



# 2021-2022

our services



## THANK YOU

Our work would not be possible without your support.

As a community based charitable trust, Presbyterian Support South Canterbury (PSSC) relies heavily on support from our community and donors to help us continue our life-enriching work. The need for our services does not decrease and can only be delivered in South Canterbury because of the generosity of our donors, sponsors, supporters and volunteers.

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.

Your help makes a real difference, with every donation used locally.

We sincerely thank all of our donors, supporters and sponsors and we would like to acknowledge the following:

- Mid and South Canterbury Community Trust for various items including the 3 year donation of \$10K for our Foodbank
- Aoraki Foundation
- Timaru Presbyterian Parish
- Tindall Foundation
- Harcourts Blackham & Co
- Alpine Energy
- SBS Bank
- Central South Island Charity Bike Ride
- McCain Foods Timaru
- Fresh Pork Timaru
- All sponsors of Christmas on the Bay
- Zonta for their sponsorship of the Grandparents Raising Grandchildren's group & support of Refugee Settlement Services
- Todd Mudie Group for their sponsorship of the Buddy Programme
- Couplands Bakeries
- Rotary Club of Timaru
- Timaru Suburban Lions
- Timaru Host Lions
- St Vianney's Timaru Trust
- Timaru Herald
- Timaru New World
- Pak n Save Timaru
- Trents Wholesale
- FoodStuffs
- Red Cross
- Altrusa International of Timaru
- Good Bitches Baking
- Guardian Angels – regular donors
- All of the Christmas Angel Project supporters
- Primary & Secondary schools of South Canterbury who have supported our services
- All of the local businesses, service clubs and individuals that have donated food, knitting, money & other items

We look forward to maintaining our relationships in future years as we continue to support people in our community with 'quality care and Christian love'.

## 2022 ANNUAL REPORT FROM THE CHAIRMAN

It is my privilege and pleasure, on behalf of the Board, to present the 104th Annual Report of Presbyterian Support South Canterbury (PSSC). As in past years, the 2021-22 year has been very busy, with many challenges.

The Covid-19 pandemic has continued to have an impact on our activities, with staff absences due to sickness, as well as incidences of covid-19 amongst the residents of our aged care facilities.

The provision by PSSC of refugee settlement support services in South Canterbury has continued to operate at a low level, with no new families arriving during the financial year, although we were very pleased to welcome another family to Timaru in early July 2022. It was exciting to learn that our contract for the provision of support services has been extended for a further six years. The continuing community support that the families have received in Timaru has been very pleasing.

Work to convert the space on the lower ground floor of The Croft residential facility into apartments for residents who need some assistance to remain independent, but who do not require rest home or hospital care, was completed early in 2022. By the end of June there was only one apartment remaining unoccupied.

PSSC continues to rely on its investment portfolio to maintain a positive cash-flow. The operating deficit for the year reduced to less than \$100,000, well down on the almost \$458,000 deficit the previous year. The deficit was more than covered by interest and dividend income. However, adverse movements in the value of the investments resulted in a total comprehensive deficit of \$150,000 (compared with a surplus in excess of \$5.5 million the previous year).

The Board acknowledges the many volunteers for their amazing contribution to PSSC during the past year. The assistance they provide in so many ways makes it possible for PSSC to provide services at a level above those for which funding is received. In particular, I thank Board members for their ongoing support and dedication to sound governance of our organisation.

There have been no changes in the membership of the Board over the past year. In accordance with our constitution, Alpine Presbytery has approved the reappointment of Juliet Crawford, Don McFarlane, and myself to the Board for a further three year term.

Eoin Powell, Board Chairman



Eoin Powell Don McFarlane Jo Goodhew Margaret Turley Juliet Crawford Judith Earl-Goulet Jan Hide Keith Shaw Nina Mackay

“ Share what you love doing the most. Your enthusiasm is appreciated by others. It is a real pleasure to be able to do this for other people. ”

*Noes Butts, Volunteer*

## REFUGEE SETTLEMENT SERVICES

With a proven track record of two and a half years, Presbyterian Support South Canterbury was re-appointed as the Refugee Settlement Service Provider for Timaru, with the new 6 year contract commencing July 2022.

