Presbyterian Support
South Canterbury

PEOPLE HELPING PEOPLE



Ko te tāngata e āwhina ana i te tāngata

ANNUAL REPORT 2025/26

'Celebrating 108 years'

Message from the Board Chair

Tēnā koutou, tēnā koutou, tēnā koutou katoa



It is a privilege and pleasure to present the 108th Annual Report of Presbyterian Support South Canterbury (PSSC).

I want to begin with a whakataukī that speaks directly to the heart of our mission:

"He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata." What is the most important thing in the world? **It is people, it is people, it is people.**

This truth sits at the centre of everything we do. Our work is not defined by buildings, budgets, or programmes — it is defined by people. The people we serve, the people who trust us, the people who walk alongside us, and the people who give their time, energy, and compassion to ensure our community is supported and strengthened.

This past year has reminded us again that connection is not a luxury; it is a lifeline. Whether through ***Family Works***, ***Enliven***, or our wider community initiatives, our teams have shown that when we prioritise relationships, we create real change. We see families stabilise, older people flourish, and individuals rediscover hope and dignity.

As Chairperson, I am deeply proud of the way our staff, volunteers, partners, and supporters embody this whakataukī every day. You demonstrate that people are — and must remain — our greatest focus. Your commitment ensures that **Presbyterian Support South Canterbury continues to be a place where compassion is lived out, not just spoken about.**

Last year Presbyterian Support South Canterbury won the Supreme Award at the South Canterbury Chamber of Commerce Business and Excellence Awards. In receiving this award, I laid the recognition at the feet of our people. All of our people. I know that relationships are what sustain us, not possessions, status or accomplishments, but we can still take energy from this recognition of the work we embark on, everyday, together.

We have had some changes at our board table this year. I would like to acknowledge and thank departing members Gordon Handy and Paula Macpherson, for sharing their skills with PSSC and their commitment to our purpose. I warmly welcome Bernard Grenville-Jones, a very experienced governance practitioner, to the board.

The AGM is an opportunity to reflect on our shared achievements, acknowledge the challenges ahead, and reaffirm our commitment to the people of South Canterbury. Because at the end of the day, the measure of our success is simple: ***How well we care for one another***.

In keeping with the theme of 'Our People', I want to share that four of the six strategic goals in our Operational Plan strongly reflect that theme. Our Six Goals are:

- We Empower Our People to Thrive.
- Strong and Decisive Leadership Throughout PSSC.
- Continuous Innovation is Our Driving Force
- We Collaborate With Our Community to Reduce Inequities.
- We Use Our Resources Wisely.
- We Deliver Services Which Reflect Our Community Need.

None of the above is possible without the efforts of 'Our People'. We thank every one of you, very sincerely.

Nō reira, tēnā koutou, tēnā koutou, tēnā tātou katoa.

Jo Goodhew, **PSSC Board Chairperson**



(left to right) Jan Hide, Keith Shaw, Nina Mackay, Raeleen de Joux, Judith Earl-Goulet, Jo Goodhew (Board Chair), Bernard Grenville-Jones
Insets: Toni Torepe, Margaret Turley.

CEO Report 2025/26

Our People at the Heart



The 2025/26 year was a year of care, connection and achievement for Presbyterian Support South Canterbury (PSSC). While we continued to navigate workforce pressures, rising costs and growing community need, our people remained at the centre of everything we do. From our staff and volunteers to the residents, clients and whānau we support, **the strength of PSSC lies in the relationships we build and the lives we touch every day**.

Throughout the year we remained committed to our strategic goal of empowering our people to thrive. A strong focus was placed on learning and development, building leadership capability, creating mentorship opportunities, and strengthening bicultural practise across the organisation. We progressed initiatives that support staff growth, including leadership development, internal education opportunities, and culturally responsive practice grounded in Te Tiriti o Waitangi and the philosophies of the Eden Alternative, Powerful Families and Restorative Care.

Our staff continued to demonstrate extraordinary resilience, compassion and professionalism. Whether supporting residents in our aged care homes, assisting families through Family Works, helping older people remain independent through home support services, or working alongside former refugee families as they settle into South Canterbury, our teams consistently delivered services with dignity, respect and care.

We also celebrated important achievements within our residential care services. **The Croft, Margaret Wilson and Wallingford retained all ten Eden Alternative Principles following their audits, while Strathallan achieved its first Eden audit successes, attaining Principles 2 and 10.** These achievements reflect the commitment of staff to creating environments where residents experience companionship, purpose and meaningful lives.

For our clients and residents, the year was characterised by a continued commitment to person-centred support. Across all services, we worked to ensure that individuals and whānau remained active partners in decision-making. We strengthened our focus on cultural responsiveness, increased opportunities for whānau participation, and continued to evolve services to meet changing community needs. **These efforts support our vision of a South Canterbury community that is strong, vibrant, safe and healthy**.

A particularly positive development was the successful progression of the Family Works contracts for the next 18 months to two and a half years, including the continuation of Family Start and several programme lines. This provides greater certainty for the people who rely on these services and for the staff who deliver them, enabling us to continue supporting vulnerable children, young people and families throughout the region.

