

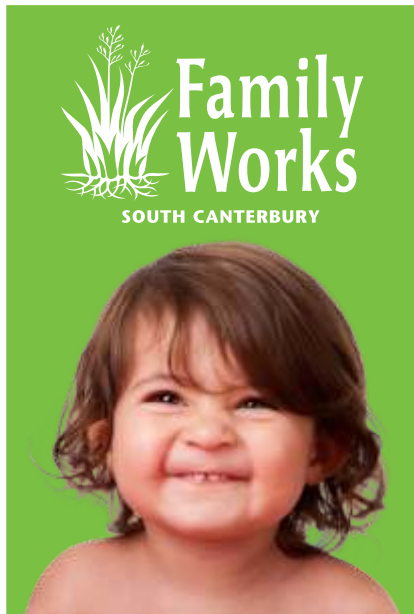


99TH ANNUAL REPORT

2016-2017

Presbyterian Support
South Canterbury

with 2018 calendar



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 99th Annual Report as an overview of our work through stories, photographs, facts and figures. Presbyterian Support South Canterbury has a proud 100 year reputation of "supporting people with quality care and Christian love".

This is demonstrated with further recognition of the Eden Alternative® Philosophy in residential services, Powerful Families in our Family Works Services and Restorative Care with our growing community based services. We acknowledge all of our clients, residents and families for trusting us to care for them and their loved ones.

To be sustainable and relevant in the future we have developed a bold, challenging, 10-year Strategic Plan based on internal and external research projects over the last five years - the plan includes site development, staff development and exciting growth opportunities. During the year we also recognised the need to build on our cultural connectedness with Tangata Whenua and engaged Lavinia Reihana-Moemate as our new cultural advisor. Lavinia will assist with cultural training and help build our policy and care focus for Maori who seek our services and who also choose to work for us.

The Board are pleased to acknowledge and sincerely thank:

- The South Canterbury DHB for their ongoing funding and support
- Ministry of Social Development and the other referral agencies we deal with - we are very pleased with the introduction of Family Start
- Taone O'Regan at our PSNZ National Office and Diane Garrett our Family Works NZ Manager
- Auditors KPMG for their prompt, professional work and advice

- Michael Chamberlain for his investment advice
- Local MP Jo Goodhew for your ongoing support - we wish you all the best with your retirement from Government
- The volunteers who have helped us over the year - you are a valued link with our community
- The generous donors and benefactors who assist us each year
- CEO Michael Parker, his management team and all staff who have made 2016/17 another successful year.

I thank Board members for their ongoing support and dedication to our sound governance - your time, experience and talents are much appreciated around the Board table. Special thanks to Nicola and Eoin who have stood in as Chair from time to time. Farewell and thank you to Wendy Smith who retired in April. A warm welcome to Keith Shaw who joined us in May.

Now is also the time for me to say farewell after 10 years as Board Chairman - it has been a privilege and an honour to do this work. While there will be challenges ahead we look forward to 2018 and our next 100 years with confidence knowing PSSC is "in good heart" with a very capable, experienced Board, a strong, solid financial base, great staff and exciting plans for the future. Keep a look out for our 100th birthday in May 2018 when we will launch our centenary book and unveil plans for the future.

A sincere thank you to the past and present Board members who have supported and encouraged me over this time and to CEO Michael Parker for your inspired, dedicated leadership.

Jim Pearce, Board Chair



Presbyterian Support South Canterbury Board

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



Presbyterian Support
South Canterbury

REPORT FROM THE CEO

It feels like every year I report that the New Zealand aged care industry has reached a new peak of dynamic change, and this year significant change has been our constant companion.

With the historic \$2 billion equal pay settlement for caregivers and support staff, a significant and positive improvement has occurred for what has been traditionally one of the lowest paid group of workers in any industry. We are extremely pleased that Government has finally recognised what employers, employees and unions have been saying for many years and acknowledged the valuable work that these dedicated staff do on a daily basis. The regularisation of the community services workforce and payment for travel time between clients has also been a positive result for staff working in what was a highly casualised part of our business, now able to work to a guaranteed roster with regular hours.

