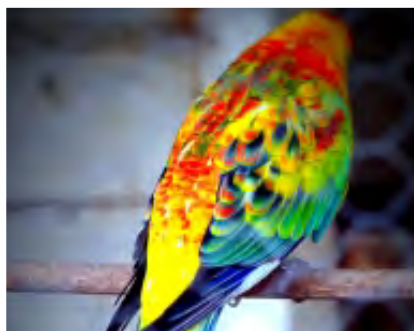
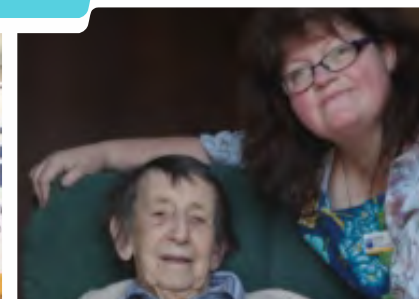
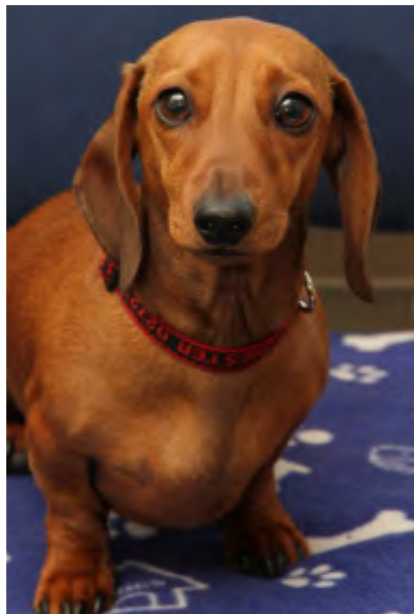




97TH ANNUAL REPORT

Presbyterian Support
South Canterbury



Our Stories
“from the Heart of South Canterbury”



Presbyterian Support
South Canterbury

REPORT FROM THE CHAIR

On behalf of the Board I am pleased to present our 97th Annual Report. With net assets of \$40M and a turnover of \$14M, we are a significant local charitable provider as detailed in the financial report.

We acknowledge our clients, residents and families for trusting us to care for them and their loved ones. Our quality services are regularly audited to ensure we maintain high standards, with a focus on Health and Safety. Our ongoing commitment to the Eden Alternative® Philosophy is an important part of ensuring our residents feel like they are living 'at home' with us.

The Board's commitment to Health and Safety has, over the last few years, seen significant attention to structural strengthening at all sites to at least 67% of New Build Standards. While all buildings were above the incoming 32% compliance levels, the Board is committed to significantly exceeding the minimum standards for resident and staff safety. Work has been completed at Margaret Wilson, Wallingford is well underway, Family Works is about to commence and we are evaluating options for the Croft homestead. A major review of all site services is underway to help the Board make decisions on future planning.

While Community First numbers have eased a little over the year, our Home Support service has grown in client numbers and hours. Our new supported discharge service cares for clients transitioning back home from Timaru hospital.

Family Works continues to support individuals and families facing complex issues in their daily lives. With the closure of SC Violence Intervention and Relationship Aotearoa Services, we have responded to extra local needs.

We are pleased to acknowledge and sincerely thank:

- The South Canterbury DHB for their ongoing funding and support
- The Ministry of Social Development and other referral agencies we work with
- Our PSNZ National Office with Diane Garrett as Family Works NZ Manager and Taone O'Regan as our National Executive Administrator
- Our auditors KPMG for their prompt, professional work
- Michael Chamberlain for his sound investment advice
- Local MP Hon Jo Goodhew for her ongoing support
- The volunteers who have helped us over the year – from long serving to new, a valued link with our community and Presbyterian parishes.
- Our generous donors and benefactors who assist us each year. Donations have totalled \$115,000 with bequests totalling \$241,000 this year
- CEO Michael Parker, his management team and all staff who have made 2014/15 another successful year - your friendly, professional service is very much valued and appreciated.

I thank Board members for their ongoing support and dedication to our sound governance - your time, experience and talents are appreciated. Farewell and thank you to Paul Dewsberry who retired in April after eight years excellent service and to Ian Hyslop who has accepted a call to Wanaka after a year with us. Welcome to Wendy Smith - her skill set has quickly made an impact around the Board table since joining us in July.

While there will be challenges ahead, we look forward to 2016 with confidence.

Jim Pearce, Board Chairman



Presbyterian Support South Canterbury Board

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



Presbyterian Support
South Canterbury

REPORT FROM THE CEO

Our mission to support people in our community with quality care and Christian love remains at the heart of our work. This year we share our experiences through stories from just some of the residents, clients, volunteers and staff we have been privileged to support, serve and involve throughout the year. These stories reflect not only our values, but the core philosophies interwoven through the fabric of our endeavours.

