



Presbyterian Support
South Canterbury

100TH ANNUAL REPORT

2017-2018
with 2019 calendar



Our Stories
from the Heart of South Canterbury



Presbyterian Support
South Canterbury

REPORT FROM THE CHAIR

It is my privilege and pleasure, on behalf of the Board, to present the 100th Annual Report of Presbyterian Support South Canterbury. 2018 marks the major milestone of 100 years of service to the people of South Canterbury, and we could not have done it without the support of our community, and the dedication of our volunteers and staff. Our journey over the period of a century has seen us grow from a children's home caring for seven children to a multi-million dollar organisation with 162 residential care beds, and a wide range of community and social services that assist over 2,000 people each year.

We began celebrating our 100th birthday in June 2018 when we hosted a Business After 5 function in association with the South Canterbury Chamber of Commerce, and launched our Centenary book, "A Century of Service" by Carol Angland. The Board is very appreciative of all the work that Carol put into compiling our story. The function was also an opportunity to showcase all our services, from aged care to family support, to representatives of the local business community.

On the first Sunday in July we joined with the Timaru Presbyterian Parish for a service of celebration. We were pleased that the Moderator of the Presbyterian Church of Aotearoa New Zealand, the Right Rev Richard Dawson, and the Moderator of Alpine Presbytery, Rev Anne Stewart were able to be with us for this occasion.

In November last year our Chief Executive, Michael Parker, gave notice that he would be leaving us in February 2018 to take on the corresponding role with Presbyterian Support

Otago. Michael worked for Presbyterian Support South Canterbury from 2001, initially in the Operations Manager position before taking on the Chief Executive role in 2003. His legacy is the positive team culture that was developed during his time as CEO, along with the focus on new and innovative services aligned to the organisation's 'person-centred' care approach.

The Board undertook a rigorous and extensive recruitment programme for our new Chief Executive. At the end of the process it was a clear-cut decision to appoint Carolyn Cooper to the position. Carolyn has been with us as General Manager, Services for Older People for the past 15 years, and it is very pleasing that she has stepped-up to lead the organisation.

I thank Board members for their ongoing support and dedication to sound governance of our organisation. Special thanks to our Deputy Chair, Juliet, and also to Committee Chairs Don and Jo. There have been several changes in the membership of the Board over the past year. The Board said farewell and thank you to Jim Pearce who retired in December 2017 after 12 years on the Board, with 10 years as Board Chairman; to Nicola Hornsey in July 2018, after 10 years service; and, to Sheryl Frew in August 2018 after 4 years service. We were pleased to welcome Jo Goodhew to the Board in November 2017, and Jan Hide and Judith Earl-Goulet in July 2018. It is pleasing that we continue to have members with a range of experience and talents around the Board table.

Eoin Powell, *Board Chairman*



Presbyterian Support South Canterbury Board (left to right):

Don McFarlane, Judith Earl-Goulet, Jo Goodhew, Eoin Powell (Board Chair), Juliet Crawford, Jan Hide, Quentin Hix, Keith Shaw



Presbyterian Support
South Canterbury

REPORT FROM THE CEO

Presbyterian Support South Canterbury is 100 years old and going strong like a number of our residents who reached this milestone with us this year. Turning 100 is a major achievement for businesses and people alike. No one can reach 100 on his/her own and we are very thankful and appreciative of the many individuals, groups and businesses that have helped us get to where we are today.

One in three babies born today will in fact reach 100. This will have a significant impact on society and especially in the aged care industry. We need to learn from and reflect on our past as we design services for our next 100 years. With people living longer there will be a demand for more services and for technology, especially in the home. By 2026 between 12,000 and 20,000 more people will need aged residential care alone. This figure doesn't include those who will want home based services.

In January 2018 New Zealand data showed that there were 33,000 care givers currently employed in aged care. The number of aged care workers needed to meet the predicted demand in 2026 will mean an increase in the workforce by 50 to 75%. As an organisation we need to be ready to meet the increased demand with a workforce that is qualified and ready to go.

Margaret Wilson and Wallingford underwent certification audits this year and both retained a three-year certification period. The auditors were particularly impressed with seeing the Eden Alternative Philosophy in action. The residents are involved in almost every aspect of running the homes from being on interview panels for staff, through to menu preparation, garden design, social calendar planning and the recycling projects.

Community Services moved to a new office earlier in the year and are now located on North Street across from the Family Works office. The Family Works, Social Workers in Schools and Family Start Team joined Community Services in the new place. This has had positive spin offs for both groups who look after a wide age group in the community.

Family Works have had another busy year assisting families in the community. The team is very appreciative of all the donated goods from the various community groups to the food bank, knitted items for clients and the Christmas gifts. We would especially like to thank McCain Foods and Community Trust of Mid and South Canterbury for their generosity which keeps the food bank cupboards stocked. Zonta deserve a special mention for their continued support of the grandparents raising grandchildren programme.

The past year has seen a number of changes within the management team and we farewelled Michael Parker, CEO, Katerina Tiscenko, Communication, Marketing and Fundraising Manager and Lavinia Reihana-Moemate, Cultural Advisor. A new team is emerging and Lizzie McIvor has been appointed to the role of General Manager, Services for Older People.

I would like to thank the board for their support as I settle into my new role as CEO. I also thank the staff, volunteers, managers and Senior Leadership Team, for their patience and hard work as the new team settles in and we continue working together to support and help the people of South Canterbury. The next 100 years promises to be exciting!