Over the past year we have again successfully demonstrated our ability to deliver Refugee Settlement support to newly arrived Middle Eastern refugees. We have further capitalised on the many community connections and relationships that PSSC already has in place to create a community network of support, ranging from donations of household items; volunteers to work directly with families; provision of storage facility; and community groups taking on responsibility for setting up homes, donating gift vouchers, providing cleaning supplies, delivering firewood, and funding swimming lessons for children.

Our standing in the community provides a solid base of trust allowing further engagement with local council, service groups, and the community at wide. Our team now includes a former refugee with Arabic language skill that allows us to better support clients. PSSC is committed to the ongoing growth and development of Refugee Settlement Services in South Canterbury.



## FAMILY WORKS COVID WELFARE SUPPORT

Care in the Community – food and welfare support for people self-isolating at home under the COVID Protection Framework.

Early this year we were delighted to receive some funding from the Ministry of Social Development (MSD) which has enabled us to provide a range of support services to tamariki and whānau who have been impacted by COVID over the past months. We receive requests to provide this support from MSD, other agencies/services in South Canterbury and directly from people who are self-isolating.

The Ministry of Social Development is leading the co-ordination of the welfare approach in each community and there has been a strong focus on services in each region/community deciding what will work best for them. This has ensured that people are linked with trusted local providers in their community who can best meet their needs.

This funding has enabled us to purchase food supplies for food parcels that can be made up in our foodbank, or utilise PSSC frozen meals in some circumstances, but in the majority of situations, we have shopped for each family based on what their individual needs were.

At 30 June 2022 we had supported 87 families or individuals in South Canterbury – 59 adults and 151 children with welfare and food support through the Care in the Community funding from MSD.

As a part of this support, we have been able to provide Activity Packs for children who are self-isolating as well – we have delivered over 300 of these packs with food support parcels. These have been gratefully received by the children and their parents. A huge thank you to Mitre 10 Mega in Timaru for the generous donation of the Wooden Kit Sets that went into each activity pack.



“ The groceries were perfect, thank you for giving us the frozen meals as well – Covid really knocked us and we have just been heating them up in the microwave. We were so overwhelmed with the shopping we received and forever grateful for the follow up phone calls and the support that we received – even in the weekend. It was reassuring for us that someone was going to check in with us and make sure we were ok. ”

*Mum/Dad – 2-week-old baby and three other children*

## A LEGACY THAT LIVES ON

In April 2022, in memory of the late Terry Kennedy who was a real champion for the South Canterbury Community, a fundraiser was created in his name. This was initiated by Terry's family after they had spent his final days with him in our Enliven Lorna Home (at the Croft).

This fundraiser was to purchase a specialised 'magic table' for our hospital dementia home, costing just over \$10,000. Thanks to the memory of Terry, the passion and drive from his family and the support from our community (a special Thank you to St Vianney's Trust for their very generous donation to make sure this project would happen) this money was raised in a matter of weeks.

The Magic table has been installed in the Lorna Home and is already making a huge difference to residents living with dementia.

Feedback from a staff member: "One resident who was walking past came over to look at the butterflies and then the fish, she doesn't usually interact with her surroundings or speak. She saw the graphics which drew her in. A staff member asked her if she liked it and she said, "It's beautiful" and stayed by the table putting her hand forward to touch the graphics. Other residents came passed and stopped to look, some smiling and drawing up chairs to watch and interact"

Not long after this fundraiser was complete a family member of a resident gave a 'living bequest' to our Enliven Hamish & Lorna Home to create a sensory outdoor space for all residents and their families to enjoy.



## CEO REPORT

For the last two years I have talked about Covid, and this year once again Covid is still very much on everyone's minds. This year we have truly felt the impacts of the Pandemic. We have had several full lockdowns within our 3 homes. Resident and family support was much appreciated at these difficult times. Staff from Family Works and Administration had a mix of work from home, work from office or work from another PSSC building. Staff from our 3 homes and from our home-based services soldiered on and kept residents and clients safe and well cared for.