At an organisational level, some of our many highlights have included the progress on the 100th anniversary book (which is close to reaching its first completed draft) and our planning as we look forward to celebrating our 100th anniversary in mid 2018. The achievement of the final four Eden Alternative® Philosophy Principles is another national achievement as we become the first aged care organisation in New Zealand to have all sites fully registered as Eden Homes holding all ten principles. The next steps in our 'Eden Journey' will include mastery in residential care and the introduction of the Eden Principles to help address loneliness, helplessness and boredom for older people in our community care. This year saw the end of our 30-year+ arrangement with Spotless Services as the seventeen food service staff joined the Presbyterian Support South Canterbury team - we welcome Linda Hogan and her able crew on board.

Our Family Works service has grown in new directions while we have reduced our involvement in others. The new Family Start service across Mid-South Canterbury has been building to its target client numbers and with an extension to the contract for a further 28 families, we will support 88 children and families with this proven and successful service. We thank Presbyterian Support Upper South Island for their willingness to accommodate our Mid-Canterbury Family Start team at their Ashburton site. This year, in line with our core business of supporting vulnerable children and families, we made the difficult decision to step back from providing the Elder Abuse and Protection Service, thus enabling Age Concern Canterbury to step forward and provide the service locally.

This year the Board has also agreed to introduce the Enliven brand across aged care services and you will see the new livery on vehicles and site signage going forward. In recognition of our long-serving and excellent service, Presbyterian Support Enliven aged care services were the national recipients of the Reader's Digest Most Trusted Brand Award for aged care across New Zealand as voted by you, the consumer.

Thanks to our funders and donors who join with us in supporting our South Canterbury community. Thank you also to staff, senior leadership and the Board for providing strong leadership and direction as we move forward with our new strong strategic and business plan into the next 100 years.

Michael Parker, Chief Executive Officer



Presbyterian Support South Canterbury

Physical Address: 12 Park Lane, Timaru, 7910 | Postal Address: PO Box 278, Timaru, 7940 | Phone: 03 687 7945 | Fax: 03 688 8716
Email: admin@pssc.co.nz | www.pssc.org.nz

The Year's Work at a Glance

Aged Care, Residential & Community Services

3
Rest Homes

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

281
respite care
admissions

115,290
hours of in-home
restorative & hospital
level care

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

4,693
Enliven Day
Centre attendances

98%
of residential clients*
said the service made
a positive difference
to their life

99%
of Community
Services clients* said
the service made a
positive difference to
their life

297,000
meals
produced

3800+
meals on
wheels

21,850+
frozen
meals

420+
staff

8700 +
volunteer
hours

* PSSC Aged Care client satisfaction surveys, 2016/17



Presbyterian Support South Canterbury Senior Leadership 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



**93% of adults
&
90% of children**
said Family Works services
helped them meet their
goals*

**96% of adults
&
93% of children**
said they learned new
skills/strategies that were
useful*

**95% of adults
&
89% of children**
supported by Family Works
said they felt better
prepared for the future*

**96% of adults
&
94% of children**
said that Family Works
services were accessible*

1110+

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

184
parents participated
in parenting
programmes

793
clients were supported
with social work and / or
counselling

70
clients were supported
by the Elder Protection
Service

136
children attended
programmes for help with
issues such as anger,
aggression, frustration,
difficult behaviours, family
violence

* Family Works client satisfaction surveys, 2016/17

Family Works South Canterbury (Presbyterian Support South Canterbury)

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

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

Our Services

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

Residential Care

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

Home Support, Community FIRST & Enliven

Our Home Support services enable quality of life and independence with restorative packages of care, with eligible clients receiving funded support for personal cares and household tasks.

Community FIRST provides in-home care for clients assessed as eligible for rest home, dementia or hospital level care.

