all buildings and we have reviewed our systems and processes to ensure compliance with our increased responsibilities. We have retained Tertiary level ACC accreditation and achieved highly commendable results from the audits undertaken across all of the funded services we operate.

I wish to express my gratitude to my fellow Board members for their ongoing commitment and focus in an increasingly complex environment. The volunteering of your time, experience and diverse range of skills is greatly appreciated and brings enormous value to the organisation. As a Board, we gratefully acknowledge the efforts of CEO Michael Parker, the management team and all four hundred plus staff who have provided dedicated, professional and caring service throughout the year. We also gratefully acknowledge the generosity of the people of South Canterbury who continue to support our work with donations of money, services and goods, bequests, volunteer hours and more.

From our Presbyterian Parish origins and with continued strong community support, our solid foundation of nearly 100 years of dedicated service positions us well for the future. As the largest charitable social services provider in our community and a major contributor to our local economy, we look forward to 2017 with confidence, after a year memorable for both its challenges and achievements.

Nicola Hornsey (Acting Chair)



Presbyterian Support South Canterbury Board

Left to right: Don McFarlane, Eoin Powell, Juliet Crawford, Russell Standeven (Finance & Administration Manager), Michael Parker (CEO), Jim Pearce (Board Chair), Nicola Hornsey, Sheryl Frew, Wendy Smith, Quentin Hix.



Presbyterian Support
South Canterbury

REPORT FROM THE CEO

With our 100th anniversary nearly upon us, the planning to maintain our long-term viability and sustainability to prepare Presbyterian Support to meet the needs of the future generations in South Canterbury is a big responsibility. Getting the right mix of charitable services to the most vulnerable requires sound financial decision making and a commercial approach for those areas of the business that can generate the financial returns needed. Over recent years we have seen the demise of a number of social service providers who have been unable to get that mix right.

Across our aged care services, high residential occupancy, growing numbers of home-based clients and excellent audit results continue to underscore our high quality service delivery. During the year we have been planning how services will evolve as the needs of our clients and residents change - a later shift to a rest home environment for many means that both home-based support and residential aged care must now respond to greater complexity of care. A highlight of the year was the confirmation of our high quality services across residential aged care by the Ministry of Health Certification audit team. The Croft home achieved the highest possible term of four years (the first in South Canterbury) and Margaret Wilson and Wallingford homes also achieved an excellent three years each.

During the year we were pleased to see the Government recognise the importance of Community Services staff by funding payments for travel time and distance between client visits. Safe work environments for staff, residents, volunteers and contractors have always been a priority. The implementation of the new Health and Safety at Work Act 2015 has seen management and staff working actively to ensure all areas of the organisation continue to meet the higher levels of compliance. Thank you to all our Health Safety representatives and staff for their proactive approach to health and safety. In an initiative to promote healthy workplaces, all sites and buildings became fully Smokefree in October 2015.

We have noted the increased compliance facing all areas of our business and recognise the increasing skill levels required of our staff. We remain committed to providing greater opportunities for paid education to meet these compliance expectations and build careers. At Family Works our team of highly skilled professionals continue to offer tailored social work and counselling solutions to children, families and individuals right across our community. We thank the Community Trust of Mid & South Canterbury as the major funding contributor to the Family Works building extension project, providing much needed additional space for our growing work.

As we reflect on this past year, I extend our sincere thanks to the Senior Management Team, staff, contractors and volunteers for their commitment. Pride and dedication were clearly evidenced by

the results from this year's Staff Satisfaction Survey - 95% of staff reported they would recommend working at PSSC to others, 97% of staff indicated they would recommend PSSC to potential clients or residents and 96% of staff stated they enjoyed coming to work. Job satisfaction was again well reflected in our long service recognition this year, with two staff retiring after more than 30 years and other staff achieving 10, 15 and 20 years.

Community support for the organisation remains as strong as ever. In addition to the many organisations and individuals who assist us in so many ways, we would particularly like to acknowledge and sincerely thank:

- The South Canterbury DHB for working with us to meet the needs of South Canterbury
- Eden in Oz and NZ
- Alzheimers South Canterbury for knowledge sharing and the Park Centre development
- The Ministry of Social Development and other referral agencies we work with
- Our PSNZ and FWNZ National Office team of Diane Garrett, Taone O'Regan and Catherine Conland
- Our volunteers, supporting our work in so many ways and providing much valued links to the community and our Presbyterian parishes
- The many generous donors and benefactors who continue to support our work; this year donations and grants totalled \$160,875 and bequests and legacies \$22,244.
- Organisations and their teams who provided fundraising and in kind support including Fonterra, SCDHB, Heartland Ricoh, The Timaru Herald and Z Service Stations Caroline Bay and Stafford St
- Community trusts and philanthropic supporters including The Tindall Foundation, The Community Trust of Mid & South Canterbury, The Aoraki Foundation, AD Hally Trust, Oswald McKenzie Trust, Perpetual Charitable Trusts and others – your continued support enables us to fund additional resources and services to make such a real difference to those receiving our care
- The riders, supporters and organisers of the Central South Island Charity Bike Ride.