The guiding principles of the Eden Alternative Philosophy continue to provide inspiration for staff and volunteers by empowering residents to maintain their independence and continue to live their own lives as much as possible, regardless of where they live. Examples of the Eden Alternative in action throughout our facilities are highlighted in the following pages. For those who choose supported living in their own homes, our Community Services team work with a Restorative Care model to develop personalised strengths-based care plans to support the independence, dignity and choice of each individual client.

At Family Works, the philosophy of powerful families also underpins a strength-based approach as we support our clients and their families to work through their life challenges. The issues and concerns of modern family living are as diverse as the approaches, programmes and resources utilised by our dedicated Family Works team. Contributions in many forms make a crucial difference to our ability to provide services and we greatly appreciate the contribution McCain Foods, Bidvest and many other local providers, funders, donors and volunteers make to help our food banks fill the breach for emergency assistance and enable other family support services to be maintained. Over the past 12+ months, the departures or cut-backs of several social service providers have left a significant gap, in particular the cessation of services by Relationships Aotearoa and South Canterbury Violence Intervention. Whilst Family Works continues to step up, we are mindful that it takes a village to raise a child and a community to support their family. The response must involve multiple providers to ensure an effective and sustainable provision of social services over the long term.

At our North Street Family Works service centre, the extension planning is well underway and the finished building will provide much needed additional operating space. Our thanks to Project Manager Graham Cadigan for ensuring all the building projects are on target within timeline and budget.

Throughout the year we have also worked closely with Alzheimer's South Canterbury in preparation for providing our Enliven day programme services in the new premises at the Timaru Botanic Gardens. Our sincere thanks to the Gleniti Baptist Church for hosting Enliven for the past two years.

PSSC enjoys strong employee loyalty to the organisation and its Mission. This year's Long Service Awards recognise the valuable contribution over many years of staff who have been a part of the team for between 5-30 years. Our thanks not only to this group, but all staff, contractors and volunteers for the commitment, passion and dedication they bring to their roles. The efforts, skill, and proactivity of the PSSC Senior Management Team, Nurse Managers, Community Services Manager, the food services team and property and maintenance crew is also gratefully acknowledged. In June this year we farewelled Merle Maddren after several years of service, most recently in marketing and quality control roles. Two new roles, that of Marketing Communications & Fundraising Manager (Katerina Tiscenko), and Quality Coordinator (Christine MacFarlane) will focus on enabling PSSC to meet future challenges head on with the appropriate strategies and tools.

Our national organisation, Presbyterian Support New Zealand (PSNZ), remains an effective forum for the seven autonomous regions in which to share ideas, work collaboratively and advocate nationally. Our sincere thanks to Diane Garrett, Taone O'Regan and Catherine Conland at PSNZ for their ongoing support. Similarly, the ability of Family Works to work both locally and as one national organisation, Family Works New Zealand, strengthens our ability to effectively deliver existing and/or new services and programmes in key areas of government priority.

Our 100 year history is currently being compiled by writer Carol England. As we look forward to the challenges of the coming year and begin preparations for our 2018 Centenary celebrations, I remain sincerely grateful to the PSSC Board and Board Chair for their continued guidance, direction and sound governance.

Michael Parker, Chief Executive

Presbyterian Support South Canterbury

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A Helping Hand for James

“She kept my secret safe and helped me be like my friends.”

With both parents unemployed and struggling with substance abuse, 12 year old James* and his younger siblings were often hungry.

James was referred to the Family Works South Canterbury SWiS (Social Workers in Schools) service after teachers noticed he lacked concentration and was withdrawing from his friends. James was also feeling depressed and could not sleep.

Initially reluctant to talk with the SWiS worker, James found it easier to open up about his situation and feelings over lunchtime chats about his interests and hobbies. Lack of money for food and essentials was hard enough, with nothing spare for things like movies and outings with friends. James felt alone, socially isolated and too ashamed to let anyone know how hard things were.

James's SWiS worker quickly identified the importance to James of being able to be “like his mates”. A phone call and interview soon provided James with an after school job delivering pamphlets, and now with his own source of money, James can afford small luxuries and is saving for a bike so that he can get around to see his friends.

At home things have also changed for the better. While his parents have separated, Dad has been substance free for months and maintains a healthy family home environment. With James reporting that things are a lot happier at home for everyone, the strong rapport built with his SWiS worker means that James has the trust and confidence to initiate contact whenever he needs a chat.