As we reflect on the year, we are proud of the culture we continue to build. Our organisation is guided by a belief that people matter. That belief is evident in the dedication of our staff, the trust placed in us by our residents and clients, and the partnerships we have developed throughout the community. Every achievement this year has been made possible by people who choose each day to care, support, advocate and lead.

On behalf of the Executive Leadership Team, we thank our staff, volunteers, residents, clients, families, supporters and community partners. Together, you are the heart of PSSC, and together we are making a meaningful difference in the lives of people across South Canterbury.

Carolyn Cooper
Chief Executive Officer

> *"The purpose of human life is to serve, and to show compassion and the will to help others."*
>
> — Albert Schweitzer

Recognition Reflects a Century of Caring

SC Chamber of Commerce Business & Community Excellence Awards



Presbyterian Support South Canterbury (PSSC) reached a significant milestone in 2025 when it was awarded the ***SUPREME AWARD*** **at the South Canterbury Chamber of Commerce Business & Community Excellence Awards**.

The honour represents the highest recognition of excellence across all award categories and is selected from among the category winners. For PSSC, it was a powerful acknowledgement of more than a century of service to the South Canterbury community and the impact our organisation continues to make every day.

The judges recognised PSSC as an organisation that successfully balances strong governance, financial sustainability and professional service delivery with meaningful, long-term community impact. As South Canterbury's largest social service provider, PSSC supports people at every stage of life through Enliven Aged Care Services, Family Works programmes, Refugee Settlement Support, Community Services and @Home care.

The award reflected not only the scale of PSSC's operations but also the values that guide every aspect of our work. Across our homes, villages, community programmes and support services, our focus remains firmly on people, ensuring individuals and families receive compassionate, person-centred support when they need it most.

The judges also acknowledged PSSC's ability to adapt and evolve in response to changing community needs while staying true to the organisation's founding mission.

For more than 108 years, PSSC has been committed to walking alongside vulnerable families, older people, children and newcomers to our region, helping create stronger, more connected communities.

Adding to the achievement, PSSC also received the Community Award, highlighting the depth and breadth of our contribution to social wellbeing across South Canterbury.

Chief Executive Carolyn Cooper feels the recognition belongs to the many staff, volunteers and supporters who make PSSC's work possible.



Delighted to receive the "*Supreme Award*" in August 2025, Board Chair Jo Goodhew and CEO Carolyn Cooper

2025 'Supreme and Community Award Winners'

"This award reflects the dedication, compassion and professionalism of our people. Every day, our teams make a difference in the lives of others, and this recognition is a celebration of their commitment to supporting our community."

Carolyn Cooper, PSSC CEO

Winning the Supreme Award was a proud moment for PSSC, affirming that a values-led organisation can achieve excellence in both business performance and community impact. Most importantly, it recognised the collective effort of those who continue to uphold PSSC's vision of ***'People Helping People'*** *live with dignity, respect and hope.*

The award is not just recognition of what has been achieved, but inspiration for what lies ahead as we continue serving South Canterbury for generations to come.





The PSSC Fund: Mollie Thomson
A Legacy that Keeps on Giving

For decades, Mollie Thomson embodied the Presbyterian Support South Canterbury philosophy of ***People Helping Peopl***e. Through her dedication, leadership, and unwavering commitment to the wellbeing of others, Mollie helped shape the organisation and strengthen support for countless people across South Canterbury.

After moving to Timaru in the 1970's, Mollie became deeply involved with Presbyterian Support South Canterbury, serving on the Board for 25 years and generously giving her time, skills, and heart to an organisation she believed played a vital role in the community. Her commitment was driven by a simple but powerful belief: that ***everyone deserves to feel supported, connected, and valued***.

Those who knew Mollie recognised her passion for service and her desire to make a meaningful difference in the lives of others. Even after her passing, that commitment continues.

Through a significant bequest to Presbyterian Support South Canterbury, Mollie has given what may be her greatest gift of all, a lasting legacy that will continue helping local people for generations to come. Her generosity has enabled the establishment of the Presbyterian Support South Canterbury Fund, managed by the Aoraki Foundation. Through this fund, donations are carefully invested and protected, creating an ongoing source of income that will support PSSC's work well into the future.

The fund will help sustain vital services across our organisation, from Family Works and social services to Enliven aged care and community programmes that strengthen the wellbeing of people throughout South Canterbury.

When asked what her association with PSSC has meant over the years Mollie says:

> *It is the sense of satisfaction of being involved with something that I believe has a very worthwhile place in the community and that has very good outcomes.*
>
> *– Mollie Thomson 2010.*

Chief Executive Carolyn Cooper says Mollie's legacy is a reflection of a lifetime devoted to helping others.

"Mollie lived and breathed our mission of People Helping People. Her decades of service strengthened Presbyterian Support South Canterbury, and we are incredibly grateful that her commitment to our community will continue through this fund."

Mollie once spoke of the satisfaction she found in supporting an organisation she believed had "a very worthwhile place in the community." Today, her generosity ensures that place remains strong for future generations.

Her story reminds us that while volunteering, caring, and giving may begin with one person, their impact can reach far beyond a lifetime.