As our celebration of 100 years of service to South Canterbury draws closer, the organisation remains relevant, sustainable and clearly focused on providing care to those who need it most. We look forward to our centenary in 2018 with positive anticipation.

Michael Parker, Chief Executive Officer

Presbyterian Support South Canterbury

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Support and encouragement in the Rainbow Room

At South School in Timaru, children know that the “Rainbow Room” is a special and safe place they can visit anytime to chat, work on art or creative projects, have some quiet time or even have a go at playing an electric organ.

“We want everyone to walk out of the Rainbow Room with something positive,” says Family Works SWiS worker Diane.

“When times are hard, the positive messages they receive here may just about be the only ones they are getting.”

The Family Works Social Worker in Schools (SWiS) works alongside children identified as at risk, or experiencing loss, grief, abuse, bullying, parental separation, emotional or behavioural issues.

SWiS workers also work to support environments at school, like the Rainbow Room, where projects, programmes and even time to simply “hang out” can make an enormous difference to children experiencing challenging times.

In addition to the support children and families can receive from their SWiS worker, other positive connections with lasting impacts have also grown from the Rainbow Room, says Diane. A local professional woman was inspired to complete respite carer training and now provides mentor support to a child she first met in the Rainbow Room while visiting Diane. The pair enjoy “girl time” and outings together, with a trip to “Disney on Ice” a much anticipated highlight.

Local artist Wayne Patrick volunteered coaching time to help pupils paint the Rainbow Room mural. Wayne now provides free art classes to several children who demonstrated a genuine interest in art.



Pupils from South School helped paint a mural for the Rainbow Room, including giving up their own time on a Saturday to help complete the artwork.

JANUARY

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NEW YEAR'S DAY	NEW YEAR'S DAY OBSERVED	DAY AFTER NEW YEAR'S DAY				
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

DECEMBER 2016

M		5	12	19	26
T		6	13	20	27
W		7	14	21	28
T	1	8	15	22	29
F	2	9	16	23	30
S	3	10	17	24	31
S	4	11	18	25	

FEBRUARY 2017

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	
T	2	9	16	23	
F	3	10	17	24	
S	4	11	18	25	
S	5	12	19	26	

Warm and colourful memories

With over 65 years caregiving experience between them, Margaret Leigh and Barbara Joyce have many warm and colourful memories of their time with PSSC. Starting out 35 years ago as a night care worker at Margaret Wilson home, Margaret moved several years later to a caring role in the newly built Young Disabled Unit. Believing strongly in the positive benefits of keeping active and possessing supreme organisational skills, Margaret was soon to gain a reputation as “events coordinator extraordinaire”.

“If it was on, we went to it, and if it wasn’t on, we organised it!” she says, recalling the many outings and events she organised for residents. “From concerts, picnics and trips all over South Canterbury to gumboot competitions and roller blading demonstrations around the car park, we’ve done it all!”

Margaret also recalls with pride studying and graduating as a Diversional Therapist in her 60s. Summing up her extensive career with PSSC in a few words is something that comes easily to Margaret. “So many motivating, challenging experiences over the years - just wonderful.”

Being able to juggle a career with a young family was what initially drew Barbara Joyce to caregiving, a career choice that would last for the next 32 years. Joining the team at the freshly built Wallingford home in 1981, Barbara remembers how “flash” everything seemed, and the strong sense of community behind the development of the home for Temuka residents.

That community feel is something Barbara feels is as much in evidence today as it was back then. And something else Wallingford has also always been known for is a sense of fun and humour, borne out by the many stories told over the years. One in particular concerns a “marmalade ghost”.

Each evening, night shift staff would set up the breakfast tables with jam, marmite and marmalade jars in the same position. Each morning, the setting would be found to have been changed at one table. Months later the “marmalade ghost” was revealed - a resident with a weakness for marmalade. Getting up in the middle of the night, he would sneak out to reset “his” table to ensure he had first choice at breakfast.

When asked to describe her time with PSSC in a couple of words, Barbara says she feels “very fortunate”. “We were always blessed with the others on the team, everyone was always there for you and very approachable. While a lot of things have changed over the years, one thing has not – the environment at Wallingford is as warm and welcoming as ever.”



Margaret Leigh (left) and Barbara Joyce (right) share warm memories of their caregiving experiences with PSSC.

FEBRUARY

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	WAITANGI DAY 6	7	8	9	10	11
12	13	VALENTINE'S DAY 14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

JANUARY 2017

M	30	2	9	16	23
T	31	3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

MARCH 2017

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	31
S	4	11	18	25	
S	5	12	19	26	

Donations make the difference

When help is needed most, Family Works relies on the South Canterbury community to help provide staples such as food, clothing and bedding to families we work with.