The HomeFIRST service provides intensive, short term support for clients transitioning from hospital back into life at home, removing the need for hospital admission by taking acutely unwell clients from either ED or GP practice, or facilitating an earlier discharge from medical, surgical or AT & R (Assessment Treatment & Rehabilitation) hospital wards.

At our Enliven Day Centre, day activity programmes enable elders living in the community to enjoy socialising with others, building new friendships and sharing old times. This is also an opportunity for families and carers to take time out.

Designed specifically for clients diagnosed with dementia, our Saturday Club Day Activity Programme is run by staff qualified and experienced in this field. Family members and friends are welcome to join in at any time during the day.



At the 98th PSSC AGM in 2016, several staff were presented with long service awards. Standing (left to right); Michael Parker, Jan Cook, Mary Williamson, Alison Farren, Pauline McLaren, Adrienne Ryder, Helen McLeod, Tania Metherell, Delwyn Shand. Seated; John Robb, Karen McKenzie, Claire Cronin, Colleen Whytock, Carolyn Cook.

Our Services



Family Works - Safe, Strong and Connected

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

Safe means children and young people feel secure and protected.

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

Connected means people feel supported and included in communities.

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



Family Works South Canterbury services include:

- social work
- counselling
- Family Start programme
- Social Workers in Schools
- parent education programmes
- programmes for children
- family violence services
- Parenting Through Separation
- Strengthening Families Coordination Service.

Programmes offered include parenting programmes for parents of young and teenage children, programmes for children, programmes for women and children who have experienced family violence, and a buddy mentoring programme. Support services include support for grandparents raising children and an “Out of Gate” service for women leaving prison. (Elder Abuse & Neglect Services ceased on July 1 2017 and are now provided by Age Concern Canterbury.)



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Thank You

our work would not be possible without your support

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

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

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

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

We sincerely thank all our donors, supporters and sponsors – too many to individually list and many who wish to remain anonymous. We look forward to maintaining our relationship in future years as we continue to support people in our community with “quality care and Christian love”, into our 100th year of service and beyond.



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Donation Form

Together we make a difference
in our South Canterbury Community.

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



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-www.pssc.org.nz

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

Cheque Donations

Please make cheques payable to Presbyterian Support South Canterbury.

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

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

Making a difference together



Donation Form

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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:

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Making a difference together

In Their Own Words

"Thought the team and service was just wonderful.
Could not have managed without them."

Client of HomeFIRST Service, Community Services

"Not sure you could do it any better!
Always helpful, flexible and trustworthy."

Rest Home Resident

"We appreciate this wonderful service."

Enliven Day Centre Client

"I would like to thank you for giving me
the days to look forward to. It has helped
so much with the loneliness."

Enliven Day Centre Client

"My grandchildren love to visit and enjoy the many
things happening in the home when they visit."

Resident, Wallingford Home

"I cannot fault the care and kindness
from Caregivers."

Resident, Margaret Wilson Home

"It was a neutral location where my
wife and I felt safe to open up."

Family Works Client

"My health has improved 100% since I have resided
here. I am no longer lonely. It's wonderful."

Resident, Wallingford Home

"All I know, my life is easy with the help I get."

Community Services Client

"Please keep up the wonderful service."

Relative of Resident, The Croft Home

"The fact that you help people from all
sectors of society without judgement
makes you very special, my family has
been very blessed to have you in our lives."

Family Works Client

"So pleased to know Mum is living in a safe
and happy place being well looked after."

Relative of Resident, Wallingford Home

"When I first saw the Counsellor I felt broken
and helpless but now I feel I am able to face
challenges with strength and courage."

Family Works Client

"I have always said that I would never end up in a
home. Well, health took over and I made the choice
of coming here. It was the best choice I have ever
made. I am happy and love all the staff, they are so
caring and loving."

Resident, Margaret Wilson Home

"I feel safe and much better since
I came into this home."

Resident, The Croft Home

"Staff are marvellous, friendly and listen to
residents."

Relative of Resident, Margaret Wilson Home

"This service believed in me."