If you would like to help continue Mollie's legacy of service and support for future generations of South Cantabrians, find out more about donating to the PSSC Fund through the Aoraki Foundations' website:

http://www.aorakifoundation.orga.nz/pssc-fund



The Croft Homestead Grand Opening

January 2026

Presbyterian Support South Canterbury proudly reopened the beautifully restored Croft Homestead Community Hub in January 2026 following a two-year strengthening and refurbishment project. Officially opened by The Hon James Meager MP for Rangitata, the revitalised heritage building honours its rich history while creating new opportunities for connection and community.

Gifted to PSSC in 1968 by Lorna and Hamish Grant, the Homestead now serves as a welcoming hub for residents, volunteers, staff and the wider community.

Since reopening, it has already hosted High Tea and Devonshire Tea fundraisers, resident card afternoons, community meetings and PSSC functions, with an upcoming Business After 5 event in partnership with the South Canterbury Chamber of Commerce.

Three meeting rooms are available free of charge to not-for-profit organisations, while PSSC's senior leadership team is now based upstairs, bringing key services together under one roof.

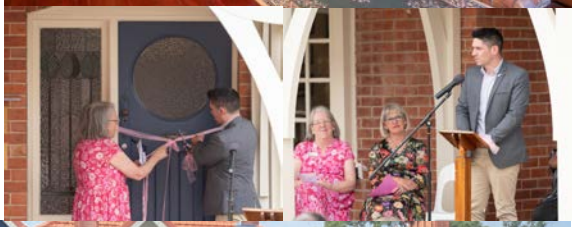
The restoration, made possible through a generous Lotteries Grant, public donations and significant investment from PSSC, preserved the building's heritage character while ensuring it remains a safe and functional community asset for generations to come.

As Chief Executive Carolyn Cooper reflected, ***"We are extremely proud of this rebuild."***

Today, the Homestead is once again a vibrant gathering place where people can connect, collaborate and feel at home.











A Place to Heal

Maurice Smith's Recovery Journey at Enliven The Croft

When a sudden accident left well known Timaru identity Maurice Smith with a broken hip, he faced a challenging road to recovery. At 88 years of age, Maurice knew rehabilitation would take time, patience, and support. What he did not expect was to find all three, along with friendship, comfort and genuine care, during a six week stay in the Hubbard Home at Enliven The Croft.

After slipping on tiles in downtown Timaru, Maurice required ongoing care and rehabilitation following his hospital treatment. Rather than returning home before he was ready, he chose to recover at The Croft, where he could focus fully on regaining his strength and independence.

From the moment he arrived, Maurice felt reassured.

"The service from day one was A1, excellent," he says. *"Everyone was great. It was a good crew. I didn't want for anything and the meals were excellent. Everything was on time and the clean-up afterwards was great."*

One of the biggest differences Maurice noticed was the time and attention he received from staff.

"The nursing staff were able to spend a lot more time with me than if I was in hospital, which was reassuring. Any question I asked was answered. It was great."

For someone recovering from a significant injury, that extra time and personal support made all the difference.

Maurice credits the rehabilitation programme and team at The Croft for helping him steadily regain his mobility. PSSC coordinated everything, from nursing care to physiotherapy, ensuring he could focus solely on his recovery.

"The rehabilitation was excellent. I had two regular physios who gave me exercises and helped me get back on my feet."

In the early weeks, Maurice spent most of his time resting in his room. As his strength improved, he began walking down the corridor and taking part in activities, including the much-anticipated Friday Happy Hour.

Along the way, he discovered something else valuable: connection.

"I met a lot of people I knew at The Croft that I never knew lived there."

The supportive environment helped make recovery feel less isolating. Staff encouraged Maurice every step of the way and never rushed him.

"It didn't matter how long I took, the staff were so patient."

Family and friends were also able to visit whenever they wished, allowing Maurice to stay connected to the people who mattered most during his recovery.

His room offered both comfort and interest. With plenty of space, an ensuite, and views overlooking the redevelopment of the Croft Homestead, there was always something happening outside his window.

"I could watch the workers and see the progress being made. There was always something to look at."

Maurice's praise for The Croft is heartfelt and unequivocal.

enliven
A PRESBYTERIAN SUPPORT SERVICE

Recoveri

PSSC's Enliven Homes are authorised ACC providers —
short-term recovery stays are avai

Let our Family take care of yours

"I can't speak highly enough of PSSC. It's a grand place to be if you're ill, sick or immobile. It is a friendly place where everyone is very patient."



For many South Cantabrians recovering from ACC injuries, surgery, illness, or reduced mobility, Enliven Homes provide an important bridge between hospital and home. Residents receive professional nursing care, rehabilitation support, nutritious meals, social connection, and the reassurance that help is always close at hand.

Maurice's story demonstrates that recovery is about more than healing an injury. It is about restoring confidence, maintaining independence, and being surrounded by people who genuinely care.

A familiar face to many across the district, Maurice has made an enormous contribution to the South Canterbury community throughout his life. He owned the Queens Hotel for 28 years, serving as publican for nine and a half years, managed Foodstuffs in Washdyke for 21 years, and spent nine years as a Timaru District Councillor, serving alongside five different mayors.