Throughout the year, thanks to generous community support from both individuals and local businesses, the Family Works food bank fills the gap for clients experiencing hard times. Both financial contributions and donations of grocery items are sincerely appreciated and put to immediate use. Over the year, donations of children's shoes, knitted clothing, colourful quilts, toys and bedding have also provided comfort and warmth for some of our youngest and most vulnerable community members.

In December, thanks to the Family Works Timaru Herald Christmas tree promotion, many local children and families were able to share gifts and enjoy a Christmas meal – something that would otherwise have been out of their reach. Substantial donated goods from the staff of Fonterra and the South Canterbury District Health Board have also provided a much needed boost to food bank resources.

In our rest homes, in addition to much appreciated financial contributions, other donations during the year have included produce, materials for crafts and projects, in-kind support and more. All contributions make a real difference and help us provide “those little extra touches” that make our homes feel like just that – homes where all feel welcome and comfortable.

As we approach 100 years of charitable work in South Canterbury, we thank you for your support, giving us the confidence that we can continue to be there in future, when and where our help is most needed.



Having enough to eat, a warm bed and shoes to wear are things most of us take for granted. But for many local families, even the basic essentials can be beyond reach.

MARCH

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY 2017

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	
T	2	9	16	23	
F	3	10	17	24	
S	4	11	18	25	
S	5	12	19	26	

APRIL 2017

M		3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

We can't chicken out now!

It was one of those chicken and egg situations. Inspired by an article about chickens in rest homes, Wallingford Home Nurse Manager Raewyn was keen to explore more. After hearing about a relocating Timaru family who needed to rehome their much loved hens, a cunning plan was hatched; “Star” and “Chookie” would become part of the lively family at Wallingford.

When moving day came, Chief Problem Solver Shaun was onsite and ready for action. Although chicken relocation fowl outside his role as PSSC Property Supervisor, Shaun knew there was no point chickening out – he would simply be hen-pecked by his colleagues until the job was done. No longer a spring chicken, Shaun was shaking his tail feathers at the prospect of having to chase and catch hens, but that proved easy compared to hauling the heavy “Cluckingham Palace” henhouse up a steep slope and onto a trailer! All and sundry were soon packed up and ready to go, with PSSC Health & Safety Officer Shaun relieved to note that no eggs had been laid due to the exertion.

Yes, it was definitely something to crow about - Star and Chookie were finally on their way to feather their nests at Wonderful Wallingford.

A couple of months down the track and the Wallingford chickens are delivering eggsactly what was hoped for, and more. Star and Chookie now live in Cluckingham Palace Mark 2, a brand new home built by a kind volunteer, with community donated materials. Residents enjoy popping outside to feed and watch the hens, where a special nesting seat affords the best view. Visiting grandchildren also love to visit the hens and if lucky, find an egg or two for the Wallingford kitchen.

“We enjoy laying about watching the chooks,” says Herb, a Wallingford resident and keen chicken observer. “I have a clear view of the chicken run from outside my window, so I can keep my eagle eye on them whenever I want.”

The escapades of Star and Chookie, documented in a series of amusing poems by Wallingford Nurse Manager Raewyn, are being compiled into a fundraiser booklet. And while they don’t want to count their chickens before they are hatched, Wallingford residents are confident that the revenue raised will be seed money for plenty of chicken mash, well into the future.

For more information on the adventures of “Star” and “Chookie” at Wallingford Home, visit www.pssc.org.nz and search for Wallingford Home.



(From left to right) Residents Margaret, Marjorie and Joan, eggshited about keeping hens at Wallingford.



APRIL

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30						APRIL FOOL'S DAY 1
2	3	4	5	6	7	8
9	10	11	12	13	GOOD FRIDAY 14	15
EASTER SUNDAY 16	EASTER MONDAY 17	18	19	20	21	22
23	24	ANZAC DAY 25	26	27	28	29

MARCH 2017

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	31
S	4	11	18	25	
S	5	12	19	26	

MAY 2017

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	31
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

Chatter and fine china



On Mondays and Fridays at The Croft Home, a small group of residents and volunteers meet for “Chatter Group”, sharing memories and making new friendships.

“Residents remember the days when they used fine china and linen tablecloths. It’s little touches like this that make the difference in their lives,” says Volunteer Coordinator Sue Shewan.

“These morning teas bring back memories of years gone by.”

Creating a homely environment is a big part of the PSSC philosophy for aged care, including the Eden Alternative® Philosophy.

To find out more, visit www.pssc.org.nz (search Eden).

MAY

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
MOTHER'S DAY 14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

APRIL 2017

M		3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

JUNE 2017

M		5	12	19	26
T		6	13	20	27
W		7	14	21	28
T	1	8	15	22	29
F	2	9	16	23	30
S	3	10	17	24	
S	4	11	18	25	

Volunteers - vital to our work



We thank all of our volunteers for the time, care, commitment, joy and support you bring to our residents and clients on a daily basis. And from what you tell us, you enjoy helping out as much as we appreciate having you.