The Family Works Social Worker in Schools (SWiS) works alongside children who have been identified as being at risk, and who may be experiencing loss, grief, abuse, bullying, parental separation, emotional or behavioural issues. Over the past year, the Family Works South Canterbury SWiS service has helped many local children work through such challenges in the school environment.



The Family Works SWiS (Social Workers in Schools) team work actively with local schools to support primary school students with opportunities for positive change. At Grantlea Downs, the “Girls Helping Girls” project focuses around peer support and building positive buddy relationships between older girls and those new to the school environment.

JANUARY

2016



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31					NEW YEARS DAY 1	DAY AFTER NEW YEARS DAY 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

DECEMBER 2015

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	

FEBRUARY 2016

M	1	8	15	22	29
T	2	9	16	23	
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	

“No bird soars too high if he soars with his own wings.”

William Blake

Encouraging residents to “soar with their own wings” is part of how the Eden Alternative, an elder-centred philosophy of care, is followed in rest homes managed by Presbyterian Support South Canterbury (PSSC). And with the singing of birds in mind, residents at Wallingford Home in Temuka are enjoying planning the design, building and management of their own aviary.

The idea was hatched after bird feeders were hung in the trees outside some of the resident's windows to help the birds through lean winter months. Interest and enjoyment from bird watching soon led to discussions amongst the residents about having their own aviary, with the types and even names of the birds actively debated. Encouraged to propose the idea through the Wallingford Suggestion Box, a 98 year old resident was even keener for the project to take flight once the idea won the prize for best suggestion.

A fund-raising garage sale in May was the next stage in the adventure, with residents busy for several weeks making jam, pickles and knitted items to sell. Following an article in the local newspaper, further donations of goods and produce flew in, growing the garage sale nest egg to over \$1000.00. With further materials and cash donations from local businesses doubling that amount, residents are now busy planning fact-finding field trips around the district before voting on final aviary design. In true ornithological style, the fledging project is being watched with an eagle eye by residents, staff and not least of all the three cats who share their home with Wallingford residents.



There's always something happening with Residents at Wallingford Home in Temuka. Residents are currently having fun with plans to build their own aviary.

FEBRUARY

2016



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

JANUARY 2016

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

MARCH 2016

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	

Donations Make the Difference

No matter how large or small, every little contribution counts.

Amy* walked through the doors of Family Works South Canterbury feeling desperate, with no money for nappies for her baby daughter and less than half a bottle of infant formula left. Thanks to donated funds, food and clothing, the Family Works team were able to provide Amy with nappies, formula, basic food items and baby clothes. A warm and colourful quilt, donated by the Timaru Patchwork & Quilters Group, now helps keep little Casey* warm at night. With her immediate needs met, Amy was able to share her troubling story, and with ongoing support from additional community services, is now working towards a better family life.

Earlier in the year Family Works South Canterbury applied for Tindall Foundation funding to establish a Dedicated Intake Service for clients waiting for social work services. Previously, staff had regularly witnessed the additional stress on families, many desperate for help, when advised of the four to six month waiting list. Now resources enable a support plan to be developed with each family, addressing any needs for crisis support whilst maintaining contact until longer term services become available. Thanks to the Tindall Foundation Grant, at any one time around 40 local families are now actively supported through this service.

Following a generous private donation, residents at Wallingford Home in Temuka relax in the sun in comfortable outdoor furniture. Electric beds, funded with assistance from local families, mean better health for frail residents and better ergonomics for carers. In Grant Home, residents with dementia connect with long lost memories, listening to their favourite music on MP3 players donated by grateful families. At the Croft, the comfort and ease of access afforded by specially designed trolley baths, shower chairs and hoists was made possible through grants, donations and bequests to Presbyterian Support South Canterbury.



No matter how large or small, both financial and in-kind donations make a huge difference to our work. Colourful and warm quilts are just one example of the many in-kind donations gratefully received by Family Works. President of the Timaru Patchwork and Quilters Group Diane Radcliffe is shown here (centre), with PSSC Marketing Manager Katerina Tiscenko (left) and Family Works Manager Liz Nolan (right).

MARCH

2016



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	GOOD FRIDAY	26
27	EASTER MONDAY	28	29	30	31	

FEBRUARY 2016

M	1	8	15	22	29
T	2	9	16	23	
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	

APRIL 2016

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	

In My Own Home

“In the end, it's not the years in your life that count. It's the life in your years.”

Abraham Lincoln

At 99 years young, Betty*, fiercely independent and still living in her own home, receives regular visits from her PSSC Community Services carer Rose*. Rose, who has dedicated her career to caring, says her role is as rewarding for her as it is helpful for her clients. Rose provides care for up to 12 clients a day, from housework and assisting clients with shopping, to more intensive care such as supervising medication and working with mobility hoists.