His community involvement extends even further. Maurice is a Life Member of both the South Canterbury Bowling Club and Harlequins Rugby Club, played a key role in the amalgamation of the Zingari and Star Rugby Clubs, has been involved with the Bowling Association for 44 years, served as Chairman of the South Canterbury Cricket Association, and holds Life Membership of the Timaru Cricket Club.

For a man who has spent decades giving back to South Canterbury, it was his turn to receive support when he needed it most.

And ***thanks*** to the team at ***Enliven The Croft***, that support helped him get back on his feet.

Maurice's journey highlights the important role Enliven Homes play in supporting recovery from injury, surgery, or illness. More than just a place to stay, they offer compassionate care and a welcoming environment designed to help people regain their strength and independence.

ACC Recovery care is available at The Croft, Strathallan, and Margaret Wilson in Timaru.

ring from an injury?

Personalised, compassionate support to enable quick recovery provided.

vailable.

2025 BCEA WINNER SUPREME AWARD

12 Park Lane, Timaru | **P** 03 687 7945 | **W** pssc.org.nz



Grandparents Raising Grandchildren
A Grandmother's Love - A Community Cares

For Kerry Burton, life has never been easy, but resilience has always been at the centre of her story.

Born in New Zealand's North Island, Kerry faced significant challenges from an early age, spending several years living on the streets as a teenager. Yet those experiences helped shape the determination, compassion and strength that define her today. Now a proud mother of five daughters, grandmother to 15 grandchildren and great-grandmother to one, ***family remains at the heart*** of everything she does.

Kerry has spent much of her life caring for others. She volunteers at Oceanview Heights School, helping to cook lunches for students, and for many years cooked meals for eight Catholic sisters living on Craigie Avenue. When the sisters relocated to Christchurch during the COVID-19 pandemic, Kerry continued her commitment to serving her community by supporting the Friday Friendship Club, now run by Age Concern. Her dedication was recognised in 2025 when she received a ***Dignity Award*** for 13 years of service.

Caring for others has always been second nature to Kerry, but one of her most demanding roles began five years ago when her granddaughter was born.

Storm was tiny at birth, suffering a brain bleed. She required nasal and mickey button feeding and faced significant health challenges from the outset. At a time when Storm's mother was not in a position to care for her, Kerry stepped in. *"I was there from the start,"* Kerry recalls. *"I always knew I wanted to take Storm on."*

Since that day, Kerry has devoted herself to helping Storm thrive. She attended physiotherapy appointments, worked tirelessly to support her mobility, and helped her learn to walk using a walking frame. Describing herself as ***"the spine"*** of her family, Kerry brings patience, determination and unwavering love to her role as a grandparent caregiver. *"It can be challenging, but it's also incredibly rewarding,"* she says.

Today, Storm is five years old, attending school and making wonderful progress thanks to the care and support she has received.

For the past five years, she has been an active member of Family Works' ***Grandparents Raising Grandchildren group,*** a programme that has provided connection, practical guidance and encouragement throughout her caregiving journey.

"The group is really great," says Kerry. *"We socialise, go on outings and hear from speakers about things like custody, separation, WINZ, social workers and even lawyers."*

The support has been invaluable as she has navigated the complexities of raising a grandchild with additional needs.

"Family Works has been so helpful over the years. They've helped me navigate the road with my grandchild."

One programme in particular made a lasting impact. *"**The Incredible Years Programme** was like a gold mine to me."*

Kerry says the support she has received from Family Works has helped her build confidence, gain valuable knowledge and connect with others facing similar circumstances.

"The world is hard and it's getting harder, so help from PSSC has been essential."

Despite managing her own health challenges, Kerry continues to put one foot in front of the other every day. She draws strength from her close relationship with her mother, who at 80 years old still calls her daily.

"My biggest angel in this world is my mum. We look after each other."

For Kerry, Family Works has become more than a service. It is a place where she feels supported, valued and uplifted.

"I always find the people at Family Works very generous in so many ways. I like going there. It's my time out. There are so many opportunities through the services they offer. It's uplifting to be part of it."

Kerry's story is one of perseverance, generosity and love. It also highlights the difference that ongoing support can make. Through the partnership of Family Works and the determination of a devoted grandmother, Storm has been given every opportunity to flourish, and Kerry has never had to walk the journey alone.

Finding Joy
at Strathallan Lifecare



For 94-year-old ***Joy King***, Strathallan is much more than a place to live. It is home, community, friendship and independence all wrapped into one.

Having called Strathallan home for 25 years, Joy has embraced everything village life has to offer. From her years in Villa 32 overlooking the scenic reserve to her sunny Gleniti Apartment today, Strathallan has been the backdrop to some of her happiest memories.

Joy's journey to Strathallan began when she and her late partner Murray attended a Probus meeting at the village. During the visit, Murray spotted Villa 32 for sale.

"He told me we were going to buy it and move in," Joy laughs. *"And that's exactly what we did."*

The villa quickly became a place they loved. With a conservatory that captured the sun and a location beside the reserve, it offered peace, birdsong and beautiful surroundings.