Carolyn Cooper, *Chief Executive Officer*



Presbyterian Support South Canterbury

Physical Address: 12 Park Lane, Timaru, 7910 | Postal Address: PO Box 278, Timaru, 7940 | Phone: 03 687 7945 | Fax: 03 688 8716

Email: admin@pssc.co.nz | www.pssc.org.nz

The Year's Work at a Glance

Aged Care, Residential & Community Services

3
Rest Homes

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

238
respite care
admissions

119,400
hours of in-home
restorative & hospital
level care

412
total admissions to
Community Services
(home-based care)

5603
Enliven Day
Centre attendances

96.8%
of residential clients*
said the service made
a positive difference in
their life

97.8%
of Community Services
clients* said the
service made a positive
difference to their life

269,698
meals
produced

1,929+
meals on
wheels

25,845+
frozen
meals

417+
staff

8973+
volunteer
hours

** PSSC Aged Care client satisfaction surveys 2017/18*



Presbyterian Support South Canterbury Senior Leadership Team (left to right):

Russell Standeven (Finance & Administration Manager), Lizzie McIvor (GM – Services for Older People), Katerina Tiscenko (Marketing, Communications and Fundraising Manager), Karen McKenzie (Executive Assistant & HR Coordinator), Liz Nolan (Family Works Manager), Carolyn Cooper (CEO)

The Year's Work at a Glance



FamilyWorks
PRESBYTERIAN SUPPORT
SOUTH CANTERBURY

1,200+

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

975

clients were supported with social work and / or counselling

165

parents participated in parenting programmes

99

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

**93% of adults
&
90% of children**

said Family Works services helped them meet their goals*

**95% of adults
&
90% of children**

said they learned new skills/strategies that were useful*

**97% of adults
&
83% of children**

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

**94% of adults
&
91% of children**

said that Family Works services were accessible*

**98% of adults
&
94% of children**

client's overall satisfaction with Family Works services*

* Family Works client satisfaction surveys 2017/18

Family Works South Canterbury (Presbyterian Support South Canterbury)

Physical Address: 26 North Street, Timaru, 7910 | Postal Address: PO Box 278, Timaru, 7940 | Phone: 03 688 5029 | Fax: 03 688 5026

Email: familyworks@pssc.co.nz | www.pssc.org.nz

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 support from our community and donors to help us continue our life-enriching 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 provide 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 a legacy or bequest, 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 and we would like to acknowledge the following;

- McCain Foods Timaru for the frozen food products for our foodbank.
- Mid and South Canterbury Community Trust for various items, \$10k foodbank, and Safelet Bracelets.
- Zonta for their sponsorship of the Grandparents Raising Grandchildren's Group.
- Aoraki Foundation funding for Pepi Pods.
- Timaru Presbyterian Parish for the grants approved for specific help for families.

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**”, past our 100th year of service and beyond.



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Donation Form

Together we make a difference
in our South Canterbury Community.



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.

12 Park Lane, Timaru 7910
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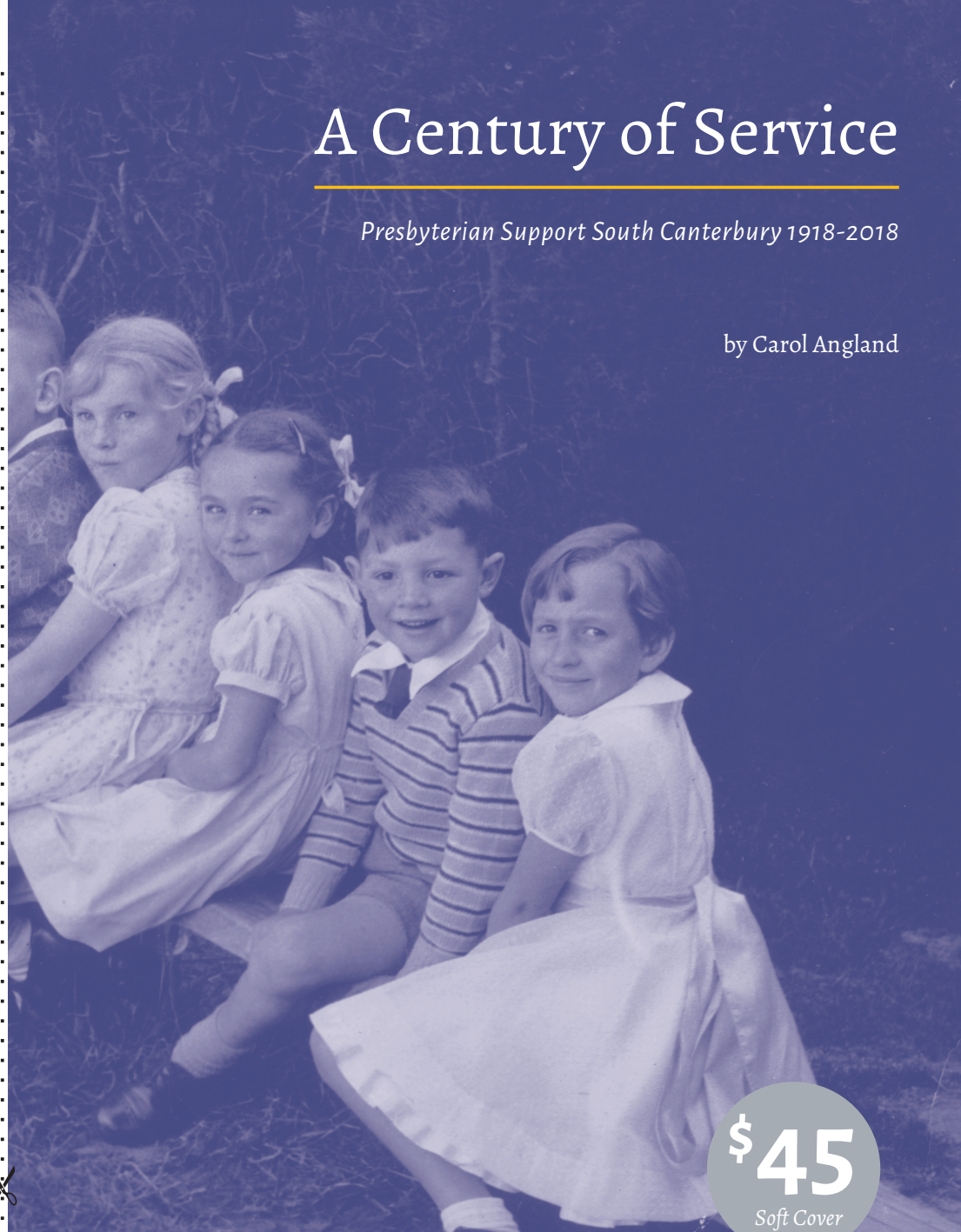
AR2018

Making a Difference Together

A Century of Service

Presbyterian Support South Canterbury 1918-2018

by Carol Angland



\$45
Soft Cover

Available for purchase in soft or hard cover at 12 Park Lane, Timaru, 7910

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, and day/activity programmes.

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 physical disabilities unit. PSSC homes are; The Croft (Park Lane, Timaru), Margaret Wilson (Seddon Street, Timaru), and Wallingford (Cass Street, 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 taking 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.