Fran, a semi-retired teacher, combines her loves of “teaching, swimming and being enthusiastic about living” with her volunteer role at Margaret Wilson Home. Fran regularly accompanies Joe, a resident from the Hornsey Wing Young Disabled Unit on his visits to CBAY (Caroline Bay Aquatic Centre).

Says Fran “I so enjoy being able to help and seeing the enjoyment on Joe’s face as he is able to move more freely in water.”

Approximately 110 registered volunteers assist Presbyterian Support South Canterbury in our mission of care every year, providing in excess of 8300 volunteer hours annually. We are so grateful for volunteers like Fran who give generously of their time and talents by making themselves available to volunteer.

In addition to providing care, friendship and support in our rest homes, volunteers also provide invaluable services at our Enliven Day Centre; as drivers; at Family Works and in many other varied roles. PSSC volunteer roles have flexible time commitments according to the role (once, twice or three times a week, once a month; a regular commitment or from time to time).

PSSC volunteer roles are varied and interesting, and times are flexible. We always have volunteer options available and are always looking for more volunteers! To find out more, call our Volunteer Coordinator on 03 687 7945, or contact us via **www.pssc.org.nz**

JUNE

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	QUEEN'S BIRTHDAY 5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

MAY 2017

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	31
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

JULY 2017

M	31	3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

Colourful community connections

90 years young, Margaret* has Alzheimers and receives regular support visits from her Presbyterian Support Carer Jane*.

As part of a Community Services care package, regular outings enable Margaret to keep up with her interests and community connections.

“We go out for a drive every second Tuesday,” says Jane. “We visit the park, the bird aviary, walk around the gardens. Margaret often takes her colouring book with her and we find a nice place for her to enjoy this.

On one visit we looked at the shops, went and had a hot chocolate (her favourite) and then went to the library. The manager approached us to tell us that she was planning an adult colouring session – she wondered whether we would be interested. She then scheduled the sessions to suit our Tuesday schedule. Margaret was very excited about this and now looks forward to the sessions.”

For clients who want to stay in their own homes as long as they can, Presbyterian Support home-based care packages help clients stay home, stay healthy and continue to enjoy their hobbies and social lives. Care levels are tailored to the individual needs of each client and the need to maintain links with friends, family and in the community is actively supported.

Being able to “get out and about” makes a huge difference to clients receiving home-based care, says Community Services Manager, Lizzie McIvor.

“Colouring for Margaret is a constant in an ever changing world, something she both enjoys and does well. By supporting her in this hobby, we are supporting an essential and enjoyable link to the local community.”



We believe that everyone deserves to live their life to the fullest extent possible, wherever they choose to live and regardless of age, frailty or disability. If you would like to find out more about home-based services, contact us to find out more. Funding may be available and clients can also pay privately.

JULY

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

JUNE 2017

M		5	12	19	26
T		6	13	20	27
W		7	14	21	28
T	1	8	15	22	29
F	2	9	16	23	30
S	3	10	17	24	
S	4	11	18	25	

AUGUST 2017

M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	31
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	



“Two elders approached me about planning a movie evening in the Margaret Wilson lounge.

They invited friends from the Home and Cottages. My brother made tickets and I handed them out as the elders arrived on the chosen night.

I had purchased popcorn and ice cream and served the popcorn in proper “movie” tubs and ice cream in waffle cones with sprinkles and a lolly on top.

We all joined together, laughing and enjoying the movie and each other’s company. It was such a fun evening – one I enjoyed heaps and the elders spoke of for several weeks afterward.

I can’t wait to do it again.”

Margaret Wilson caregiver Holly captured the spirit of The Eden Alternative® Philosophy in her description of a

resident initiated movie night at Margaret Wilson. The Eden Alternative is an elder-centred philosophy aimed at positively supporting residents by actively combatting loneliness, helplessness and boredom – the “Three Plagues” that account for the bulk of suffering amongst Elders. PSSC is committed to the Eden Alternative® Philosophy in our journey to create living environments that nurture and celebrate companionship, spontaneity, enjoyment, choice, meaningful activity and a balance between the giving and receiving of care.

Residents, staff, visitors and volunteers to our homes enjoy the evidence of “Eden in action” every day – it’s a big part of why our homes have a unique atmosphere, “that special something” that people talk about when they visit. But don’t just take our word for it – come and visit for yourself!



Margaret Wilson resident Sister Duchesne and carer Holly enjoyed a “movie night” planned with residents.

AUGUST

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

JULY 2017

M	31	3	10	17	24
T		4	11	18	25
W		5	12	19	26
T		6	13	20	27
F		7	14	21	28
S	1	8	15	22	29
S	2	9	16	23	30

SEPTEMBER 2017

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	

Happiness is handmade



There is always an outlet for creative energy in PSSC rest homes.