"We sat in the sun all day long," Joy recalls. *"It was so lovely and peaceful."*

As Murray's health needs changed, the couple moved into a Gleniti Apartment in 2018. While it marked a new chapter, Joy says life at Strathallan remained every bit as enjoyable. *"I just love my wee apartment,"* she says. *"It's so sunny and warm."*

Today, what Joy treasures most is the balance of independence and connection that life at Strathallan provides. *"I'm not on my own,"* she explains. *"If I'm lonely, I can just walk down the corridor and see someone."*

Those daily opportunities to connect are one of the reasons Joy continues to thrive. Her calendar is often fuller than many people decades younger. She attends the weekly knitting group, enjoys playing cards on Saturdays and regularly joins village outings, activities and social gatherings in the Gleniti Lounge.

Her daughter Raewyn, who lives in Oamaru, says Strathallan offers her mother exactly what she needs. *"Mum can choose to spend time in her apartment or head down and socialise. There is always something happening."*

In fact, the family often plans visits around Joy's busy social schedule.

"We know not to arrive at five to twelve," Raewyn laughs, *"because she'll be off to the dining room for lunch."*

Joy speaks warmly about the lifestyle she enjoys and the people who make it possible.

"The staff here are great. I cannot fault them," she says. *"I would absolutely recommend Strathallan to anyone."*

Over the years, she has made full use of the village facilities, spending time swimming and visiting the gym, where she particularly enjoyed using the exercise bike. While her interests have changed over time, she remains active and engaged with village life.

Even giving up driving at 92-and-a-half has not slowed her down.

"That's okay," says Joy. *"There are two vans for outings if I need to go anywhere."*

For Joy, life at Strathallan is about far more than comfort and convenience. It is about belonging. It is knowing there are friends nearby, activities to enjoy, caring staff on hand and opportunities every day to stay connected and involved.

Her story beautifully reflects Presbyterian Support South Canterbury's mission of ***People Helping People***. Through the support of staff, the companionship of fellow residents and the reassurance provided to families, Joy continues to live a life filled with warmth, friendship and purpose.

When asked the secret to reaching her nineties, Joy's answer is simple:

"Exercise, good food and warmth," she says with a smile. *"I love my sunny apartment and its heat pump."*

After 25 years at Strathallan, one thing is abundantly clear: Joy isn't simply living at Strathallan. She's loving life there.

Celebrating 42 Years of Service
Vicki Littleton

For more than four decades, ***Vicki Littleton*** has been a familiar and much-loved face within Presbyterian Support South Canterbury, dedicating her career to supporting older people with kindness, compassion and unwavering commitment.

Vicki's journey with PSSC began in 1984 as a 17-year-old work experience student at **The Croft**. After helping out on weekends while still at school, she soon joined the organisation full time as a caregiver, inspired by a desire to work with older people. Her role included everything from housekeeping and personal cares to administering medications, laying the foundation for what would become an extraordinary career in aged care.

Over the past 42 years, Vicki has worked alongside four Chief Executive Officers and witnessed remarkable change across both The Croft and the wider organisation. She remembers a very different environment when she first started, with residents living in small clusters, shared bathroom facilities, and only around 20 residents in care. Since then, she has seen The Croft grow significantly, including the development of hospital-level care and the opening of Lorna Home following the closure of Talbot Hospital.

"Things have changed a lot over the years," reflects Vicki. *"Residents used to come into care much more mobile. These days people stay in their own homes longer and often arrive with more complex needs."*

When hospital-level care was introduced, she initially wondered whether she could adapt to the increased complexity of care required. However, dedication and resilience saw her succeed, celebrating an impressive 40 years of service in 2024.

Among the many memories she treasures from her career, one stands out above the rest. Vicki fondly recalls a weekend trip to Christchurch with the Nurse Manager, two fellow colleagues, accompanying four residents on a special getaway. They visited Orana Park, explored the Mall, and enjoyed a wonderful weekend away. For Vicki, it perfectly captured the spirit of care, companionship and creating meaningful experiences.

Vicki was also among the first group of staff to complete ***The Eden Alternative Philosophy*** of care training when it was introduced at PSSC. Her perspective on the philosophy is simple yet profound: *"A lot of it is just common sense and compassion."*

She has observed many changes across the wider organisation over the years, including the evolution of community services, the development of **Refugee Settlement Services**, and the introduction of new offerings such as **@Home**. She has also witnessed countless colleagues come and go.

"The job is getting harder," she says. *"People are coming in with more complex issues that can be very emotive."*

Today, Vicki supports approximately 33 residents in Hubbard Home, building meaningful relationships with those in her care. When asked whether she has had favourite residents over the years, she smiles and admits that after spending so much time with people, it is only natural to form special connections.

As PSSC's longest-serving employee, Vicki's career reflects not only a remarkable length of service but a genuine commitment to ***helping people*** live with dignity, respect and care. With plans to retire in May 2028 after an outstanding 44 years of service, Vicki's legacy is already firmly woven into the story of PSSC. Known for her bright lipstick, ready smile and dedication to residents, she exemplifies the values that continue to guide PSSC today.

Thank you, Vicki, for 42 years of outstanding service and for the countless lives you have touched along the way.



Carolyn Cooper (CEO) presents Vicki her Long Service Award in 2024 for 40 years service to Presbyterian Support South Canterbury

This programme gave me practical tools and understanding around how my child's brain works and has helped (me) slow down and to respond more calmly.

