



*Presbyterian  
Support*  
South Canterbury

101<sup>st</sup>

# Annual Report

2018 - 2019



# Report from the Chair

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It is my privilege and pleasure, on behalf of the Board, to present the 101st Annual Report of Presbyterian Support South Canterbury (PSSC). While 2018 marked the major milestone of 100 years of service to the people of South Canterbury, this year we began our second century of continuing services celebrating some new, notable achievements.

In April 2019 we received resource consent to build an additional 15 beds at our residential facility on The Croft site. PSSC will then have 75 residential beds on this site, and we will be able to offer a full range of aged care services to people in need, including D6 level care in a secure unit. There will be changes to some of the existing communal areas, but none of the residents will need to move off-site during the development. At the time of writing this report, plans were nearing finality, and building work is expected to be complete by the end of the first quarter of 2021.

Planning is also underway to better utilise space on the lower ground floor of The Croft residential facility. It is intended that office and meeting room space that is mostly unused, as well as vehicle garaging spaces, will be converted into apartments for residents who need some assistance to remain independent, but who do not require rest home or hospital care.

Towards the end of the financial year, PSSC entered in three categories for the Business Excellence Awards organised by the South Canterbury Chamber of Commerce. Subsequently we were advised that we were finalists in two categories, and at the Awards Evening in August, PSSC won both the Sustainability and Environmental Award and the Community Impact Award. We were thrilled to receive both these awards, that recognise the dedicated work of all management, staff, volunteers and residents of our facilities.

PSSC continues to rely on its investment portfolio to maintain a positive cash-flow. While the operating deficit for the year reduced by more than \$80,000 from the previous year, this year's operating deficit still exceeded \$750,000. Thanks to prudent investment decisions in the past, this deficit was more than covered by interest and dividend income. In addition, movements in the value of the investments, as well as land and buildings, resulted in a total comprehensive surplus in excess of \$1.3 million. The increase in the value of our investments will enable PSSC to periodically update and refresh the residential facilities, to maintain our standard of care.

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, Judith Earl-Goulet, and myself to the Board for a further three year term.

Eoin Powell, Board Chairman



**Presbyterian Support South Canterbury Board (left to right):**

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

# Report from the CEO

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Last year was a year of uncertainty and change as we had a number of new staff settling in from the CEO role, the General Manager for Aged Care, the Croft Manager, the Fundraising and Marketing Coordinator through to the Cultural Advisor. This year has been one of consolidation and growth as a team which has strengthened the work being undertaken by PSSC.

It's been a year of audits for our Enliven Services. Most of these are about our day to day work and ensuring compliance against current New Zealand standards. The Croft was awarded a three-year certification period. However, the audits that we were the proudest to achieve were those carried out by our Eden visitors. They came to see that we were continuing on our Eden journey and meeting the 10 principles. It was an exciting time as residents and staff were able to share all that had been achieved since the last visit two years ago. Residents continue to be very involved in our three homes. We earned a leaf to go onto our Eden plaques which signifies ongoing growth.

We are excited to be starting a building project at the Croft that will allow us to expand our services. The Croft will provide 75 beds when the project is completed and we will employ an additional 20 or so staff. Community Services are working hard helping people remain at home. We are looking at how Eden can be introduced into the community setting as loneliness, helplessness and boredom, which are the plagues of old age, are very evident amongst many of our clients. We will be introducing Eden into our Day Centre programme in the first instance and go from there.

Family Works continues to make a significant impact in the community. Family Start is now supporting 88 mothers and babies. Our Buddy programme turns 21 in October and we will be celebrating this event. We are very grateful for the continuing sponsorship we receive from the Todd Mudie Group for the Buddy Programme. We continue to be blown away by the donated goods we receive from the community for our Family Works clients. A big thank you to all those who sang in the Duets Fundraiser that was held for Family Works. Thank you also to the many businesses who provided such wonderful items for the auction. We were very proud of our staff and board member who sang in this fundraiser.

We endeavour to showcase the work done by PSSC and entered the South Canterbury Business Awards in July. Our success in two categories: the Sustainability and Environmental Award and the Community Impact Award are a testament to our staff, volunteers and residents. A group of us attended the Award ceremony in August and we were very proud to be representing PSSC.

I would like to thank the board for their ongoing support. I also thank the staff, volunteers, managers and Senior Leadership Team for their contribution throughout the year.