At the 99th PSSC AGM in 2017, several staff were presented with long service awards.

Standing (left to right): Sue Thin, Karen Archibald, Diana Harkness, Sandra Falconer, Linda Robson, Sue Anderson

Seated (left to right): Barbara Ormiston, Judy Nally, Colin Ferguson, Avaleen Olsen

Our Services



FamilyWorks
PRESBYTERIAN SUPPORT
SOUTH CANTERBURY

Family Works - Safe, Strong and Connected

Family Works makes a positive difference to families with services ranging from early intervention and prevention to intensive casework.

Safe means children and young people feel secure and protected.

Strong means families have the resources and skills to face challenges with hope.

Connected means people feel supported and included in communities.

Family Works provides effective services to families, making a positive difference to their lives.

Family Works takes a whole-of family approach, building on the strengths individuals, families and whānau already have. Each Family Works service centre (more than 50 nationwide) provides a mix of services designed to meet local community needs.



Family Works South Canterbury services include:

- Social work
- Counselling
- Family Start programme
- Social Workers in Schools
- Parent education programmes
- Programmes for children
- Family violence services
- Parenting Through Separation
- Strengthening Families Coordination Service

Programmes offered include parenting programmes for parents of young and teenage children, programmes for children, programmes for women and children who have experienced family violence, and a buddy mentoring programme. Support services include support for grandparents raising children and an “Out of Gate” service for women leaving prison.



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In Their Own Words

"Our mum is so happy at The Croft. She has all the care and attention she needs. Your staff are always very friendly and caring."

Relative of Croft Resident

"This is the best place I could be, do you know that they let me sleep in until 9am today, I don't know the last time I slept that long."

Wallingford Respite Resident

"It's truly a home away from home."

Croft Resident

"Things are better at Dad's house. It is helpful to know what to do if people are being mean to you. I will miss my counsellor."

Family Works Client

"Didn't want to come to start with but so glad I did. I found myself again."

Family Works Client

"Spend a good half hour with residents today and I think both felt great when I left – very rewarding!"

Volunteer

"We have a resident who lives in Wallingford who has had a new lease on life due to flower arranging... She said that when she was considering a career, being a florist was her first choice... In a way she has come back to her first love..."

Wallingford Staff Member

"Easily accessible, warm and welcoming."

Family Works Client

"The grounds here are absolutely marvellous."

Margaret Wilson Resident

"Best move I've made coming into Wallingford – meals are 1st class and the staff are lovely. I've really enjoyed my time here."

Wallingford Resident

"Excellent service – well done to you all."

Community Services Client

"I have had about 50 and they all have been delightful."

Too Easy Meals Client

"I am very happy here and get everything I need. The meals are lovely and the staff are all very friendly and caring."

Croft Resident

"My child has done so much better, home life is better, lifestyle changes with work also helped. This was the most valuable learning I have ever had..."

Family Works Client

"Special thanks to the many care givers who came here every day during his illness for the past two years. It was a great help as he was able to stay in his own home which is what he wanted."

Relative of Community Services Client

"We are delighted with the service and support we receive. Would struggle without it."

School Staff about Social Worker in Schools

"Thank you for the love and care of my mum. Thanks for being Jesus' hand and feet in her great need."

Relative of Margaret Wilson Home Resident

"I feel alive coming to Enliven."

Enliven Day Centre Client

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.

Financials

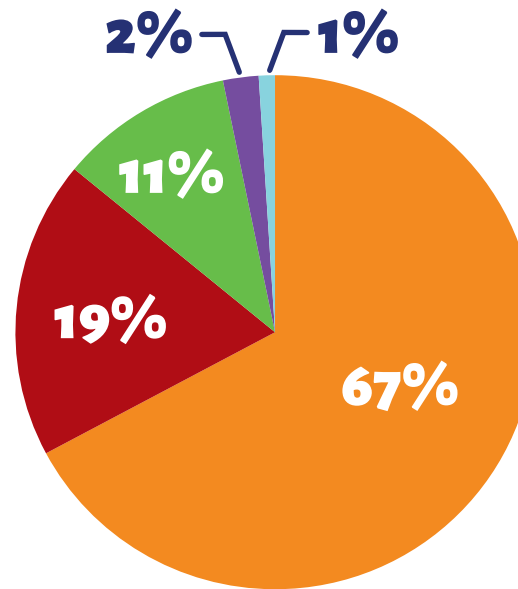
In 2017/18 Presbyterian Support South Canterbury reports an operating deficit of \$838,102, compared to an operating deficit of \$210,854 in 2016/17..

The change included the impact of the pay equity and guaranteed hours agreements, as well as development planning costs.

However, including investment activity partly offset by property valuation movements, there was an accounting deficit of \$102,092 compared to a surplus of \$2,296,701 in 2016/17.

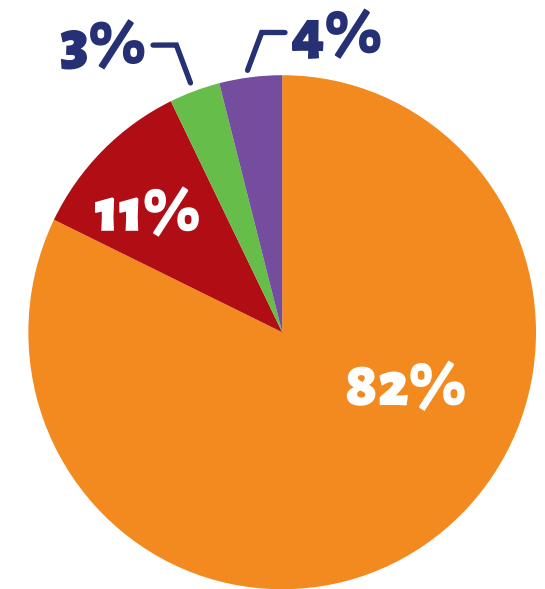
For a copy of Presbyterian Support South Canterbury's audited annual accounts please email admin@pssc.co.nz or call us on 03 687 7945.

Operating Expenditure	\$18,182,000
Operating Revenue	\$17,344,000
Assets.....	\$48,740,000



Sources of Funding:

- Government contracts
- Fees for service
- Investment activity
- Meal services and other
- Donations, grants and bequests



How the Funds were Distributed:

- Positive Ageing services
- Family Works services
- Services for people with disabilities
- Service delivery and administration

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A New Beginnings



Carol Angland

In 2018, Presbyterian Support South Canterbury celebrates 100 years of dedicated social services to our community. To commemorate

the occasion, an in-depth book reflecting on the organisation's rich history was commissioned. *"A Century of Service"* by Carol Angland captures the essence and development of the organisation over time and dwells upon the history of those who have faithfully served the organisation and those who have received its care and support.