Parent attending Family Works Programme

Thank you for your kindness and support over many years when mum was a resident, we have especially appreciated the compassionate care you offered mums husband over the past 10 days.

Enliven Home Feedback

Words cannot express the gratitude we feel for the comfort and support our family received at this very difficult time.

Enliven Home Feedback

Our heartfelt thanks for all the loving and exceptional professional care you provided while our loved one was in your care, also for the wonderful comfort and support that you gave us when visiting. You are an awesome team!

Enliven Home Feedback

Thank you so much for the great care you gave Dad. The love, laughter you shared, he enjoyed the banter. We are forever grateful for giving dad the dignity in your care.

Enliven Home Feedback

I don't believe I would now be in the better space that I am now without **Family Works** - both my kids and I felt isolated in our experience and family works changed that.

Parent attending Family Works Programme

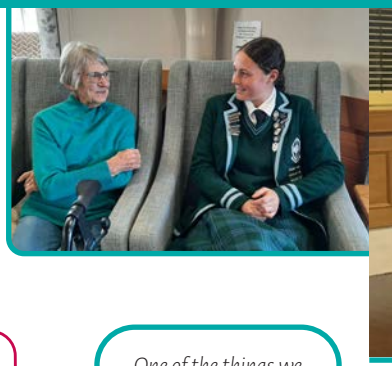
It is wonderful to be able to nurture students in our Homes. We are so proud when they achieve their qualification. Renee has worked with us the last few years, has become an RN and off to Wellington to pursue her career. She is so thankful for her experiences here which have helped her immensely on her journey.

Jenny Purdon - Nurse Manager

Your lambs-fry and bacon meal for lunch today was an outstanding success. All the feedback from residents and staff has been positive and a number of people have asked when we can do it again. This would make it one of the most popular meals that has ever been served.

Enliven Home Staff Feedback

Intergenerational Connections
Craighead Diocesan School Student Volunteers



Each year PSSC Enliven Homes are lucky enough to have student volunteers, and the residents just love them! These comments are from the four regular Craighead Diocesan School Year 13 students that visited Enliven Margaret Wilson each week throughout 2026.

Thank you Charlotte S, Jasmine, Grace, and Charlotte C for your time, your energy and the wonderful connections you made with the Margaret Wilson residents this year who just adore you girls.

"We are all really grateful that we have had the opportunity to volunteer at MW Home this year. It has taught us a lot about appreciating what we have, listening to others and making time for people. We will definitely take the memories and relationships we have made with us after leaving school, and we are so thankful to everyone at MW Home for welcoming us in and making us feel so included. Thank you again for giving us such a special opportunity!"

One of the things we have enjoyed the most is hearing about what life was like for them when they were our age and what it was like being a teenager back then. It has made us realise how much things have changed and how lucky we are to have the opportunities and experiences we have today.

It has also been really special seeing how happy the residents are when we come in and knowing that even just spending some time with them and having a chat can make their day. We have learnt that you don't always have to do something big to make a difference to someone.

"Volunteering at MW Home has been such a meaningful experience for all of us this year. We have really enjoyed getting to know the residents, having conversations with them, hearing their stories, and just spending time with them."







Walking in Their Shoes
EDIE Training for Staff



For Presbyterian Support South Canterbury, ongoing staff development is essential to ensuring we provide compassionate, person-directed care. However, opportunities such as specialist dementia training are only possible through the generosity of grant funders who invest in the wellbeing of our community.

Thanks to funding from the Aoraki Foundation Health Endowment Fund, some PSSC staff were able to participate in **EDIE** (Educational Dementia Immersive Experience) training, delivered by an Alzheimer's NZ trainer. Using virtual reality technology, staff experienced the world from the perspective of a person living with dementia, gaining valuable insight into the challenges, emotions and daily realities many people face.

The training aligns closely with PSSC's commitment to the Eden Alternative philosophy, which encourages staff to see the person beyond the diagnosis and support dignity, connection and purpose in everyday life.

For staff such as Mark Mannit, Administration and Care Supervisor at The Croft, the experience provided a powerful new perspective. *"Putting myself in the shoes of someone living with dementia opened my eyes to the challenges and emotions, helping me develop greater empathy and understanding,"* he said.

The funding also enabled PSSC to extend the benefits of the programme beyond our workforce by hosting a community workshop for whānau caring for loved ones with dementia. The session provided practical guidance, shared learning and valuable support for families navigating the challenges of dementia care.

As demand for dementia-related support continues to grow across South Canterbury, grant funding plays a critical role in helping PSSC deliver training and education initiatives that might otherwise be beyond reach. These investments strengthen the skills and understanding of both caregivers and families, ultimately improving the quality of life for older people living with dementia and ensuring they receive the compassionate, person-centred care they deserve.

This initiative highlights the far-reaching impact of philanthropic support and demonstrates how strategic funding can help PSSC continue building stronger, more informed and more caring communities.