Family Works Client

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

Financials

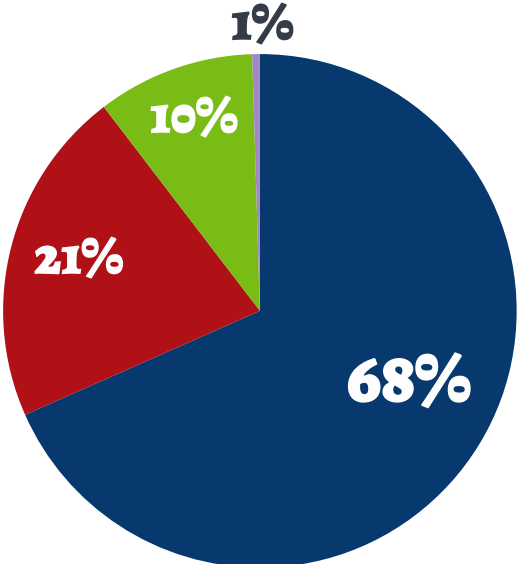
In 2016/17 Presbyterian Support South Canterbury reports an operating deficit of \$210,853, compared to an operating deficit of \$612,258 in 2015/16.

This was mainly due to our rest homes experiencing higher bed occupancy, which gave an increase in income, as well as income from new Family Works contracts.

However, valuation gains on our land and buildings coupled with investment income resulted in an accounting surplus of \$2,296,701 compared to \$1,203,903 achieved in 2015/16.

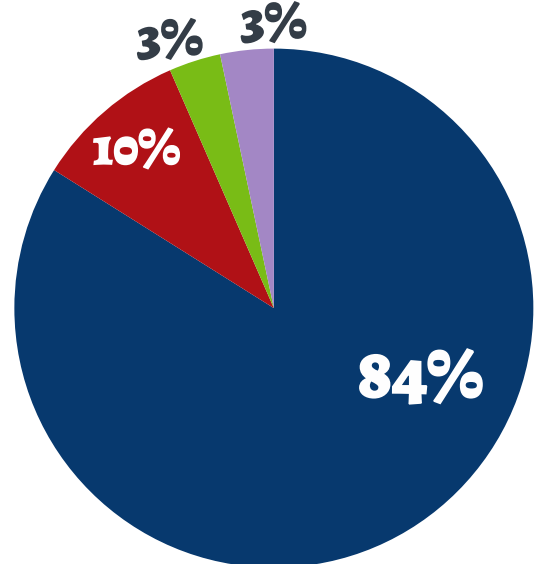
For a copy of Presbyterian Support South Canterbury's audited annual accounts please email admin@pssc.co.nz or call us on 03 687 7945.

Expenditure	\$15,551,455
Revenue	\$17,848,156
Assets	\$48,687,594



Sources of Funding:

- Government contracts
- Fees for service
- Investments
- Fundraising



How the Funds were Distributed:

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

Getting off to a Good Start

Being a parent is one of the hardest and most important jobs there is. Sometimes personal or family/whānau situations can make it even more challenging, and that's where Family Start can help.

A free and voluntary home service, Family Start is new to South and Mid Canterbury and has been provided by Family Works since early 2017. Family Start Whānau workers visit families at home, providing information and support to help aspects of children's wellbeing including growth and health; learning and relationships; environment and safety.

Local families tell us that they look forward to the visits from their Family Start Whānau worker and appreciate the opportunity to talk to someone and gain the help and support they want as a parent, without judgement.

Practical support such as food parcels, warm clothing, blankets, quilts and even at times furniture, are appreciated when times are tough.

“I really liked looking at the strengths that I had – it has made me grow more confident.”

“It is good to know you are listened to.”

Family Start places a strong focus on early intervention and support for vulnerable families in our community. The service can be provided from pregnancy to when baby is twelve months old, with children up to two years old able to join the programme in some circumstances.



Being a parent is one of the hardest and most important jobs there is.
Family Start is here to help families in South and Mid Canterbury.