In unison with the book, each month of the calendar will reflect upon a decade of the organisation's evolving services and the people who have helped shape Presbyterian Support South Canterbury's response to the needs of the community into what it is today.

Looking ahead, PSSC is constantly changing to meet the needs of today's society. The services of Family Works and Community Services focus on reaching out into the community to offer support where needed. Meanwhile in the Rest Homes, Margaret Wilson, The Croft and Wallingford have embraced the 'Eden Alternative' and are fully registered Eden members.



The successful high occupancy levels across all the Homes following the implementation of the Eden Alternative Philosophy of Care and the practicing of its 10 Eden Principles, have benefited the Homes by providing a positive atmosphere where the focus is on the resident's overall happiness.

Eden Principles

- 1 The three plagues of loneliness, helplessness, and boredom account for the bulk of suffering among Elders.
- 2 An Elder-centred community commits to creating a human habitat where life revolves around close and continuing contact with plants, animals, and children. It is these relationships that provide the young and old alike with a pathway to a life worth living.
- 3 Loving companionship is the antidote to loneliness. Elders deserve easy access to human and animal companionship.
- 4 An Elder-centred community creates opportunity to give as well as receive care. This is the antidote to helplessness.
- 5 An Elder-centred community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.
- 6 Meaningless activity corrodes the human spirit. The opportunity to do things that we find meaningful is essential to human health.
- 7 Medical treatment should be the servant of genuine human caring, never its master.

- 8 An Elder-centred community honours its Elders by de-emphasising top-down bureaucratic authority, seeking instead to place the maximum possible decision-making authority into the hands of the Elders or into the hands of those closest to them.
- 9 Creating an Elder-centred community is a never-ending process. Human growth must never be separated from human life.
- 10 Wise leadership is the lifeblood of any struggle against the three plagues.

JANUARY

2019



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

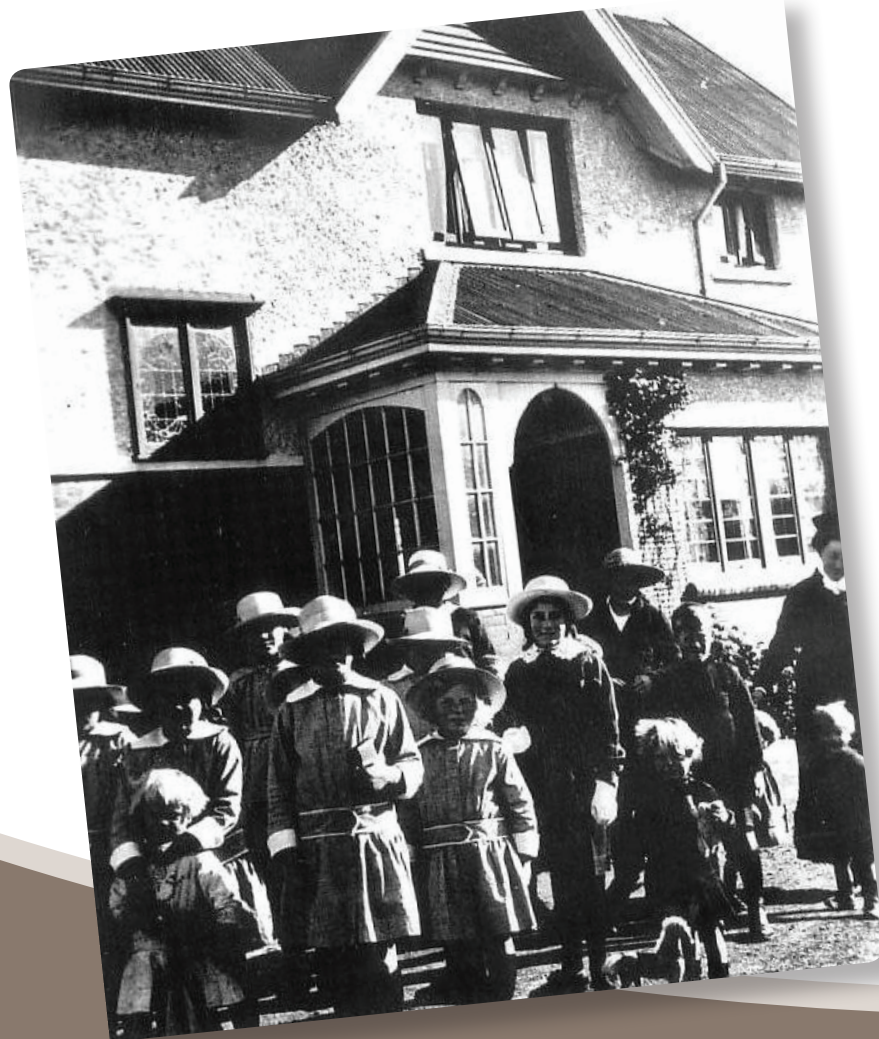
DECEMBER 2018

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

FEBRUARY 2019

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	
S	2	9	16	23	
S	3	10	17	24	

1918-1928



First Matron
Sister Margaret
Ramsay



“A deputation from Christchurch Social Service, Rev Dr Erwin, Rev F Rule and Mr T D Boag, addressed the Presbytery in Timaru on 16 April 1918 informing them that they were prepared to establish a branch in Timaru and pledging to ‘give it the best financial support’ of which Christchurch was capable.” p7

The Home officially opened 14 November 1918.

“First Matron Sister Margaret expressed her desire to look after the children ‘mentally, morally and especially spiritually’ and to bring up the boys and girls as good Christian citizens.” p8

“On 12 September 1918, ladies from the three Presbyterian churches met in Trinity Hall to consider forming a Timaru branch of the Presbyterian Ladies Orphanage Auxiliary.” p53

“Professor Erwin had addressed the second AGM of the Timaru Committee expressing his approval of the Timaru Home with its beautiful surroundings, the management under Miss Bruce, and the healthy, happy appearance of the children.” p15

“The Timaru Herald applauded the decision of the Presbyterian Church to provide in Timaru ‘the best kind of home for children who have none of their own’.” p7

FEBRUARY

2019



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

JANUARY 2019

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	

MARCH 2019

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

1928-1938

*Distributed
July 1929*

Presbyterian Social Service Association. Timaru Branch.