The impact of Covid has been felt far and wide. Border closures have resulted in some of the lowest unemployment rates that the country has ever seen along with the highest inflation rates. Last year the Aged Care Sector was short 900 plus nurses, this is well over 1000 now. We are busy working on pay parity for our Registered Nurses and Social Workers and pay equity for our care givers and support workers. As an organisation that cares for people, we are very dependent on our staff and volunteers. Neither team have let us down and I am blown away by the extra work that so many of them have done over the past 12 months. It hasn't been easy, and I know there are many tired people out there. We can't thank you enough for your dedication.

We had to re-tender for the Refugee Settlement programme, and we were delighted to be awarded the contract for a 6-year period with a 3 year right of renewal. We are extremely pleased with how the programme is going and are looking forward to working with more families over the coming year. We are very grateful for the work that the Zonta group do in getting the houses ready for new families and for the continued support from the Lions. We are also grateful for the donations we receive from the community and businesses. The families feel really supported in Timaru.

We have a new staff member Esraa, working with the refugee programme – Esraa herself is a former refugee who settled in Timaru. Esraa is such a wonderful help because she knows how it feels to be a stranger in a new country where everything is just so different. We have the pleasure of Esraa speaking at our annual general meeting.

Among our workforce we have staff from 15 different countries (including New Zealand). How fantastic to have such a diverse workforce. We celebrate the different cultures in various ways throughout the homes. The residents love trying new menu items based on a staff member's home country.

Last year we had to cancel Christmas on the Bay – I felt a bit like the Grinch who stole Christmas. All the planning and practising hasn't gone to waste because Christmas on the Bay will be on Saturday the 10th of December. See you there.

Once again, a big thank you to staff, managers, board, volunteers, donors, local businesses, service clubs and the wider community. Our organisation is strong and in a good space thanks to all of you.

Carolyn Cooper, Chief Executive Officer



“ Thank you for the amazing kai we have had in the last few days. We are so grateful for the amazing help you've given. We are all doing ok – thank you so much for your regular phone calls over the past couple of weeks. God bless you all for your support. How fortunate we are to have this amazing organisation and support in our community. ”

*Dad/Mum and 4 children*

## VOLUNTEERING – FOCUSING ON OTHER CULTURES WITHIN OUR ORGANIZATION

This year volunteers for PSSC and our services Enliven aged care, Family Works and RSS gave 6,213 hours of their time. Our volunteers are people helping people and they come from all walks of life and all corners of the world. At PSSC we celebrate and embrace the multicultural diversity amongst our volunteers and asked some of them what they love about volunteering for us.

Noes Butts is known to many of our clients, residents, and staff. She is the lady who comes to The Hub and The Croft to entertain with her harp.

Noes has been volunteering around the local community for nigh on 35 years.

Born in Indonesia after the war to Dutch parents, her father had spent time as a POW in Japanese camps. The family went back to Holland when Noes was three but only stayed there for 10 years. Having come from Indonesia there was a stigma that they were refugees and not welcome back in their homeland.

As a 13-year-old Noes arrived in NZ in 1960 and considers herself a kiwi, though is very mindful of her Dutch heritage. Her family were all very musical, so it was a natural progression for Noes to join in with her ukulele, and together the family would share their love of music and dance with others.

Noes loves volunteering as there are no ties and she can be a free agent and perform in several places around the community.

Noes loves to see how her performing can brighten the day for others

When asked what she would say to anyone considering volunteering her answer was – “share what you love doing the most. Your enthusiasm is appreciated by others. It is a real pleasure to be able to do this for other people.”

Naresh Nayyar has family living in our local community and arrived in NZ in April 2022 when the NZ borders loosened some of the restrictions of entry. He approached PSSC about volunteering as he saw he had an opportunity to use some of his spare time for a good cause.

Naresh is very aware that he is from a different culture and wanted to know, experience, and enjoy another culture – ours. In his words – “I am enjoying meeting lovely people with smiling faces.”

Naresh would love to see more people coming forward to extend their support as their help can improve the quality of life for everyone. Naresh's comment – “their little help can improve a better atmosphere and is really a learning experience for everyone.”

PSSC is very fortunate to have so many people in the community like Noes and Naresh who make themselves available to volunteer and by so doing, enrich many lives, including their own.