Carolyn Cooper, Chief Executive



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

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

# Presbyterian Support South Canterbury

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*Presbyterian Support South Canterbury is the largest provider of a broad range of social services in South Canterbury, including Enliven Aged Care Services and Family Works.*

## Our Vision

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Our vision is for our community to be strong, vibrant, safe and healthy. This vision will be achieved when children, families and adults, regardless of age, live a safe, productive and meaningful life, working together to support each other to reach their full potential.

We aim to be one of South Canterbury's leading providers of social services working tirelessly to achieve our mission and vision which are the foundation stones of our recognized philosophies:

- ◆ “The Eden Alternative Philosophy®” for residential services
- ◆ “Powerful Families” for children, young persons, adults and their family's services
- ◆ Restorative focus for Community Based Service.

The core values and beliefs that underpin our work and service to the people of South Canterbury derive from our 100 year history and heritage – “*Supporting people with quality care and Christian love*”.

*People helping people in  
South Canterbury*



# This is us



Presbyterian Support South Canterbury (PSSC) has been supporting people and families in South Canterbury for more than 100 years and will continue to do so for the next 100 years. As long as there are people that need help PSSC will be here.



**Presbyterian  
Support**

**South Canterbury**

## **Business Goals:**

- ◆ Residential - PSSC is the preferred provider of residential services
- ◆ Community Services - PSSC is the preferred provider of community-based services
- ◆ Family Works - PSSC is the preferred provider of family focused services
- ◆ Staff - PSSC is the preferred employer for all services
- ◆ Volunteers - PSSC is the preferred volunteer host for all services.

But most importantly - to grow our charitable endeavours to support our community.



—“Supporting people  
with quality care  
and Christian love”

## Marketing and Promotion Initiatives:

- ◆ Fresh Presbyterian Support South Canterbury Website that includes our services Enliven and Family Works together in one easy to use website [www.pssc.org.nz](http://www.pssc.org.nz)
- ◆ Strong social media presence highlighting our services
- ◆ Modern and up to date brochures featuring all services
- ◆ More engagement with the community at events and local markets
- ◆ Fundraising events that create opportunities for businesses and the public to donate, support and get involved
- ◆ More engagement with the business community through the Chamber of Commerce BA5's and other networking opportunities
- ◆ Strong media presence on radio, newspaper, The Timaru App and appropriate websites and publications.

## HR Management:

PSSC is one of the largest employers in South Canterbury with over 420 staff. It is predominantly a female workforce with most staff working on the Aged Care side. Staff turnover rates are lower than industry norm for this type of work. For example: Aged residential care national registered nurse (RN) turnover is 41% - PSSC turnover for the 2018 year was 9%. We recognise this for our staff with Service Awards given to long serving staff at our Annual General Meetings.

PSSC has more than 20 different career options within the organisation from care giving, nursing, social work, counselling, programme coordinators, kitchen, hospitality, grounds, maintenance, administration, finance, IT and management at many different levels. Our staff have the opportunity to advance, upskill and gain qualifications with the Careerforce Programme.

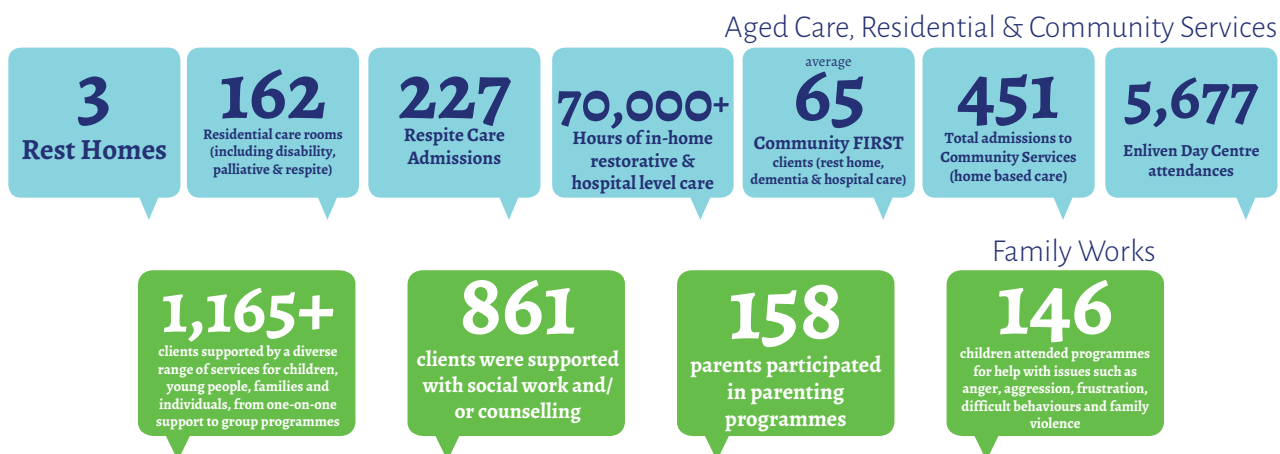
PSSC identifies future leaders within the organisation and works with these staff to develop their potential. An example of this: Kathleen McKeown, RN coordinator for Community Services was selected to represent Presbyterian Support nationally at a Young Leaders Training in Japan this year.