Dear Sir,—

Perhaps you are not aware that the last Cash Statement submitted by the Committee of the Children's Home shows a debit balance of £104 on the year's work.

The Committee, throughout the year, have kept a careful eye on all expenditure in connection with the Home. Since the closing of the year at 31st March, 1929, seven children have been admitted, making a total of 27 children now in the Home. Thus our expenditure will this year be increased by a third. Unless the friends of the Home rally round and help us, our debit balance at the end of March, 1930, will be in the vicinity of £200.

The Committee therefore feel justified in asking you to consider the position with a view of again helping them by renewing your annual subscription.

JOHN HUTCHISON, Treasurer,
Stafford Street,
Timaru.



"From the mid 1930's, when Mrs Dow was President and Mrs Greenall, Secretary (of the Women's Auxiliary), the women began to take an even more integral role in the running of the Home... They took an interest in the individual children congratulating them on successes..." p56

"In 1930 a meeting was held between Christchurch and Timaru Committees to discuss the establishment of the South Canterbury Social Service Association." p16

"Of the fourteen Homes connected with the Presbyterian Church in New Zealand, he thought the one in Timaru was the 'best of the lot'." p17
- Rev Frank Rule

"A real sense of loss was sustained on the death of Miss Bruce (Matron) 6 April 1929. 'She was a true mother to the children, always having their interests at heart and doing her best to secure their higher welfare. She had the esteem of the community, the Committee and the children'." p16

"Miss Campbell often spoke of the stimulus the work of the Women's Auxiliary gave her and her staff." p56

MARCH

2019



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

FEBRUARY 2019

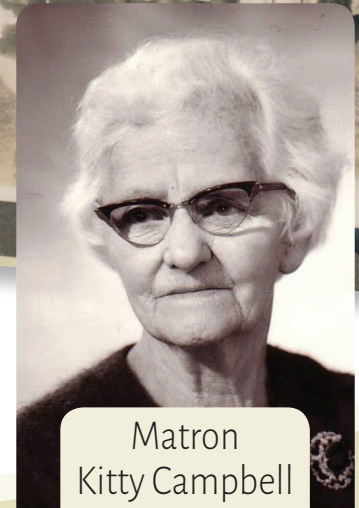
M		4	11	18	25
T		5	12	19	26
W		6	13	20	27
T		7	14	21	28
F	1	8	15	22	
S	2	9	16	23	
S	3	10	17	24	

APRIL 2019

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

1938-1948

"A home for the aged had been the subject of debate ever since Professor Erwin addressed the second AGM of the Timaru Social Service Committee in 1920 and expressed his hope that Timaru would follow Otago and Wellington in providing a home for older people." p73



Matron
Kitty Campbell

"In 1946 the Convenor, Rev Wilkinson, urged the Committee to support a proposal to approach the General Assembly for permission to establish a home for elderly folk and to launch an appeal in South Canterbury for this purpose. Mr Herbert Elworthy of 27 Seddon Street was prepared to offer his property to the Association. This coincided with a substantial bequest being left in trust to any organisation prepared to establish a home of not less than eleven beds for the sole use of the old people of South Canterbury." p28

"The opening of the Margaret Wilson Home for the Aged in 1947 provided another chapter in the history of the Women's Auxiliary. Two Women's Auxiliary representatives, Miss A Dodds and Mrs M W Wilson, were appointed to the sub-committee for Margaret Wilson Home." p57

"The Auxiliary had played a major role in the furnishing of the new Home making curtains, supplying linen, cushions, and bedding. From now on the profits from fundraising had to be spent on

the requirements of two Homes and all the items such as ironing boards, kettles, plastic tablecloths, clothes baskets, hot water bottle covers, hymn books and anything else the Matrons requested." p57

"We were trained to be set up for life. Miss Campbell did her best to make sure we would be able to look after ourselves. She taught us to cook a meal, to sew and mend. We had as much chance as everyone else. Some went into the army, the WACS. Some were nurses." p24

APRIL

2019



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	GOOD FRIDAY	HOLY SATURDAY
EASTER DAY 21	EASTER MONDAY 22	SOUTHLAND ANNIVERSARY DAY 23		ANZAC DAY 25	26	27
28	29	30				

MARCH 2019

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

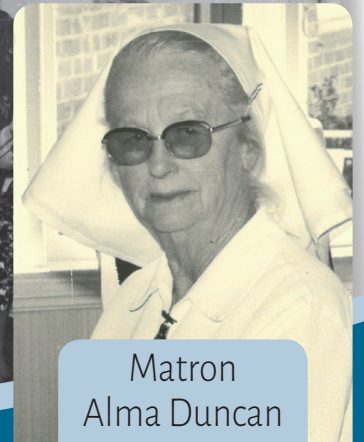
MAY 2019

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	

1948-1958



Matron
Jessie Cleland



Matron
Alma Duncan

“An emergency meeting was called 18 June 1953 following the resignation of Miss Campbell due to ill-health. On 11 September she would have completed twenty years of service.” p29

“It is with great regret that I lay my burden down. This leaves a great gap in my life. The Children’s Home has been my home for so many years and it will always occupy an important place in my thoughts. The children are MY children and I hope to see them often. I shall follow their careers with interest.”- Miss Campbell p29

“Jessie Cleland was appointed Matron of the Children’s Home in 1955. To the more than 200 children for whom she cared over the next fifteen years she was ‘Clel’, a woman who gave them love and affection and never spared herself in providing for their needs.” p29

“Around...1950, the Auxiliary put it to the men that women should be represented on the General Committee and at the 1951 AGM two women, Mrs M W Wilson and Miss A Dodds became the first female appointees.” p58

“Mr Hart, Convenor of the Finance Committee, retired in 1954 and his replacement, Mr Allan Hubbard, began his long involvement with the PSSA.” p29

Alma Duncan was appointed “...in 1953 as Matron at Margaret Wilson Home where eleven elderly females resided. On her retirement twenty-five years later, fifty-four residents were being cared for in the expanded rest home and hospital.” p77