From painting, knitting, hat-making, paper mâché or woodwork, to baking, making delicious fruit preserves or tending a herb garden, examples of hobbies, craft and creative flair are everywhere.

Some items are made as gifts, some for fundraising and some simply to be enjoyed, by residents, visitors and staff alike.

When you visit our homes, we hope you enjoy the results as much as our residents have enjoyed the journey of creation.



Wallingford residents (from left to right) Buck, Daphne and Herb enjoy getting involved with crafts and activities.

SEPTEMBER

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
FATHER'S DAY 3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	SOUTH CANTERBURY ANNIVERSARY 25	26	27	28	29	30

AUGUST 2017

M		7	14	21	28
T	1	8	15	22	29
W	2	9	16	23	30
T	3	10	17	24	31
F	4	11	18	25	
S	5	12	19	26	
S	6	13	20	27	

OCTOBER 2017

M	30	2	9	16	23
T	31	3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

“I was lost and I felt like I had no options.”

Struggling to cope with her daughter's behavioural issues, Karen* felt she could not cope any longer. 11 year old Ella* was lashing out whenever she was angry - screaming, crying, slamming doors, punching and kicking her mother, throwing objects at her younger siblings. As Karen began to worry she was close to breaking down herself, things got worse as Ella broke windows, physically hurt her siblings and threatened to run away and kill herself. One night she was driven home by a stranger after sneaking out of the house.

Gravely concerned, Karen's father sought help, soon connecting with Family Works South Canterbury.

“I have never felt like such a failure, nor in such despair,” says Karen. “But from the first phone call from Family Works, Susanne* was reassuring. She understood what I was going through and I no longer felt alone, there was help, there was hope.”

Susanne put Ella into the “Power-Up” programme, where she was free to discuss anything she wanted. Karen, accompanying Ella to the first few sessions, watched her daughter become noticeably more at ease each time. Since completing the programme, Ella is a completely different person, says Karen.

“Previously, if Ella became upset or we had a disagreement, the destructive behaviours would immediately come out. Now, she goes off to her room to calm down and later on, we discuss our issues. Our home is a calmer, more loving environment. Like all families we still have our disagreements, but we now know how to deal with our emotions in a constructive manner.”

“I cannot thank Susanne and the Family Works team enough for saving our family.”



The Family Works South Canterbury free 10-session Power Up programme helps children aged 6-12 years express anger constructively and manage their emotions. Power Up is one of several free Family Works programmes for children, teens, parents and individuals. Call Family Works on 03 688 5029 or visit www.pssc.org.nz to find out more.

OCTOBER

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	LABOUR DAY	24	25	26	27	28
29	30	31				

SEPTEMBER 2017

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	

NOVEMBER 2017

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	
S	4	11	18	25	
S	5	12	19	26	

Roger* was a little reluctant to come along to Enliven Day Centre.

Unsure of what it would be like and not sure if he would enjoy it, it was several weeks after Roger's assessment that he finally agreed to give it a try.

As soon as he arrived, Roger realised he knew some other men there. After a good yarn over a cuppa and later on over a meal, Roger left feeling good about his day and looking forward to returning.

At his next visit the following week, the entertainment included dancing to some old time favourites.

"Roger was up on his feet and danced the afternoon away", says Linda, Enliven Supervisor.

Says Roger "I did not believe there was so much life in a place like this."

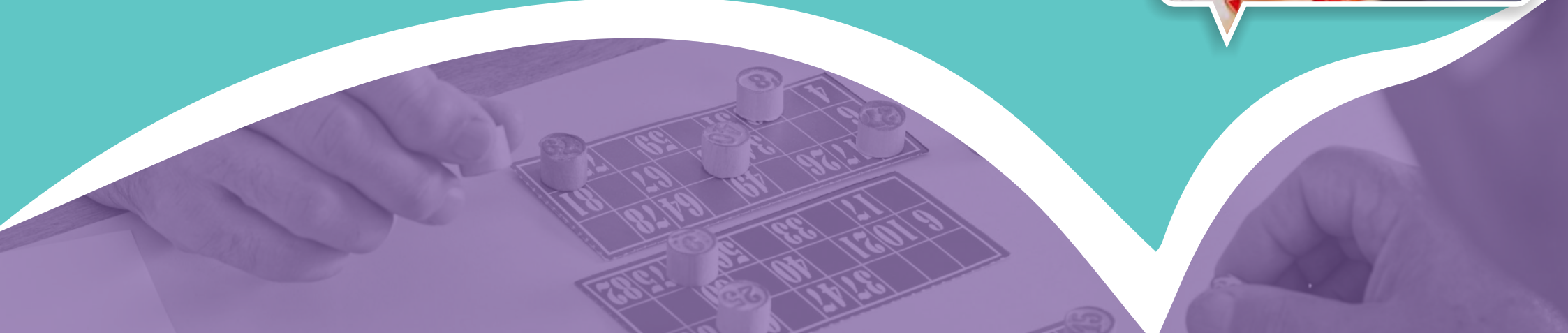
Roger now attends the centre regularly and looks forward to catching up with the friends he has made.