“Age doesn't matter when you work together with the client as a team,” she says. “We work with what they can do, rather than what they can't.”

Clients of PSSC Community Services access a continuum of needs-based home care. Focused on maintaining independence in the home for as long as possible, client services range from “light support” such as housework and meal preparation through to more complex or “hospital level” care such as assistance with personal hygiene, dressing, medication and even support for specific health problems such as the challenges of dementia. A tailored care plan, centred around the strengths, abilities, needs and goals of each individual client and reviewed quarterly, forms the basis of care, provided by the Community Services team. The recently launched “WAS” (Wrap Around Service) provides intensive, short term transitional home support for acutely unwell clients, removing the need for hospital admission by being able to take on clients from either ED or GP practice, or facilitating an earlier discharge from medical, surgical or AT&R (Assessment Treatment & Rehabilitation) hospital wards.

“Everyone deserves to live their lives to the fullest extent possible, wherever they choose to live. We work with each client to help them reach their potential whilst maintaining their independence and dignity. Supporting those who choose to remain at home is a privilege,” says Community Services Manager, Lizzie McIvor.



Presbyterian Support Community Services supports over 550 clients with over 110 in the field support workers. Another Community Services client Helga, pictured here with Support Worker Julie, enjoys an independent lifestyle with support from daily visits under the Community Services Home Support service.

APRIL

2016



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	ANZAC DAY 25	26	27	28	29	30

MARCH 2016

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	

MAY 2016

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

Award Winning Food Service

“Happy cooks make happy meals.”

“Empower your staff to do what they do best, and that will take care of the rest,” says Presbyterian Support Food Services Manager Linda Hogan.

The 'Eden Alternative Philosophy', an Elder-centred approach in action throughout Presbyterian Support residential care, has inspired a fundamental change in rest home meal service. For Linda and her team, this has meant great feedback from residents and staff, happier cooks and two nationally recognised aged care awards.

Large scale meal planning under strict nutritional guidelines used to mean monthly fixed menus. While this ensured well balanced meals and smoothly run kitchens, it left little room for surprise and variety.

An Eden Alternative inspired mind-shift to dispense with fixed menus and simply plan around core nutritional requirements has empowered Linda's team. Cooks apply their knowledge and skills to decide daily meal options, based on ingredients supplied according to the nutritional guidelines. And more diverse menus are now enjoyed as much in kitchen preparation as they are in dining room consumption.

Says Linda, “We just changed things around to focus on the people rather than the menus, and everyone is happier.”

The occasional Chef's Day Off theme has seen residents tucking into individual parcels of Fish & Chips, followed by dessert ice cream cones. “Chinese Takeout Night” was another theme enjoyed immensely and in our Hornsey Home, new meal options such as wraps, chilli con carne and healthy pizzas have gone down a treat.

Introducing an evening buffet at Margaret Wilson home was a natural progression that soon served up a platter of positive feedback from residents and staff, a quadrupling in salad consumption and the introduction of larger dinner plates. Other benefits included increased socialisation in the dining room and residents getting up unaided to self-serve and help others.

“This is the Eden Alternative in action for all,” says Linda.

Presbyterian Support South Canterbury was awarded first equal in the benchmarking innovation delivery award and runner-up in the excellence in food service at the New Zealand Aged Care Association Conference annual excellence awards, September 2014.



Presbyterian Support South Canterbury is committed to the Eden Alternative Philosophy, an Elder-centred approach to positively supporting and empowering residents. Enabling choice in all aspects of care, including food service, is just one of the ways the approach has made a difference in our rest homes. From left to right; Karen Bower (Volunteer), Kay Saunders (Cook), Rowena Collings (Kitchen Supervisor), Pauline Ashby (Diet Cook), Linda Hogan (Food Services Manager).

MAY

2016



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				

APRIL 2016

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	

JUNE 2016

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	

“Volunteers don't get paid, not because they're worthless, but because they're priceless.”

Sherry Anderson

“She's a marvel, I can't get enough of her!” says Pat, a resident at The Croft.

In rest homes managed by Presbyterian Support South Canterbury, volunteers don't just extend the hand of friendship, they even offer manicures and hand massages.

With her children having grown up and left the nest, regular volunteer Diane heard a PSSC radio ad seeking volunteers around three years ago and has never looked back.

“Our volunteer roles are the link for many of the residents to connect with people and build friendships,” she says.

Since first joining the PSSC family as a volunteer, Diane's duties have ranged from serving morning teas and visiting residents, to reading to the sight impaired, providing manicures and hand massages. A familiar face at the Croft Rest Home, Diane has, more than once, offered comfort to residents in their last hours until family could arrive, and also helped comfort bereaved families. Despite the sadness of these poignant moments, she says, being there to help make a difference to those in need is “an absolute privilege”.