JANUARY

2018



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

DECEMBER 2017

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

FEBRUARY 2018

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

A Slice of Life at The Croft

Our residents enjoy peeling apples. We stew them for breakfast and dessert. Stories are told of the different ways apples can be served or what kind of apple we are peeling. If sweet, more apples go in mouths than the pot but who cares....



Mary* was nervous about coming in for a respite stay and worried about missing her dog Poppy. We suggested that Poppy come in for a stay too. Mary settled in well for an enjoyable stay, breaking the ice with conversations about and hugs with Poppy.



One cold, sunny morning we took off for the sunny beaches of Rarotonga! Captain Lizzie and Co-Pilot Helen dressed in bright, colourful sarongs. We wore island garb - grass skirts, sarongs, colourful shirts and flowers in our hair.

We brought in real sand and made our own beach! The platters from the Food Service team almost looked too amazing to eat. One resident said "My daughter won't believe this...".



Gail* said she used to make shortbread for the farm workers. We decided to use her shortbread recipe for our next baking session. Gail kept us all amused, employing her wonderful sense of humour as she recited each ingredient and quantity, kept an eye on how we were mixing and reminded us often about the correct oven temperature. A baking session full of laughter from everyone – residents, visitors and staff.

Variety, spontaneity and meaningful activity. Visit our care homes or talk to any of our staff about "the Eden difference".

FEBRUARY

2018



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

JANUARY 2018

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

MARCH 2018

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	

Getting It Nailed at Margaret Wilson

Many elder men were sitting at dining tables with women only. One of them joked about having been “nagged by his wife all his life, only to end up being nagged by a table full of other men’s wives in the rest home!”

Everyone enjoyed the light hearted jest, but the comment got caregivers thinking.

After a few chats with the men, it was decided to try a men’s dining room table. Past vocations for the men included farming, teaching, freezing works and shearing. Now they love their men’s dining table - they have a lot to talk about. A similar men’s table for our hospital residents is also going well.

A Man Cave has now been created. There are signs, posters and a pool table. Other touches will be added gradually. Good things take time. The men will need to chew the fat, tell some yarns, discuss plans and then eventually, get it nailed.



Experience “the Eden difference”. It's about so much more than attentive staff, quality homes and great food. It's about how we listen. Visit our care homes or talk to any of our staff to find out more.

MARCH

2018



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	GOOD FRIDAY 30	31

FEBRUARY 2018

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

APRIL 2018

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

It's All About RESPECT

In today's modern, fast paced world, with families often spread around the country or the globe, connections between the generations are not as strong as they once were.

In 2011, South Canterbury social agencies involved with aged care met to discuss ways to address ageist attitudes and disrespect towards the elderly. Strategies to address awareness and education, and ways to foster intergenerational bonding and respect were discussed, and the "It's All About Respect" project was born.

"It's All About Respect – Valuing the Lives of Older People" now involves children, teachers and social workers from local schools and residents, nurse managers, diversional therapists and activity coordinators from rest homes.

In Temuka, children from Temuka Primary School meet regularly with their friends from Wallingford Home, sharing activities, stories, life experiences, entertainment, role plays, and Question and Answer

time. Children and residents exchange gifts they have made for each other and share afternoon or morning tea.

"On the day the children visit, there's always a special buzz about the Home," says Wallingford Nurse Manager, Raewyn Mehrstens. "It's lovely to watch both the children and residents enjoying the interaction, as the children share their scrapbook stories and the residents talk about their life experiences. Sometimes they sing songs for each other and the residents enjoy serving the children their orange juice and biscuits for afternoon tea."

Residents have also visited the children in their classrooms, to see what modern learning environments are like.

"It's All About Respect" renews the connections of old in a modern world, fostering ageless values of friendship, understanding, respect and love.



We welcome visits from preschool, primary and secondary students in our care homes. To find out more, contact our Volunteer Coordinator on 03 687 7945.