In February 2019 PSSC appointed Ruth Garvin to the role as Cultural Advisor. Prior this Ruth was the Director of Maori Health at the SCDHB. Ruth is passionate about supporting organisations that work with vulnerable families, is actively involved with Arowhenua and local organisations Maori, and brings a wealth of experience and knowledge into this role. We are delighted to have Ruth working with us.



## Customer Service

PSSC has been providing services to the community for over 100 years. In that time the age of the customer and the scope of services provided has changed significantly. Our customers range from zero (0) years of age up to 102 years of age.

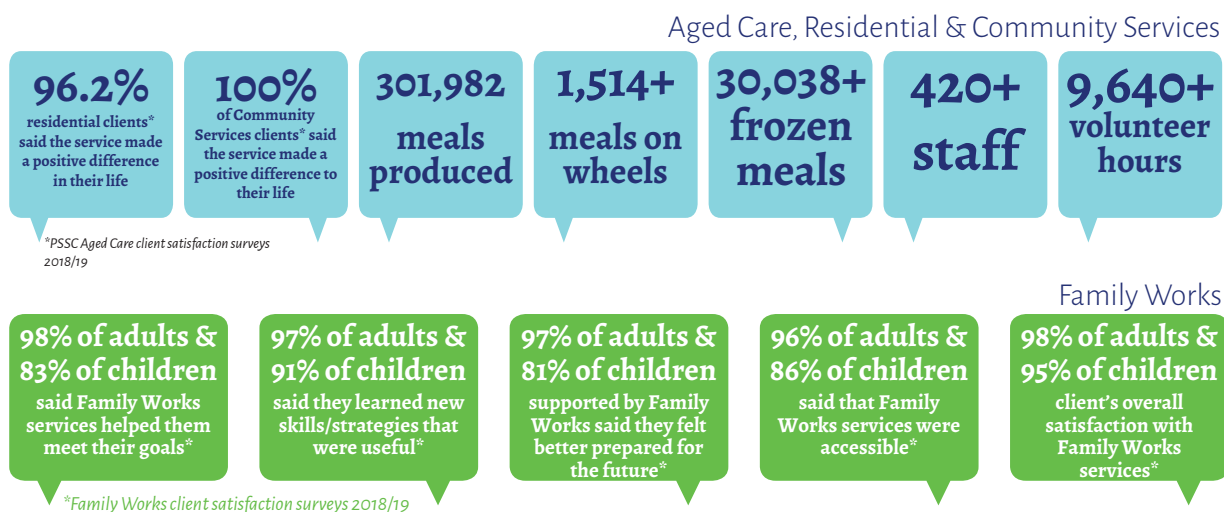


The above diagram shows the types of services provided and how many people we reached in 2018/19.

## Performance and Success

100 years young and still going strong. High occupancies averaging 99% across PSSC's three facilities is an indication of success given that average occupancy in South Canterbury at the end of March 2019 was 87.4%.