Approximately 130 volunteers assist Presbyterian Support in our mission of care every year, providing in excess of 8300 volunteer hours annually. In addition to providing care, friendship and support in rest homes, volunteers also provide invaluable services at our Enliven Day Centre, as drivers, at Family Works and at many PSSC events. Regular visits from children and pets are also an important pathway to connection, stimulation and enjoyment.

Says Volunteer Coordinator Sue Shewan, “Volunteering is about generosity. Our volunteers are generous with both their time and their talents – their contribution is exceptional.”



Presbyterian Support South Canterbury is always in need of new volunteers who can spare as little as an hour or two a week, a fortnight or even once a month. From reading the newspaper or chatting to residents, to driving a van or assisting with outings, the list is endless. Pictured above are Croft resident Pat and Volunteer Diane. Please get in touch if you would like to learn more about the benefits of volunteering.

JUNE

2016



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	QUEEN'S BIRTHDAY 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 2016

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

JULY 2016

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

Three Sprightly Ladies

“I just go for it and join in!”

Sheila (88 years young) hadn't considered moving into a rest home until she fell and broke her pelvis over a year ago. After a lengthy hospital stay, she moved straight into Margaret Wilson Home and says she hasn't looked back since.

“I felt so at home here from the start I didn't really need to settle in,” she says. “The staff are one happy group, all working in together. They can't do enough for me – I give thanks every day for how happy I am.”

In addition to the Margaret Wilson team, Sheila rates the “10 Star Plus” meals, interesting outings, weekly visits from the local kindergarten and busy activity programme as highlights of the Margaret Wilson experience.

At 90 and recovering from major surgery, Evelyn awaited the move to Margaret Wilson with some trepidation. But she says she needn't have worried.

“I still can't get over the warm welcome I received when I arrived,” she says.

“A nurse said to me “Today is Happy Day” and asked me if I wanted a glass of wine!”

After starting her new life at Margaret Wilson with a celebration, Evelyn has continued in the same spirit by getting involved with any activity she can, refusing to see her wheelchair as a limitation.

I just go for it and join in whatever activity is on – I can always watch if I can't actually do it, and I still have a lot of fun.”

“Mum's a social butterfly”, says Harvey, of his Mum Olive, who will celebrate her 94th birthday in June and moved to Margaret Wilson two years ago after a bad fall.

“I've definitely still got my marbles and have them here in a box to prove it!” she jokes, showing off a gift of glass marbles from a family member. A regular at exercise classes, Olive enjoys talking with the other residents, getting involved with activities and receiving regular visits from family.

“It's great to know Mum is warm, well fed and safe,” says Harvey. “And of course, we know her marbles are in safe hands!”



Sheila, Evelyn and Olive, three sprightly ladies enjoying life in their new “home away from home” at Margaret Wilson Home.

JULY

2016



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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	30

JUNE 2016

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	

AUGUST 2016

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	

“I haven't danced like that for years!”

Mary*, Enliven client, 88 years young.

A group of Enliven day activity programme clients enjoy fresh sea air and sunshine, walking along the Caroline Bay beachside boardwalk. Frank*, 90 years young, blind and with short term memory loss, lines up the shadows from the rope guides to see enough to lead the group. Earlier in the day, Frank completed sanding a wooden bed head and will soon paint it. When the Enliven team sent photos home of Frank's activities, his wife was amazed, particularly when she saw photos of him playing indoor cricket.

“This is the best thing out for me. My health is so much better!” Bill*, 83 years young, with ongoing health issues and short term memory loss, was feeling isolated and down when he first started visiting Enliven. Soon making friends, he now enjoys long chats with his new mates every time he visits.

Mary* warmed the hearts of Enliven friends and carers alike when she reconnected with the dances of her youth. “I haven't danced like that for years, don't tell my husband!”

At the Presbyterian Support South Canterbury Enliven Day Centre, clients rediscover their strengths, interests and zest for living. Programmes and activities, tailored for each individual, offer support and friendship to clients from all walks of life. From time in a “man's shed”, painting, indoor cricket or walks by the beach, to hand-sewing, pamper days, baking, housie or outings to interesting places, Enliven offers something for everyone and more often than not, a surprise at just what can be achieved.

Says Linda Robson, Enliven Supervisor, “Seeing the benefits to their lives enriches our own lives. Coming to work doesn't feel like 'work' to me.”



The Presbyterian Support South Canterbury Enliven programmes offer support and friendship to clients from all walks of life.