APRIL

2018



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
EASTER SUNDAY						
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	26	27	28
29	30					

MARCH 2018

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	

MAY 2018

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	



OUR MISSION

“Supporting people with quality care and Christian love”

As we celebrate our centenary, we thank you for supporting our charitable endeavours and look forward to joining with you to serve our community for the next 100 years.



MAY

2018



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

APRIL 2018

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

JUNE 2018

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	

Volunteers - Vital to Our Work



Andre has loved baking as long as he can remember and completed his professional training in Amsterdam in the 1970s.

Since arriving in New Zealand, Andre's passion for baking has continued. After leaving the heat of the commercial kitchen, he keeps up his interest through volunteer work in the community, teaching children how to bake in local schools and running weekly baking sessions at Margaret Wilson Home.

“From brown sugar butterflies to Dutch biscuits or Oliebollen (Dutch donuts), I make it all....and they eat it!” says Andre.

“I love their company, they are fun and like to be cheeky. We have a laugh, I bake, they eat, and I go home happy. It's hard to say who enjoys it more!”

Approximately 130 volunteers assist Presbyterian Support in our mission of care every year, providing in excess of 8700 volunteer hours annually. We are so grateful for volunteers like Andre who give generously of their time and talents by making themselves available to volunteer.

In addition to providing care, friendship, fun and support in our rest homes, volunteers also provide invaluable services at our Enliven Day Centre; as drivers; at Family Works and in many other varied roles. PSSC volunteer roles, varied and interesting, have flexible time commitments according to the role.



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

JUNE

2018



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

MAY 2018

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	

JULY 2018

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

Our Eden Journey

small moments make a big difference

The Eden Alternative® is an aged care philosophy that creates environments in which older people are vibrant, interested and interactive, enjoying day to day living and taking part in activities that are enjoyable and connected.

Ten Eden Principles provide the antidote to “the three plagues” that cause suffering for many older people – loneliness, helplessness and boredom.

Achieving Eden Principle accreditation requires an holistic approach throughout all aspects of care, ensuring that the resident, their needs, hopes and desires remain firmly at the heart of activities, procedures, decisions and every detail of day to day life.

PSSC is the first aged care provider in New Zealand to have achieved the full Eden 10 Principles in all of our homes. The Croft and Margaret Wilson Homes in Timaru and Wallingford Home in Temuka are also the first in the South Island to become fully registered members of the Eden registry.

Wander around our rest homes and enjoy the greetings from residents and staff, families, children, volunteers, cats and dogs. Feel “at home” and part of our family as you join residents baking, gardening, planning outings or working together on projects. Appreciate resident artwork on display and enjoy the little touches residents make all around to make their home so “homely”. Choose a wish from the “wishing jar” and see what you can do to join in the fun!

But best of all, talk to our residents and staff about what the Eden difference is all about. It's something special, and we'd love to share our experiences and inspiration with you.



PSSC is the first aged care provider in New Zealand to have achieved the full Eden 10 Principles in all of our homes.
Find out more about Eden at www.edeninoznz.com.au

JULY

2018



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

JUNE 2018

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	

AUGUST 2018

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

Our Cultural Journey

Karakia

He honore he kororia
Ki te Atua
He maungrongo ki te whenua
He whakaroa pai
Ki nga tangata katoa
Ko Ihu karaiti hoki to matou
Kaiwhakaora
Amene



In early 2017 PSSC welcomed Lavinia Reihana-Moemate to the team. Lavinia's role as Cultural Advisor includes providing cultural guidance and support to the PSSC Board, leadership team, residents, clients, whānau and staff. "Ko tou rourou, ko taku rourou, ka ora e te iwi e."

AUGUST

2018



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 2018

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

SEPTEMBER 2018

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



On Friday we had a musical request session. We asked each client the name of a song or a singer they would like to hear.

A lady from the Chinese community has recently joined. Her English is improving rapidly since she has been coming along.

We were not able to understand each other regarding song names, so I went to YouTube and typed in "popular Chinese songs in the 80's".

I chose one and clicked play. She brightened immediately and sang along all the way through the song.