AT A GLANCE 2021/22



**460+**  
STAFF MEMBERS

**\$ 20m+**  
ANNUAL WAGE SPEND

**6213**  
VOLUNTEER HOURS

**\$ 22M+**  
SPENT ON CAPITAL PROJECTS  
(PAST 17 YEARS)

**\$ 21M+**  
SPENT LOCALLY



Senior Leadership Team; Karen McKenzie (Exec Assistant & HR Coordinator) & Deepika Khurana Nayyar (Chief Financial Officer). Front row: Lizzie McIvor (GM – Service for older people), Carolyn Cooper (CEO) & Liz Nolan (GM-Family Works).

FINANCIALS 30 June 2022

In 2021/22 Presbyterian Support South Canterbury reports an operating deficit of \$99,828, compared to an operating deficit of \$457,813 in 2020/21.

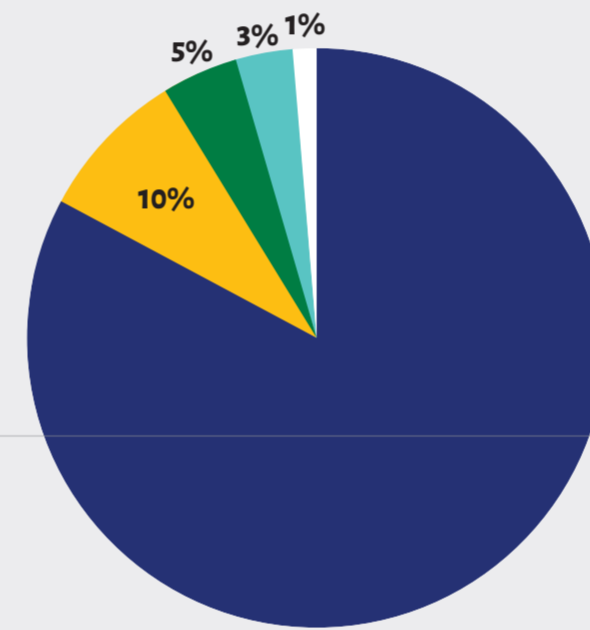
- Support was provided to Family Works, with a deficit totalling \$551,912.
- Construction of 9 new serviced apartments at the Croft was completed.

Including property valuation movements and investment activity, there was an accounting deficit of \$150,094 compared to a surplus of \$5,564,226 in 2020/21.

For a copy of Presbyterian Support South Canterbury's audited annual accounts please email [admin@pssc.org.nz](mailto:admin@pssc.org.nz) or call us on 03 687 7945.

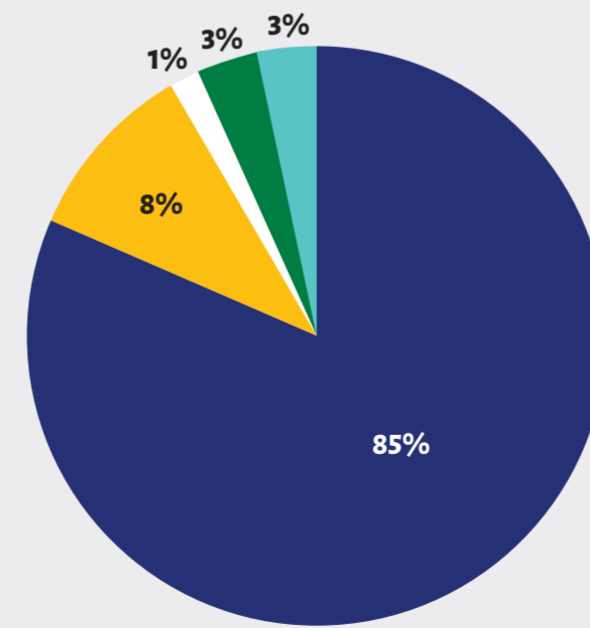
\$000's	2021/22	2020/21
Operating Expenditure	\$24,289	\$21,018
Operating Revenue	\$24,389	\$20,560
Net Assets	\$49,830	\$49,980

Sources of Funding:



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

How the Funds were Distributed:



- Enliven positive ageing services
- Family Works services
- Refugee Settlement Services
- Services for people with disabilities
- Service delivery and administration

CONTACT

Presbyterian Support Administration  
12 Park Lane, Timaru 7910  
PO Box 278 Timaru 7940  
Telephone: 03 687 7945  
Email: [admin@pssc.co.nz](mailto:admin@pssc.co.nz)  
Website: [www.pssc.org.nz](http://www.pssc.org.nz)