AUGUST

2016



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 2016

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

SEPTEMBER 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	
S	4	11	18	25	



A Dog's Life



Proud to be part of the management team

My name is Chester and I work at the Croft. I share an office with Nurse Manager Janice. My main responsibilities are supervision, public relations, resident well-being, strokes, cuddles, some food testing (gratefully accepted from the residents) and security work.

My weekday starts at around 8:00 am when Mum drops me to work. I run inside to find Janice – if I can't find her she usually returns my bark so I can quickly locate her. Our first duty is to distribute the Daily News to our residents – this is when I check everyone is well and happy, greet any visitors at reception and when I can, pay a quick visit to check up on the administration team.

While on my rounds I allow residents and staff to pat me or stroke my ears – it does them a lot of good. I do have to be careful though – if I let myself get too distracted, I can lose track of Janice and need to run very fast down the corridor to catch her up. I don't quite know what it is about my ears when I run that everyone thinks is so funny, but there you go, people can be so easily amused.

The weekly residents' activity programme is pretty busy, so I only attend some things, otherwise I get too tired. I don't know how they keep up the pace – they sure seem to have a lot of energy to enjoy life! Most days I'm so dog-tired by early afternoon I need a “nana-nap”, so when I get called on by a resident for lap-duty, I'm usually pretty happy to oblige.

I'm proud to be part of the management team here. While the job has its demands, it's also very rewarding.



As part of our commitment to the Elder-centred Eden Alternative Philosophy, animals are both residents and frequent visitors in our rest homes.

SEPTEMBER

2016



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	South Canterbury Anniversary	27	28	29	30	

AUGUST 2016

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	

OCTOBER 2016

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

A Roadmap at the Crossroads

“There are moments in our lives when we find ourselves at a crossroad, afraid, confused, without a roadmap. The choices we make in those moments can define the rest of our days.”

Anonymous

Helping clients determine the best route for the next phase in their lives is something Residential Liaison Manager, Vivien Clemens, considers a privilege.

“People often don’t know where they are going,” she says of her meetings with potential new residents or family members. “They worry how they will be able to afford care, or how they will find the money for the care of their parent. I just sit people down and help them look at the options - just like sitting with them at a crossroads.”

Taking a proactive approach and seeking advice early is the best way to plan for a future that reflects your wishes and individual requirements, says Vivien.

“It’s important to gain a good understanding of the range of services you might be entitled to, from in-home care through to retirement village options such as independent home ownership, rentals, rest home, hospital or dementia level care.”

Many clients and their families do not understand the levels of funding they might be entitled to, she says. Working closely with the needs assessment agencies, Vivien helps ensure clients are referred for assessment to ensure they receive the appropriate level of care and funding.

Each rest home has its own distinct culture, with choice often coming down to personal preference, says Vivien. While some clients prefer to stay living at home (with in-home support), others enjoy the company, activities and onsite support offered in a rest home environment, she says.

“When you find yourself at the crossroads, and even better before you get there, look in all directions before choosing the path that is best for you.”



Presbyterian Support South Canterbury Residential Liaison Manager Vivien Clemens helps clients “at the crossroads” plan for the next phase in their lives.

OCTOBER

2016



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	Labour Day	25	26	27	28	29

SEPTEMBER 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	
S	4	11	18	25	

NOVEMBER 2016

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

The Eden Alternative

Open Hearts, Open Minds

The Eden Alternative is an Elder-centred philosophy aimed at positively supporting residents by actively combating loneliness, helplessness and boredom – the “Three Plagues” that account for the bulk of suffering amongst Elders.

Alive and well throughout our rest homes, the Eden Alternative Philosophy is based on ten core principles that help create living environments that nurture and celebrate companionship, spontaneity, enjoyment, choice, meaningful activity and a balance between the giving and receiving of care.

Far more than policies or procedures, the Eden Alternative Philosophy is a transforming way of being, deeply respected throughout the PSSC community from our Board, Senior Management team, staff and volunteers to most importantly, the residents who share their homes with us. Resident-centred decision making and involvement is in evidence everywhere, from small changes to significant initiatives. Benefits for all are rewarding, often unexpected and most often, subtle.

Wander around our rest homes and you will be greeted by not only residents and staff, but families, children, volunteers, cats and dogs. A core Eden Alternative belief is that life revolves around close and continuing contact with plants, animals and children, with these relationships providing young and old alike with a pathway to a life worth living.

Spend time in our homes and you will soon also feel “at home” and part of our family. You’ll find residents baking, gardening, planning outings or working together on projects, see artwork by residents on display and their crafts or handiwork in everyday use. At Margaret Wilson, Wallingford or the Croft, you’ll experience environments where giving is valued as much as receiving, loving companionship is understood to be the antidote to loneliness and meaningful activity is known to be essential to human health.