It was such a moving moment, I cried.

We now do this regularly and her obvious enjoyment makes my day, every time.

Linda, Enliven Day Centre Supervisor



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

SEPTEMBER

2018



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

AUGUST 2018

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

OCTOBER 2018

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

Community Services



“Dear Presbyterian Care Providers

We would like you to know how much our family and Mum appreciated the wonderful service that Presbyterian Services gave to her over recent years. She so much wanted to stay at home and you enabled her to be able to do that despite the increasing difficulties of her great age. We thank you very much for your caring and understanding attitude and for providing such great Carers. Your organisation can be proud of your service. Everything was organised and we as family members were able to feel more comfortable knowing that you had Mum's needs covered.

With gratitude,

Family of Community Services Client”

Fiercely independent, Mary* was determined to manage at home, in the house where she had lived so comfortably and happily for so long. With a package of care from PSSC Community Services, Mary was able to do just that, as a PSSC home-based care client of several years. Later, in declining health and having returned from a lengthy hospital stay, carers worked with Mary and her family to devise a new care plan that would still enable her to live at home. Several carers based in the area received special training from the PSSC physiotherapist to ensure the best possible care. Supported by four double-staffed visits per day, Mary remained happily at home until her passing, surrounded by her loved ones.

Says daughter, Sue*, “We didn't think of Mum as having disabilities – we just thought of her as Mum. We had considered moving her closer to where we were living – but she didn't want that. With your help in her home, she was able to make her own choices and maintain her dignity, right until the time of her passing.”



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

OCTOBER

2018



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	LABOUR DAY 22	23	24	25	26	27
28	29	30	31			

SEPTEMBER 2018

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

NOVEMBER 2018

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	

Donations Make the Difference

It's easy to take the basic essentials of life for granted – regular meals, a warm bed, warm clothing and a roof over your head.

But for many local families, even the basics can be beyond reach at times.

When help is needed most, Family Works relies on the South Canterbury community to help us support the families we work with, by providing some of these staples. Thanks to generous support from individuals, businesses, parishes and community groups, we can fill the gap for clients who need a hand up, not a hand out.

All donations, whether financial or goods, are sincerely appreciated and used to help vulnerable local children and families. Knitted children's clothing, colourful quilts, toys and bedding are put to immediate use. Cans and other non perishable food items fill emergency food parcels. Thanks to the Family Works Timaru Herald Christmas tree promotion and fantastic community engagement, many local families enjoy gifts and a Christmas meal they would otherwise have gone without.

We thank you for giving us the confidence that with your ongoing help, we can continue to be there for those who need us most.



No matter how large or small, every donation counts, is used locally and is greatly appreciated. You can donate in person, online at www.pssc.org.nz or contact us to find out more.



NOVEMBER

2018



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 2018

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

DECEMBER 2018

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

All I Want for Christmas....

“that children in our community are free from family violence”

“that every parent feels supported and valued for the strengths that they have”

“that kids can enjoy their school years feeling happy, safe and loved”

“that Mums and Dads have the skills for positive, confident parenting and know where to get helpful advice along the way”

“that every new parent feels supported and able to give their baby the best possible start in life”

“that children and adults can express their feelings in a safe way without anger, violence or fear”

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

DECEMBER

2018



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31 NEW YEAR'S EVE					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 EVE	25 CHRISTMAS DAY	26 BOXING DAY	27	28	29

NOVEMBER 2018

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	

JANUARY 2019

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



Presbyterian Support
South Canterbury



Family Works
SOUTH CANTERBURY



enliven
PRESBYTERIAN SUPPORT
SOUTH CANTERBURY

* The stories in our 99th Annual Report are drawn from the real life experiences of our residents, clients, staff, volunteers and contractors. For various reasons, the names of some of the people who have kindly shared their stories with us have been changed to respect their privacy. Our thanks to everyone who took the time to share what it means to be part of the Presbyterian Support South Canterbury family.

Presbyterian Support South Canterbury

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