At the Presbyterian Support Enliven Day Centre in the Timaru Botanic Gardens, clients aged 65+ rediscover their strengths, interests and zest for life. Programmes and activities, tailored for each individual, offer support and friendship to all who come along.

From time in a "man's shed", painting, indoor cricket or walks by the beach, to crafts, outings, pamper days, baking, dancing or housie, Enliven offers something for everyone. Qualified, specialist staff provide support for programmes to help keep physically active, in a supportive, disability-friendly environment. Nutritious two-course meals are included and transport options may be available.



To find out more about the Enliven Day Centre, call the team on 03 687 1114 or simply pop in and see for yourself. Family members and friends are welcome to join in at any time during the day.



NOVEMBER

2017




SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

OCTOBER 2017

M	30	2	9	16	23
T	31	3	10	17	24
W		4	11	18	25
T		5	12	19	26
F		6	13	20	27
S		7	14	21	28
S	1	8	15	22	29

DECEMBER 2017

M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	29
S	2	9	16	23	30
S	3	10	17	24	31



"Togetherness, a moving church service, lovely decorations, family visits and of course....new potatoes!"

Resident, Margaret Wilson Home

"A day of tradition and meaning with kindred spirits celebrating life and love with festivities, fabulous food and lashings of goodwill.

..... Xmas is love in action"

PSSC Food Service Team

"Each year, the Croft staff buy the residents a gift. I love watching them open their presents."

Heli, Croft Senior Registered Nurse.

"A special family time, both with visiting family members and also staff and residents, giving and receiving support from each other. "

Staff member, Margaret Wilson Home

"Staff coming together as family, celebrating the joy of working together, conquering new challenges and having fun in the process."

Family Works Team

"Celebrating with everyone at PSSC the Good News of the birth of Jesus, the Saviour of the World - enjoyed through singing carols, hearing the Christmas Story, along with good food, laughter, friendship and togetherness."

Rev. Alan Cummins, PSSC Chaplain

"It's a nice place to have Christmas at Wallingford, the residents and staff are like one big friendly family. Christmas used to be so lonely, now it's so nice having a Christmas meal with company."

Resident, Wallingford Home

"For me, a PSSC Christmas means....."

DECEMBER

2017



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NEW YEAR'S EVE 31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
CHRISTMAS EVE 24	CHRISTMAS DAY 25	BOXING DAY 26	27	28	29	30

NOVEMBER 2017

M		6	13	20	27
T		7	14	21	28
W	1	8	15	22	29
T	2	9	16	23	30
F	3	10	17	24	
S	4	11	18	25	
S	5	12	19	26	

JANUARY 2018

M	1	8	15	22	29
T	2	9	16	23	30
W	3	10	17	24	31
T	4	11	18	25	
F	5	12	19	26	
S	6	13	20	27	
S	7	14	21	28	

Our Services

Presbyterian Support South Canterbury is the largest provider of a broad range of social services in South Canterbury. Our services include residential care, community home-based care and support, day/activity programmes, and social services through our Family Works division.

Residential Care

Our retirement and aged care facilities provide the full range of options, from retirement village/rentals through to rest homes, hospital care, specialist dementia care and a small young disabled unit. PSSC homes are; **The Croft** (Park Lane Timaru), **Margaret Wilson** (Seddon St Timaru) and **Wallingford** (Cass St Temuka).

Home Support, Community First & Enliven

Our Home Support services enable quality of life and independence with restorative packages of care, with eligible clients receiving funded support for personal cares and household tasks. Community First provides in-home care for clients assessed as eligible for rest home, dementia or hospital level care. The HomeFirst service provides intensive, short term support for clients transitioning from hospital back into life at home, removing the need for hospital admission by being able to take acutely unwell clients from either ED or GP practice, or facilitating an earlier discharge from medical, surgical or AT & R (Assessment Treatment & Rehabilitation) hospital wards. At our Enliven Day Centre, day activity programmes enable elders living in the community to enjoy socialising with others, building new friendships and sharing old times. This is also an opportunity for families and carers to take time out. Designed specifically for clients diagnosed with dementia, our Saturday Club Day Activity Programme is run by staff qualified and experienced in this field. Family members and friends are welcome to join in at any time during the day.

Family Works

Family Works provides strengths-based services offering support and opportunities for change. Social work and counselling services include family focused social work, social workers in schools, counselling for young people and adults, and a child and family psychologist. Programmes offered include parenting programmes for parents of young and teenage children, a variety of programmes for children, programmes to help victims of family violence, parenting through separation programmes, Strengthening Families Coordination Service, and a buddy mentoring programme. Our support services include support in arranging alternative / respite care, support for grandparents raising children, elder abuse and neglect services and an "Out of Gate" service for women leaving prison.