MAY

2019



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

APRIL 2019

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

JUNE 2019

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

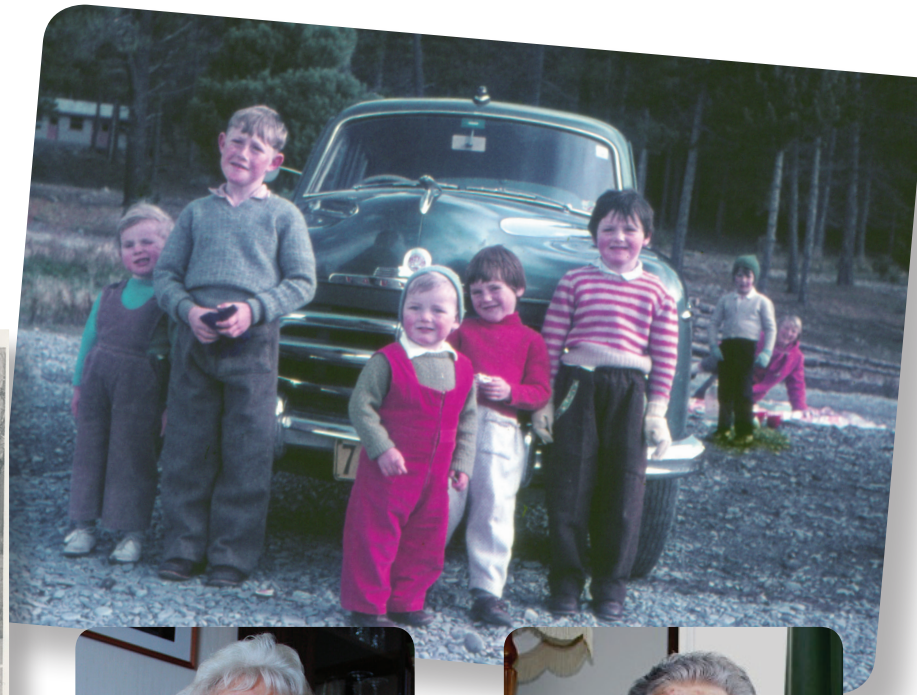
1958-1968



Board Member
Mr. Allan Hubbard



(L to R): Jessie Cleland, Rev George Falloon, Alec Hornsey, Mrs Thomson, Lady Fergusson, Mr C E Thomson, Mayor.



Mrs. Mary
Green



Mrs. Margaret
Marshall

"In 1968 after negotiations between Messrs Grant, Hornsey and Allan Hubbard, a Deed of Gift was signed bequeathing the property to PSSC." p110

"In April 1965, Rev W P Eggelton, recommended a sub-committee... be set up to discuss the policy for the PSSA for the next five years. 'Changing conditions, social, economic and otherwise, mean we should review the whole attitude of social service work in the area.'" p42

"Mary Green's more than forty years voluntary work for Presbyterian Support began when she was the Chalmers Church representative on the Women's Auxiliary. For many years she worked from Monday to Friday helping the Matron at the Children's Home, sewing, washing, cleaning, and ironing. Raising funds, assisting at Margaret Wilson and The Croft and helping at the Goodwill Shop were all part of her service. Mary was renowned for her sewing skills which she put to use making furnishings for the Homes." p62

"At the AGM 1967 Mrs Margaret Marshall was elected President and Mrs McKirdy Secretary/ Treasurer." p61

"At a time when women were not easily accepted in positions of responsibility or decision making, Margaret Marshall was a strong and sensible advocate for their work in the Children's Home, Margaret Wilson Home and the Goodwill Shop." p61

"Golden Jubilee of Children's Home 12 October 1968 - During the first fifty years of operation the Children's Home had cared for twenty-five to thirty children every month." p43

JUNE

2019



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30						1
2	QUEEN'S BIRTHDAY 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

MAY 2019

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	

JULY 2019

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	

Goodwill Shop Annual Report.

On April 3rd 1973 the women's Auxiliary and the General Committee of the South Canterbury Presbyterian Social Service Association, opened The Presbyterian Goodwill Shop in the Arcade, Timaru.

This major project was suggested by Mr A.G.I. Stevenson, Secretary of the Association, and he backed this up enthusiastically by finding suitable premises for the commencement of a most successful venture.

Thank you Mr Stevenson for the time, thought and willing help you have always given to the women who have staffed this shop.

There are many people to whom we should also extend our grateful thanks. Firstly the Association of Presbyterian Women, 900 of whom have given a morning, afternoon or more of their time to this very worth while effort. I think we would all agree that the fellowship gained from this, and getting to know each other as members of our Association throughout South Canterbury, has been widely spoken about from all who have served. To the chairman (Mr Hornsey) and men of our general committee who gave us their support and help whenever needed. To Mr Graham McKirdy who gave many hours of his leisure time making and erecting the clothing racks, shelves and fittings that we have now in use. To Mrs Wallace from Temuka A.P.W. who has spent many hours sewing small long pants from clothing that wasn't suitable for sale. Mrs Fife Geraldine A.P.W. who has prepared and laundered all the linen that has been given, and the many other women from the town and country who have given their time for knitting, sewing, mending, washing and ironing to present our goods for sale at a high standard.

Special thanks to you, the conveners, who take responsibility for the shop one day each week. These are Mrs Mary Green deputy Supervisor, Mrs Lena Wood, Mrs Wendy Ralph, Mrs Janet McKenzie, Mrs Anne McKirdy (at present on leave on an overseas journey), Mrs Marion Maxwell, to those who relieve for holidays or illness, Mrs Phemie Black, Mrs Joy Tubb, all from our Timaru Churches, and Geraldine Mrs Peg Rodman and we are now able to add to these ranks Mrs. May Green. Lastly our grateful thanks to all members of our Churches and many others who have given so generously of their clothing, linen, crockery etc, for without their support such a venture could not be successful.

As you look at your balance sheet for the shop for the year you will see our total income and expenditure to date.

August 6th 1974 saw a further development of our Association as a whole. With expanding business in the Goodwill Shop and the lack of space to store goods, there was a need for larger premises. Our general committee supported this move and now along with the Association's Office we are in new premises at 13 Church St Timaru, formerly the premises of G. Pope and Son, Printers.

Thank you to the women and men of both committees, husbands and wives, who helped over two Saturdays for this move and the many hours put in by conveners and helpers packing and unpacking.

May we go forward in the coming year with renewed faith that our Goodwill Shop in our new premises will continue to prosper as it has in the past year.