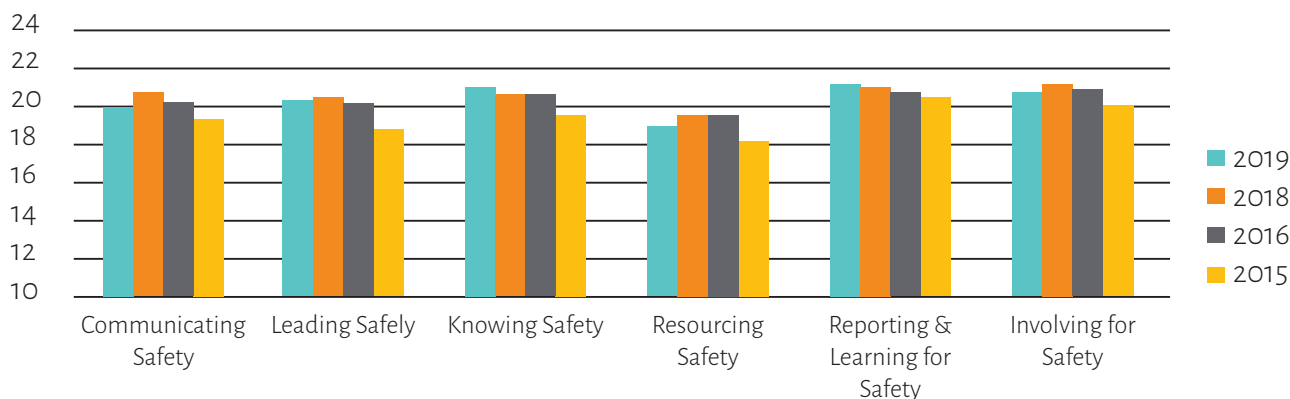
The following survey results indicate the performance and success of the organisation:



## Health & Safety

Health and safety is very important to everyone at PSSC. In 2019 we repeated our Health and Safety Snap shot with staff. 18 is the accepted pass mark. As an organisation PSSC continues to rate all areas of health and safety as higher than 18.

### Health & Safety Overall Result by Year:



### In Their Own Words ... (residents and clients)

"I think as I am not feeling well this is the best place for me." — **Resident**

"When I look back at where I was at earlier in this year, I've progressed so much and I am so much happier" — **Family Works Client**

"Staff always have a smile for you"  
— **Resident**

"My care giver is wonderful; I give her 10 out of 10."  
— **Resident**

"The overall kindness and care towards my Mum and other residents is good and very much appreciated." — **Relative**

"Best bedmaker ever, I slept really well."  
— **Community Services**

"Overall we are blessed to have such good care for our family member"  
— **Relative**

"I am happy with the care provided by staff at Wallingford. They show respect and concern particularly in times of illness or problems with their residents." — **Relative**

"The social worker was a great help with my grieving."  
— **Family Works Child**

"I wished the service had not ended"  
— **Community Services**

"I really appreciated being able to bring my cat with me when I came in." — **Resident**

"Coming here made me think about myself and learn to recognise that I have strong points like others." — **Family Works Child**

"I love every minute here." — **Resident**

"I feel very lucky that I get the care I get."  
— **Resident**

"We are delighted Dad is a resident at Wallingford, he is cared for, kept safe, clean, well fed, socialised and able to attend church and go out when he so desires. It is a "home away from home". Thank you all so much"  
— **Relative**

"I can think clearly and not blame myself."  
— **Family Works Child**

"As soon as I arrived here it felt strongly that it was HOME!" — **Resident**

"Fantastic ladies could not fault them."  
— **Community Services**

"I learnt how to cope in class and how to be okay with myself"  
— **Family Works Child**

"Felt so much support and encouragement."  
— **Family Works Client**

"Managed an emergency situation with compassion and professionalism"  
— **Community Services**

"Knowing a safe approachable caring person was there to support me through trauma."  
— **Family Works Client**

"I like that you are active in schools wherever possible."  
— **Family Works Child**



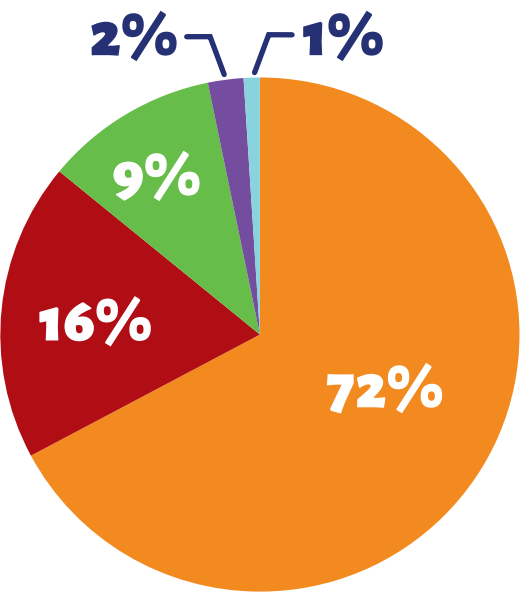
# Financial Management

In 2018/19 Presbyterian Support South Canterbury reports an operating deficit of \$756,253, compared to an operating deficit of \$838,105 in 2017/18.