Presbyterian Support
South Canterbury

AT A GLANCE 2025/26

480+
STAFF MEMBERS

59M+
NET ASSET BASE

26M+
ANNUAL WAGE SPEND

9,901+
VOLUNTEER HOURS

185
VOLUNTEERS - ALL SERVICES

26+
VOLUNTEER PETS

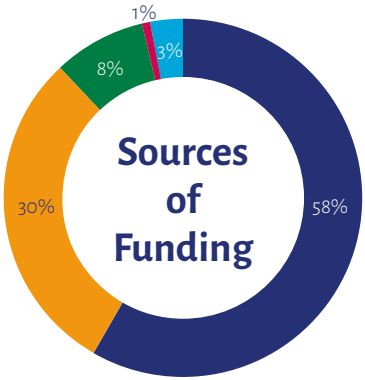


PSSC Senior Leadership Team

(left to right) Rawiri Morunga *(GM - Social Services)*, Glen Stewart *(Property Manager)*, Karen McKenzie *(HR/EA)*, Carolyn Cooper *(Chief Executive Officer)*, Lizzie McIvor *(GM – Services for Older People)* and Deepika K Nayyar *(Chief Financial Officer)*.

FINANCIALS - 1 July 2025 to 30 June 2026

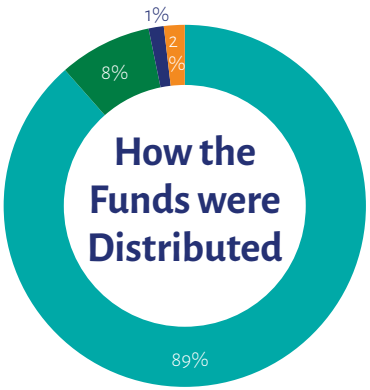
In 2025/2026 Presbyterian Support South Canterbury reports an operating deficit of **$1,501,802** compared to an operating deficit of **$638,305** in **2024/2025**.
Support was provided to Family Works, with a deficit totalling **$515,253**.
Including property valuation movements there was an accounting surplus of **$2,862,331** compared to a surplus of **$5,409,194** in **2024/25**.



Revenue

- Government Contracts **58%**
- Fees for Service - Enliven **30%**
- Government - Social Services **8%**
- Donations, Grants and Bequests ... **1%**
- Other Income **3%**

$000's	2025/2026	2024/2025
Operating Revenue	$32,092	$37,763
Operating Expenditure	$33,594	$38,402
Net Assets	$59,092	$56,229



Expenditure

- Enliven Positive Ageing Services. **89%**
- Family Works Services **8%**
- Refugee Settlement Services **1%**
- Services for Young People..... **2%**

enliven
A PRESBYTERIAN SUPPORT SERVICE

AT A GLANCE 2025/26

1,578+
UTILISING OUR SERVICES
(Residential & Community Based)

1,491
RESPITE CARE NIGHTS

17
ACC CLIENTS (New Service)

24
@HOME CLIENTS (New Service)

4
CARE HOMES
Rest Home, Dementia Care, Hospital Level and Disability Unit

5,807
ENLIVEN TE POKAPŪ ATTENDANCES

122
VILLAGE
(Villas, Cottages & Apartments)

252
RESIDENTIAL CARE ROOMS
(87, 000+ Bed Nights)

27
RENTALS
(Across two Aged Care Homes)

394,600+
MEALS PRODUCED

200+
MEALS ON WHEELS

40,000
TOO EASY FROZEN MEALS

FamilyWorks
PRESBYTERIAN SUPPORT
SOUTH CANTERBURY

AT A GLANCE 2025/26

1,480+
TAMARIKI/WHĀNAU SUPPORTED
by a diverse range of services from one-on-one supported to group programmes

179
TAMARIKI ATTENDED PROGRAMMES
for help with issues such as anger, aggression, frustration, difficult behaviours, family violence

2,470
FOOD PARCELS TOTAL
Accessed by **7,499** Adults & Children

830
CLIENTS SUPPORTED
With Social Work and/or Counselling

4 SOCIAL WORKERS IN 9 SOUTH CANTERBURY SCHOOLS (SWIS) SUPPORTED 181 TAMARIKI/WHĀNAU
including delivery to **14** groups

130 WHĀNAU PARTICIPATED IN PARENTING PROGRAMMES
Community Parenting Programmes, Incredible Years, Parenting Through Separation