Through the Eden Alternative Philosophy, we sow the seeds for change and are privileged to nurture a garden of rewards. Creating an Elder-centered community is a never-ending process. We invite you and your family to share the journey with us.

For more information, talk to any of our staff or visit www.edeninoznz.com.au



Presbyterian Support South Canterbury embraces the Eden Alternative, a transforming philosophy focused on enriching the lives of the Elders in our care.

NOVEMBER

2016



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 2016

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

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	

“All the flavours rolled into one.”

“Whether one believes in a religion or not...there isn't anyone who doesn't appreciate kindness and compassion.”

The Dalai Lama

As Chaplain for both Presbyterian Support South Canterbury and Timaru Hospital, the unique and varied role of Reverend Alan Cummins involves many different elements, with compassion the tie that binds everything together.

Alan's role is an ecumenical one, which means in his own words “to minister to people who have some faith, no faith or any faith”. Offering support, a listening ear, companionship and encouragement to anyone who may need it, Alan says he is often asked “what flavour he is” and enjoys telling people that he offers “all the flavours rolled into one”.

Alan's diverse career background is also one of many 'flavours'. A former primary teacher, social worker and truancy officer, Alan is now thoroughly enjoying drawing all his experience back to his original calling, describing his role as PSSC Chaplain as “a wonderful arrangement, a great privilege and a huge responsibility”. With his cheerful personality and enduring sense of humour, Alan has quickly earned a special place of warmth and trust amongst the wider Presbyterian Support family.

Ministering to residents and staff at The Croft, Margaret Wilson and Wallingford homes (in addition to the South Canterbury DHB's Timaru Hospital and Talbot Park), Alan says he loves the variety and the family feel as he spends time with residents, staff and volunteers.

“All doors are open to me,” he says, “One minute I'm talking to a resident or family member, the next a member of staff and the next the Chief Executive. It's all about the people, the relationships and being there to support people in whatever way I can. Minimal meetings, minimal administration – the pastoral care is the whole kit and kaboodle and it's what I love doing.”

When asked to sum up what is special about PSSC rest homes, Alan says the comments from residents and family have recurring themes.

“The wonderful care, the genuine compassion of the caregivers and volunteers, the family environment. The homeliness and personal touches....just priceless”.

Just priceless.....with all the flavours of compassion rolled into one.



Reverend Alan Cummins offers support, companionship and encouragement to anyone who may need it, whether the individual has “some faith, no faith or any faith”.

DECEMBER

2016



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
CHRISTMAS DAY 25	BOXING DAY 26	27	28	29	30	31

NOVEMBER 2016

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

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

Presbyterian Support South Canterbury Strategic Framework



Progress Indicators

- Services and Programmes meet quality indicators and audit compliance
- Stakeholder satisfaction is monitored and meets agreed targets
- Financial targets are met
- Business development goals are met
- Community Feedback mechanisms are agreed and monitored
- Innovations and efficiencies are reported

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 a wide range of 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. A new “WAS” (Wrap Around 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, anger change for women and children, parenting through separation programmes 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.

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.southcanterbury.ps.org.nz

The Year's Work at a Glance

Aged Care, Residential & Community Services

162
residential
care rooms

363
admissions

8
disability
beds

16
palliative
care clients

248
respite care
clients

3732
Enliven Day
Centre attendances

601
clients received
restorative Home
Support

119
Community First
clients supported
in their homes

235,000
meals
produced

5200
meals on
wheels

17,500
frozen
meals

400+
staff

8300 +
volunteer
hours



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



98%

of Family Works clients
said they felt better
prepared for the future

135

parents learning
through parenting
programmes

67

clients received support
from the Elder Protection
Abuse & Neglect Service

1000+

clients supported by a diverse
range of services, from
one-on-one support to group
programmes & community
initiatives

62

alternative care
(foster) bed nights

759

social work &
counselling clients

44

clients in developmental
programmes for children
& young people

Financials

Presbyterian Support Services (South Canterbury) Consolidated

Summary of Operating Performance

For the Year Ended 30 June 2015

In New Zealand Dollars

	2015	2014
Aged Care - Residential and Community Services		
Income from services	12,300,994	11,800,455
Expenditure	(12,389,800)	(11,976,398)
Aged care services operating surplus/ (deficit)	(88,806)	(175,943)
Family Works Services		
Income from services	842,489	811,914
Expenditure	(1,220,958)	(1,147,785)
Family works operating surplus/ (deficit)	(378,469)	(335,871)
Other Income		
Occupation right agreement administration fees and unit service charges	268,892	174,201
Donations, grants, legacies and bequests	356,596	234,013
Other income	6,328	43,976
Total other income	631,816	452,190
Other Expenditure		
Retirement village operating costs	(192,915)	(229,396)
Total other expenditure	(192,915)	(229,396)
Total operating surplus/ (deficit)	(28,374)	(289,020)

Presbyterian Support Services (South Canterbury) Consolidated

Summary of Financial Position

As at 30 June 2015

In New Zealand Dollars

	2015	2014
Current assets	6,896,839	7,561,035
Non Current assets	38,297,001	35,290,040
Total Assets	45,193,840	42,851,076
Current liabilities	5,269,873	5,123,344
Non Current liabilities	-	-
Total accumulated funds and other equity reserves	39,923,967	37,727,732
Total Liabilities and Equity	45,193,840	42,851,076

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 2015.
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.