Enliven The Croft Home  
12 Park Lane, Timaru  
Phone: 03 687 1135

Enliven Margaret Wilson Home  
27 Seddon Street, Timaru  
Phone: 03 687 2684

Enliven Wallingford Home  
20 Cass Street, Temuka  
Phone: 03 615 9481

Enliven Community Services  
23 North Street, Timaru  
Phone: 03 687 1117

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

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

Refugee Settlement Services  
3 Sophia Street, Timaru  
Phone: 03 687 1140

OUR REGION



AT A GLANCE 2021/22

**1000+**  
OLDER PEOPLE IN OUR CARE  
(residential & home based)

**3**  
CARE FACILITIES  
(rest home level, hospital level & disability unit)

**340,774+** MEALS PRODUCED  
**1000+** MEALS ON WHEELS  
**36,556+** FROZEN MEALS

**177**  
RESIDENTIAL CARE ROOMS  
(residential & home based)

**680**  
CLIENTS RECEIVING  
HOME BASED CARE

**1,721**  
RESPITE CARE NIGHTS



**4,699**  
ENLIVEN TE POKAPŪ  
ATTENDANCES



AT A GLANCE 2021/22

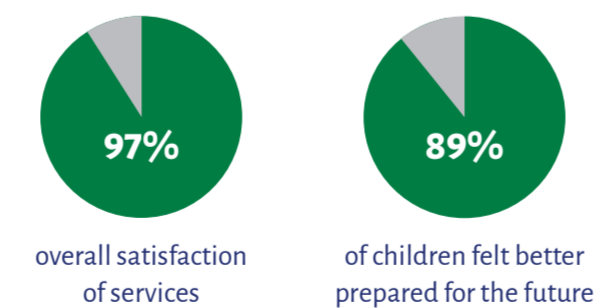
**1192+**  
TAMARIKI & WHĀNAU  
SUPPORTED  
by a diverse range of services from one-on-one support to group programmes

**143**  
LOCAL FAMILIES SUPPORTED  
under Family start contract

**176**  
TAMARIKI ATTENDED  
PROGRAMMES  
for help with issues such as anger, aggression, frustration, difficult behaviours, family violence

**4** SOCIAL WORKERS IN  
**8** SOUTH CANTERBURY  
SCHOOLS (SWIS) HELPED  
TAMARIKI & THEIR WHĀNAU

**856**  
CLIENTS SUPPORTED  
with social work and/or counselling



**160**  
WHĀNAU PARTICIPATED IN  
PARENTING PROGRAMMES

BEQUESTS

By leaving a gift to Presbyterian Support in your Will, you will directly help children and families living with violence, poverty, and trauma, to have a safer and brighter future. You can make sure older people who have given so much of their lives to us are able to maintain a sense of belonging, meaningful activity, and purpose in their 'golden years'.

Year on year the demand for our services increases considerably. Leaving a bequest is an incredible way of leaving a legacy of caring in our community.

To find out more about leaving a bequest to PSSC – visit our website [www.pssc.org.nz/bequests](http://www.pssc.org.nz/bequests) or pick up a brochure from any of our services. (national image)



Leaving a bequest is like a life changing treasure chest for vulnerable children and elders in your community

For more information about making a gift in your Will visit [www.pssc.org.nz](http://www.pssc.org.nz)

DONATION FORM

Together we make a difference in our South Canterbury Community. Your generous contribution supports and sustains our important work - every donation counts and is used locally.

Contribution Amount:

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

One Off Donation  Monthly Donation

Six Monthly Donation  Other \_\_\_\_\_

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

\$ \_\_\_\_\_

Name of Cardholder: \_\_\_\_\_

Card No:

Signature: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Donation paid by:  Mr  Mrs  Ms  Miss

(Name/s): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Join Mailing List? (Newsletters & Updates)  Yes  No

Donate Online - [www.pssc.org.nz](http://www.pssc.org.nz)

We welcome your online donation. To donate by internet banking please pay to Presbyterian Support Services (South Canterbury) Inc. ANZ 060889-0014481-10. 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.

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

Some figures affected by covid-19