264
NEW CLIENT CASES
assisted by Financial Mentoring Service

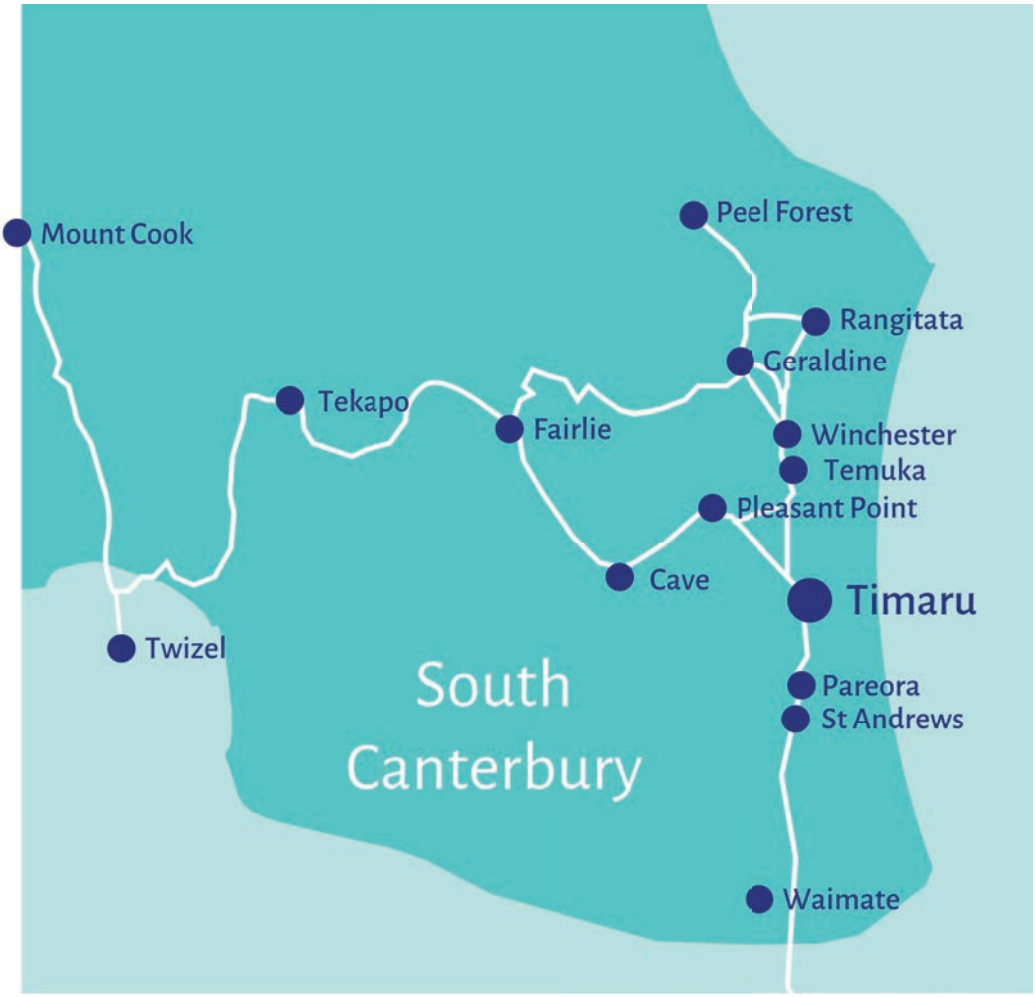
471
PRIMARY SCHOOL CHILDREN
worked with across all relevant services

REFUGEE SETTLEMENT SERVICES

14
NEW FAMILIES SUPPORTED

70
INDIVIDUALS SUPPORTED

Our Region



To the staff ..... My time here has been filled with so much laughter and fun. I am so grateful to have worked with you all. I will miss Margaret Wilson so very much and carry the memories I have made forever. I cannot thank you all enough for your support as I start my journey as a new grad.

ARA Nurse who worked on placement in 2026

Our Places

Presbyterian Support Corporate Office
12 Park Lane, Timaru 7910
Phone: (03) 687 7945 | Email: admin@pssc.co.nz
Website: www.pssc.co.nz

Enliven The Croft
(Rest Home, Hospital,Dementia Care & Retirement Village)
12 Park Lane, Timaru 7910
Phone:(03) 687 1136

Enliven Wallingford
(Rest Home & Cottages)
20 Cass Street, Temuka 7920
Phone: (03) 615 9481

Enliven Te Pokapū (The Hub)
(Day Centre)
The Park Centre,
20 Queen Street, Timaru
Phone: (03) 687 1114

Enliven Margaret Wilson
(Rest Home, Hospital Care, Cottages & Disability Home)
27 Seddon Street, Timaru 7910
Phone: (03) 687 2684

Enliven Strathallan
(Hospital, Rest Home, Dementia Care & Retirement Village)
31 Konini Street, Timaru 7910
Phone:(03) 686 1996

Email: enlivenenquiries@pssc.co.nz

Family Works
26 North Street, Timaru
Phone: (03) 688 5029 | Email: familyworks@pssc.co.nz

Refugee Settlement Services
3 Sophia Street, Timaru
Phone: (03) 687 1140 | Email: rssstaff@pssc.co.nz

@Home Services
12 Park Lane, Timaru
Phone: (03) 687 1117 | Email: @home@pssc.co.nz

Our People







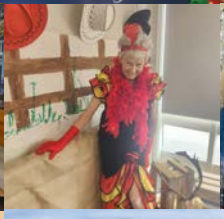
















Donation Form

Give today so the legacy stays alive for tomorrow

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: _____

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Gifts over $5 are tax deductible.
To receive a tax receipt please make sure you have filled in address details above.

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To enable us to provide a receipt, please enter your details: Particulars field: surname Code field: Street number & name | Reference field: suburb or town.

12 Park Lane, Timaru 7910
DX WX10630
PO Box 278, Timaru 7940
Email: admin@pssc.co.nz
www.pssc.org.nz

AR2026

Thank you
FOR YOUR SUPPORT

Presbyterian Support South Canterbury will preserve the confidentiality of all personal information it holds in accordance with the NZ Privacy Act 2023.

Making a difference together

P.S. Thanks for supporting ***P***resbyterian ***S***upport

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