Presbyterian Support South Canterbury

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

In Their Own Words

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.

“All the people involved with providing him with Care have been so kind, friendly and approachable. We have been so grateful and thankful for having had the pleasure of knowing you all. Many thanks.”

Community Services Client

“I have been going swimming every Tuesday for the last few weeks. I am so grateful that Shelley (from Hornsey Wing) asked me if I would like to go with them. I am loving it.”

Resident, Margaret Wilson Home

“The world's a whole lot better place because of people like you who give real joy and pleasure by the nice things that they do....”

Family of Resident, Margaret Wilson Home

“There really are no words to try and adequately convey our absolute and eternal gratitude to the entire Wallingford Rest Home community / staff for making Uncle's last years such a content and enjoyable time. Please feel immensely proud of all at Wallingford, it truly is a gem in the crown of your wonderful and caring communities.”

Niece of Wallingford Rest Home Resident

“A Big thank you for all the caring help and assistance I have been given throughout this year. My quality of life has certainly been uplifted since coming into PSSC care.”

Community Services Client

“I enjoyed talking to people when I had a problem.”

Family Works Client (Child)

“I am delighted about how far I have come and how good I feel about the future for me and my family.”

Family Works Client (Adult)

Within an hour of leaving the hospital a lovely young lady was in Mum's home talking her through the process in a caring and easy to understand way. She explained who Mum's support staff would be and what they could assist with. The service was 5+ star. The next day when someone from your service phoned they remembered it was Mum's birthday and wished her a fabulous day. Sandra has been coming to support Mum for a couple of days now and we have found her to be kind, unobtrusive and respectful of Mum, her home and her “reluctance to accept help”. I can't speak highly enough of your team and the service they are providing.

Daughter of WAS (Wrap Around Service) Client

“There are not enough words to thank you for how happy you made my Mum. Mum said that the minute she arrived at the Croft, she felt so happy and could not help smiling and everybody there made her feel wanted and loved.....all the Staff were so kind and caring that she saw them all as Angels. Thank you with all our hearts. XXXXX

Daughter of Croft Rest Home Resident

“Thank you for making our family all right.”

Family Works Client (Child)

“Wonderful, wonderful people who helped my whole family.”

Family Works Client (Adult)



PSSC Long Service Awards presented at the 96th AGM for 30, 25 and 10 years:
Back row (left): Margaret Brensell (10yrs), Irene Shearer (10yrs), Maureen Brodie (10yrs), Jenny Purdon (20yrs), Janice Reuben (10yrs).
Front row (left): Liz Munro (10yrs), Barbara Joyce (30yrs), Vicki Littleton (30yrs), Joan Hartley (20 yrs).

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 of those individuals, trusts, organisations, businesses, groups, service clubs and schools who support us with regular contributions, one-off donations and donations in kind. Our local Presbyterian Parishes and other church organisations continue to provide a valuable community link, providing support in many ways. 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 such as Timaru New World, McCain Foods, Bidvest and many other individual and business donors provides meals on the table for families needing extra support in difficult times.

Your generous support, no matter how large or small, makes a real, immediate and ongoing difference in our local community. Every donation is used locally and your contributions enable us to continue to reach those who most need our help. We are enormously grateful for 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 Trust funds and support from companies and corporates also have a significant impact on our ability to provide services. Many of these funds, including grants from organisations such as the Tindall Foundation and the Community Trust of Mid & South Canterbury, are used directly to fund services, projects, or programmes that would otherwise not be available or possible in our local community. Many such activities have ongoing running costs and the continuing commitment from our supporters is greatly appreciated.

We sincerely thank all our donors, supporters and sponsors – too many to individually list here 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”.





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.



Presbyterian Support
South Canterbury

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

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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Making a difference together



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.



Presbyterian Support
South Canterbury

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:

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Making a difference together





Presbyterian Support
South Canterbury



Family Works
SOUTH CANTERBURY



PRESBYTERIAN SUPPORT
SOUTH CANTERBURY

* The stories in our 97th 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 desire for 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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