At the 97th PSSC AGM in 2015, food service volunteer Karen Bower (left) was presented with a special award for 15 years of volunteering. Staff member Sandra Hurst (right) also received a long service award, celebrating 20 years with PSSC.



Presbyterian Support South Canterbury

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In Their Own Words

"It was a huge relief to know that you were there when we weren't able to be."

Family Members, Community Services Client

"Our sincere heartfelt thanks and gratitude for the assistance given....and the kindness, care and support given to us and to Mum during her stay."

Family Members, Cottage & Rest Home Resident

"Thank you so much for demonstrating such kindness and consideration while caring for our Mother over the past four years."

Family Members, Community Services Client

"Treats me as if I was her mother."

Rest Home Resident

"Our families certainly appreciate the programmes offered and in particular we appreciate the Social Workers in Schools support"

SWiS - School Principal

"A continued support to me, helping me, spending time with me."

Rest Home Resident

"He really enjoyed the time he had with you and looked forward to every Monday to the outing."

Family Members, Enliven Day Centre Client

"It gave me tools and taught me skills to be a better parent."

Family Works Client

"We could talk safely, be honest."

Family Works Client

"It was very non judgemental / friendly and I was never rushed or dismissed."

Family Works Client

"You are all wonderful and very caring people."

Family Member, Rest Home Resident

What better way to express our sincere thanks and gratitude to PSSC staff, contractors and volunteers for the dedication, hard work and sincerity with which they provide such excellent care for our residents, clients and their families.

The Year's Work at a Glance

Aged Care, Residential & Community Services

3
Rest Homes

162
residential care rooms
(including disability,
palliative & respite)

214
**respite care
admissions**

104,472
hours of in-home
restorative & hospital
level care

343
total admissions to
Community Services
(home-based care)

3898
Enliven Day
Centre attendances

93%
of residential
clients* confirmed a
positive difference
in their lives

86%
of Community
Services clients*
confirmed a positive
difference in their
lives

235,000
**meals
produced**

4,556
**meals on
wheels**

18,433
**frozen
meals**

400+
staff

8300 +
**volunteer
hours**

* PSSC Aged Care client satisfaction surveys, 2015/16



Presbyterian Support South Canterbury Senior Management Team (left to right): Michael Parker (CEO), Katerina Tiscenko (Marketing, Communications & Fundraising Manager), Liz Nolan (Family Works Manager), Karen McKenzie (Executive Assistant & HR Coordinator), Carolyn Cooper (GM – Services for Older People), Russell Standeven (Finance & Administration Manager).

The Year's Work at a Glance



99%

overall service satisfaction* from adults who were supported by Family Works

98%

overall service satisfaction* from children who were supported by Family Works

95%

of adults* supported by Family Works said they felt better prepared for the future

90%

of children* supported by Family Works said they now felt good about the future

1230+

clients supported by a diverse range of services for children, young people, families and individuals, from one-on-one support to group programmes

233

parents participated in parenting programmes

770

clients were supported with social work and / or counselling

86

clients were supported by the Elder Protection Service

141

children attended programmes for help with issues such as anger, aggression, frustration, difficult behaviours, family violence

* Family Works client satisfaction surveys, 2015/16

Financials

Presbyterian Support Services (South Canterbury) Consolidated

Summary of Operating Performance

For the Year Ended 30 June 2016

In New Zealand Dollars

	2016	2015
Aged Care - Residential and Community Services		
Income from services	12,797,694	12,300,994
Expenditure	(13,128,521)	(12,389,800)
Aged care services operating surplus/ (deficit)	(330,827)	(88,806)
Family Works Services		
Income from services	979,761	842,489
Expenditure	(1,417,276)	(1,220,958)
Family works operating surplus/ (deficit)	(437,515)	(378,469)
Other Income		
Occupation right agreement administration fees and unit service charges	182,766	268,892
Donations, grants, legacies and bequests	183,119	356,596
Other income	17,169	6,328
Total other income	383,054	631,816
Other Expenditure		
Retirement village operating costs	(226,970)	(192,915)
Total other expenditure	(226,970)	(192,915)
Total operating surplus/ (deficit)	(612,258)	(28,374)

Presbyterian Support Services (South Canterbury) Consolidated

Summary of Financial Position

As at 30 June 2016

In New Zealand Dollars

	2016	2015
Current assets	5,714,150	6,896,839
Non Current assets	40,433,648	38,297,001
Total Assets	46,147,798	45,193,840
Current liabilities	5,019,927	5,269,873
Non Current liabilities	-	-
Total accumulated funds and other equity reserves	41,127,870	39,923,967
Total Liabilities and Equity	46,147,798	45,193,840