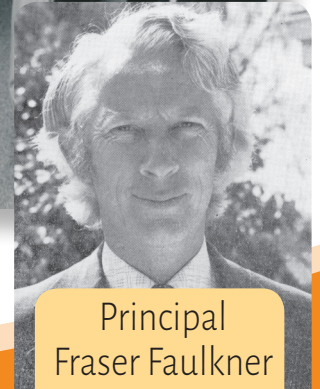
(Mrs) MARGARET MARSHALL.

SUPERVISOR GOODWILL SHOP.

1968-1978



Alvin Stevenson, Secretary; Alma Duncan, Matron; and Alec Hornsey, Convenor; celebrate 25 years of Margaret Wilson Home with 'longest stay' residents, Mrs Norrie and Mrs Davis. p84



Principal
Fraser Faulkner

"In 1977 a new name was chosen for the Children's Home. North Haven, as well as suggesting a place of safety and shelter, signified a change in the care provided." p46

"Since the 1960's Rev Bill Eggleton, a trained teacher, registered social worker and psychologist, had advised the Committee on the developments of social work in New Zealand and overseas." p47

"Mr Faulkner quickly settled into his role (as Principal of the Children's Home) and made significant changes to improve the family life of the children with each age group considered." p48

"A major innovation was Mr Faulkner's introduction of the Three Family System into the life of the Home. Although it necessitated alterations and capital expenditure, the division of the Home into three separate family group areas... made a marked difference in the lives of the children." p49

"Malcolm Talbot became involved with the Temuka & Districts Aged Citizens' Welfare Association which actively worked towards setting up a rest home in Temuka. He was involved in the planning and building of Wallingford." p126

"In 1969 Mrs Duncan was awarded the British Empire Medal for her community service and work at Margaret Wilson." p77

In 1973 the Women's Auxiliary, with the help of the PSSA, opened the 'Presbyterian Goodwill Shop' to help raise necessary funds for the PSSA.

"As well as appealing to ordinary people off the street, and young mothers, the low prices attracted those most in need." p146

JULY

2019



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			

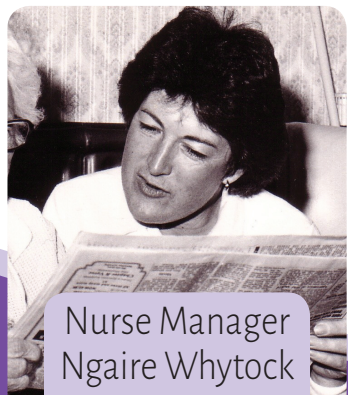
JUNE 2019

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

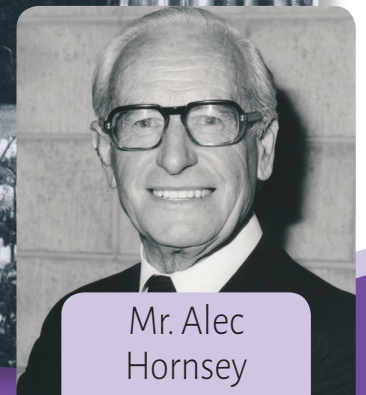
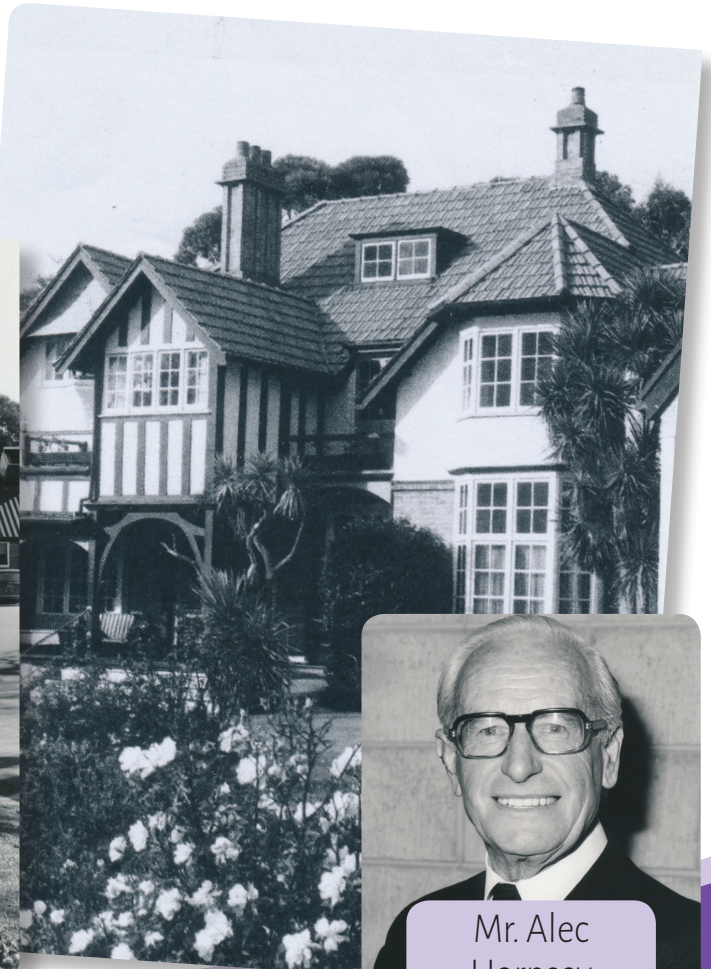
AUGUST 2019

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	

1978-1988



Nurse Manager
Ngaire Whytock



Mr. Alec
Hornsey

“Ngaire was Nurse Manager of Margaret Wilson Home from 1984 until 2004... Her passion for her profession was equalled by her clinical nursing skills, and her zest for knowledge. Always aware of the need to adapt to modern conditions, Ngaire implemented changes that improved the standard of care and the environment for the residents and staff in her care.” p88

“The Prime Minister, Mr Rob Muldoon, officially opened the Lorna and Hamish Grant Eventide Home on 20 November 1980.” p115

“From 1945 until his death in June 1983 Alec Hornsey worked for the Parish of Trinity and the good of the PSSA...His guiding hand and fair judgement made him known universally as ‘Mr PSSA’... Alec was awarded the Queen’s Service Medal for his work in the community.” p159

“The Committee decided to close North Haven as a residential care facility, retaining a day care operating on the ground floor of the main building and housing children needing specialist education in the Principal’s cottage.” p50