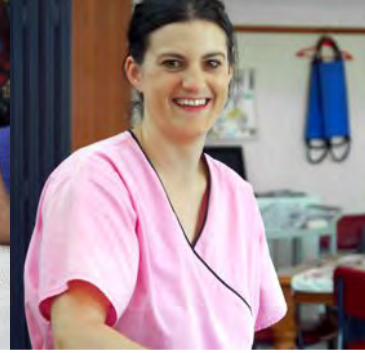
Notes

1. The presented financial information is unaudited, but has been derived from the full audited annual financial statements of Presbyterian Support Services South Canterbury Incorporated - Consolidated (the "Group").
2. The presented financial information cannot be expected to provide as complete an understanding of the financial performance, position and cash flows of the Group as provided by the full audited annual financial statements of the Group for the year ended 30 June 2016.
3. A copy of the full audited annual financial statements of the Group may be obtained by any member on application to the office - PSSC Administration, 12 Park Lane, Timaru, 7910.

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OUR MISSION

"Supporting people with quality care and Christian love"

1918 - 2018

100 YEARS

As we approach 100 years of service to the South Canterbury Community, we look forward to joining with you in centenary celebrations leading up to May 2018.

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Thank You

Our work would not be possible without your support

As a community based charitable trust, Presbyterian Support South Canterbury (PSSC) relies heavily on community and donor support to help us continue our work.

We thank all the individuals, organisations, businesses, groups, service clubs and schools who support us with regular contributions, one-off donations and in kind support. Our local Presbyterian Parishes and other church organisations also continue to provide valuable support and community links.

At Family Works, donations from our Guardian Angels provide direct benefit to local children in need. Support for our Family Works food bank from local companies, businesses and many individual donors provides meals on the table for families needing extra support in difficult times.

Your help makes a real difference, with every donation used locally. We are grateful to those who make provision for our work by remembering us in their Will with legacies or bequests, providing benefit to many for generations to come. Grants from trusts also have a significant impact, funding services and projects, programmes and resources that would otherwise not be available.

We sincerely thank all our donors, supporters and sponsors – too many to individually list and many who wish to remain anonymous. We look forward to maintaining our relationship in future years as we continue to support people in our community with “quality care and Christian love”.



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✂

Donation Form

Together we make a difference
in our South Canterbury Community.



Presbyterian Support
South Canterbury

Your generous contribution supports and sustains our important work - every donation counts and is used locally.

Contribution Amount:

☐ \$10 ☐ \$30 ☐ \$50 ☐ \$100 ☐ \$500 ☐ Other \$

☐ One Off Donation ☐ Monthly Donation ☐ Six Monthly Donation ☐ Other

or please charge my Credit Card/ Debit Card (☐ Mastercard ☐ Visa) \$

Name of Cardholder:

Card No: Expiry Date:

Signature:

Donation paid by: Mr/Mrs/Ms/Miss (Name/s):

Address:

Phone: Email:

Join Mailing List? (Newsletters & Updates) ☐ Yes ☐ No

Please contact me about:

- ☐ Setting up a regular automatic payment
- ☐ Leaving a gift in my Will
- ☐ Donating to the Family Works Foodbank
- ☐ Becoming a Family Works Guardian Angel
- ☐ Becoming a Volunteer
- ☐ Other:

Donate Online-www.pssc.org.nz

We welcome your online donation. To donate by internet banking please pay to "Presbyterian Support Services (South Canterbury) Inc; ANZ 06-0889-0014481-00. To enable us to provide a receipt, please enter your surname in the Particulars field; Your street number and street name in the Code field and your suburb or town in the Reference field.

Cheque Donations

Please make cheques payable to Presbyterian Support South Canterbury.

Presbyterian Support New Zealand will preserve the confidentiality of all personal information it holds in accordance with the NZ Privacy Act 1993.

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Making a difference together

✂

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☐ One Off Donation ☐ Monthly Donation ☐ Six Monthly Donation ☐ Other

or please charge my Credit Card/ Debit Card (☐ Mastercard ☐ Visa) \$

Name of Cardholder:

Card No: Expiry Date:

Signature:

Donation paid by: Mr/Mrs/Ms/Miss (Name/s):

Address:

Phone: Email:

Join Mailing List? (Newsletters & Updates) ☐ Yes ☐ No

Please contact me about:

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- ☐ Leaving a gift in my Will
- ☐ Donating to the Family Works Foodbank
- ☐ Becoming a Family Works Guardian Angel
- ☐ Becoming a Volunteer
- ☐ Other:

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Making a difference together



* The stories in our 98th Annual Report are drawn from the real life experiences of our residents, clients, staff, volunteers and contractors. For various reasons, the names of the people who have kindly shared their stories with us have been changed to respect their privacy. Our thanks to everyone who took the time to share what it means to be part of the Presbyterian Support South Canterbury family.



Presbyterian Support South Canterbury

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