“Approval was given for the PSSA to enter into a formal arrangement with the South Canterbury Community College to operate a child day care centre...” p52

“In January 1983 the Principal’s house, renamed Hornsey Cottage, had been cleaned, repainted and repaired to make it comfortable for special needs children.” p51

“Miss Peggie’s role in the care and development of the children at Hornsey Cottage received high acclaim.” p51

AUGUST

2019



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

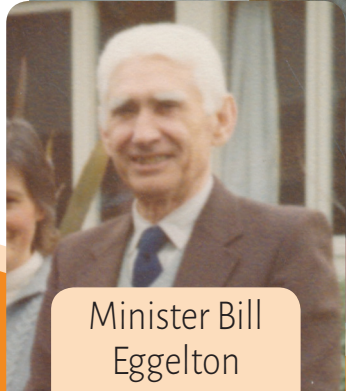
JULY 2019

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	

SEPTEMBER 2019

M	30	2	9	16	23
T		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

1988-1998



Minister Bill
Eggelton



Board Member
Mollie Thomson

"A trained primary school teacher, registered psychologist and ordained Presbyterian minister, Bill Eggelton devoted his life to the welfare of children and their families... In 1985 Bill Eggelton was appointed Director of PSS South Canterbury and was responsible for the extension of social work and counselling and a focus on the importance of strengthening families." p160

Women's Auxiliary disbanded -
"Mollie Thomson was on the Board at the time.
"The Women's Auxiliary were the backbone of

the organisation in the early years. They did a tremendous amount of work'." p71
"June Rae's personal philosophy, was shared by her fellow Women's Auxiliary volunteers. 'I do it because I love it. What a waste of life if you do nothing. It is about people, about kindness, happiness and love. Love is the important thing'." p72

"The (Wallingford) Home was open to males and females of all denominations. All the churches in Temuka felt they had an interest. They had all helped and all took services." p130

75th Anniversary of PSSC - "This important anniversary in 1993 coincided with the opening of the new Margaret Wilson Home." p96

The Hornsey Wing - "Russell Hornsey suggested building an eight-bed unit for young disabled people, many of whom were in rest homes as there was no-where suitable for their age group...

The Hornsey Wing, named in honour of Alec Hornsey, was opened in 1994. In the capable hands of Jenny Purdon and her team, the unit had seven residents." p98

SEPTEMBER

2019



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

AUGUST 2019

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	

OCTOBER 2019

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	

1998-2008



Chief Executive
Graeme Nind

“In 1991 Graeme Nind was appointed Chief Executive of Presbyterian Support South Canterbury, a position he held until 2003... He was responsible for changes that brought the increasingly complex organisation into a modern era.” p163

The Buddy Programme “...prepared local volunteers over the age of eighteen to be buddies in a child’s life for a year. ‘Children need a positive role model in their lives... The programme is a highlight for Family Works.’” p205

Rebuilding the Croft - “Combined with the ownership cottages, the new serviced apartments, and the Leisure and Care Centre, a full continuum of care could be provided on one site.” p120

“September 2000 saw the inception of the Wallingford Day Club set up by Diversional Therapist, Lorraine Aldridge, assisted by club members and The Croft Leisure and Care staff. Members were picked up from their homes and taken to Wallingford to join in activities and meet new friends.” p138



“As part of community care, Vivien Clemens looked at gaps in the community. ‘I set up a meeting with other organisations to see what services we could offer people wanting to stay in their own homes. There was no funding for that.’... In 2005 Carolyn Cooper was involved in setting up Community FIRST...” p190

“Specialist care for the confused elderly and those suffering from dementia received a major boost in late 1992 with Government approval of two of the clusters at The Croft being declared Stage 3 status.” p118

OCTOBER

2019



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	HAWKE'S BAY ANNIVERSARY DAY 25	26
27	LABOUR DAY 28	29	30	31		

SEPTEMBER 2019

M	30	2	9	16	23
T		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

NOVEMBER 2019

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	

2008-2018



Lizzie
McIvor

"In 2008... Lizzie McIvor was employed as the Community Services Manager to lead the successful integration of Home Support into the Community FIRST Service and the Leisure and Care Centre." p191

"Sue Shewan, Volunteer Coordinator, says volunteer numbers continue to increase. 'In excess of one hundred registered volunteers plus entertainers, church service volunteers, school and community groups, faithfully give their time on a regular basis, donating over 8300 hours annually.'" p194



Social Workers in Schools (SWIS) has been a successful and growing development since 2000.

"The new Campbell/Cleland Centre, named in honour of two long-serving matrons of the original Children's Home, was opened in North Street in October 2008." p209

"Michael Parker joined PSSC in 2001 as Operations Manager. Acting CEO in 2002, he was appointed CEO in 2003, a position he held until February 2018 during a time of growth, increasing complexity of needs, and higher compliance requirements." p220



Michael
Parker

The implementation of the Eden Alternative Philosophy of Care - "By 2017 all sites had been awarded the ten principles making PSSC the first aged care provider in New Zealand to have achieved this in all Homes - the first Homes in the South Island to be fully registered Eden members." p184

"Supportive, stimulating, friendly, and fun, just about sums up Enliven Day Centre and Saturday Club, a highly regarded service firmly established at Presbyterian Support." p190

NOVEMBER

2019



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

OCTOBER 2019

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	

DECEMBER 2019

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

All I Want for Christmas...

"To offer support and help to others who have less than me."

"That the elderly living in our community are respected and valued."

"Everyone to know how much they are loved by our Heavenly Father."

"Everyone to have family around."

"Companionship for everyone so there is no loneliness."

"For everyone to feel comfortable in their appearance."

"My two front teeth."

"For every older person to be included in the decisions about their lives."

"Is for all people to know the life-changing message of the love of Jesus, the Saviour of the world!"

"That every new parent feels supported and able to give their baby the best possible start in life!"

"A happy, safe home for me and my children."

"Te Aroha
Love
Te Whakapona
Hope and Health
Me Te Rungimana
Peace
Tatou Tatou e
For all of us"

Family Works helps local families to be safe, strong and connected.
Find out more about our work at www.pssc.org.nz/family-works

DECEMBER

2019



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

NOVEMBER 2019

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	

JANUARY 2020

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	



* The stories in our 100th 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



Presbyterian Support South Canterbury

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