Funding revenue included some specific provision for the impact of public sector wage settlements but cost pressures remain. Administration costs were \$163,843 less than the prior year. An additional \$128,288 support was provided to the Family Works deficit totalling \$499,623.

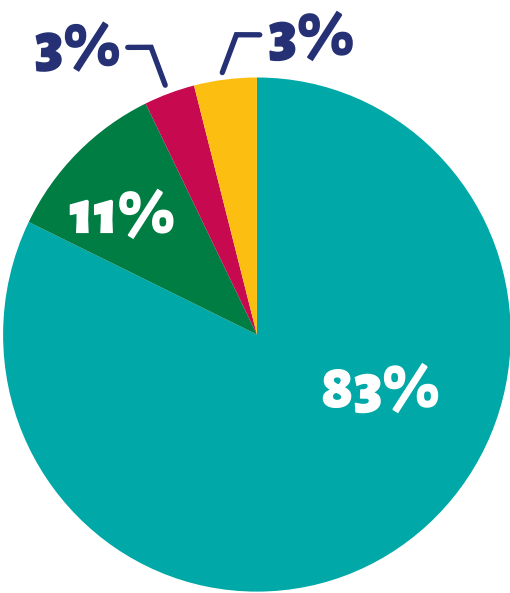
Including property valuation movements and investment activity, there was an accounting surplus of \$1,391,701 compared to a deficit of \$102,095 in 2017/18.

	2018/2019	2017/2018
	000's	000's
Operating Expenditure.....	\$18,959	\$18,182
Operating Revenue.....	\$18,202	\$17,344
Total Assets.....	\$50,505	\$48,956



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
- Services for people with disabilities
- Service delivery and administration

# Our Point of Difference

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From the cradle to the grave we are all about 'people helping people'. No matter what stage of life they are at we are there to support, assist, encourage and empower. This applies to our stakeholders, employees, residents and the wider community.

Our employees are offered flexibility including bringing their children into the work place, ongoing training and support, opportunities for growth and advancement.

**Enliven** Residents are included and participate in decision making and we ensure that our 'homes' are their 'homes'. Residents sit along side staff on various committees such as health and safety and quality. Residents are often involved with staff interviews including Nurse Manager roles. Residents help to make the decisions around pets moving into their home.



Our systems are innovative including the introduction of The Eden Alternative Philosophy® (Eden), an elder centred care philosophy. Through Eden we positively support residents to actively combat loneliness, helplessness and boredom. PSSC is the first organisation in New Zealand to have all of its facilities Eden Certified. This means obtaining the ten Eden Alternative Principles and consistently improving.

The implementation of VCare, an aged care software programme that is designed and built to meet the demands of growing rest homes, has really improved our quality of care, efficiency and reporting ability. The software system also links to the financial software allowing for better management of accounts.

Our **Community Services** focuses on maintaining clients at home and optimising independence using a restorative model of care. Staff work with the clients rather than doing to the client. We provide services that are unique in South Canterbury through our Community FIRST and Home FIRST models of care. Community FIRST is for those people who have been assessed as needing rest home, hospital or dementia care yet want to be supported to remain at home. We have over 60 of these clients at any one time (the size of a residential facility). Home FIRST is a service that prevents hospital admissions and provides an intense six week programme aimed at restoring people to an optimum level of health without needing a hospital admission.



To further help our local community **Too Easy Meals** was introduced to provide a frozen meal service available to our clients and the general public to purchase. These nutritious meals are affordable and this service is continuing to grow. We cater for various client requirements - contact our kitchen.

**Family Works** staff work with parents and children. A range of programmes, counselling services, food bank, social workers in schools, and a family psychologist all form part of the mix of services on offer.



The community is very much at the heart of all that we do and we have great relationships and collaborations with numerous organisations including:

- ✦ Oranga Tamariki - Ministry for Children fund the coordination of Te Rito Family Violence Collaboration and Strengthening Families Services Co-ordination in South Canterbury. (Te Rito has 16 partnering agencies that work together to provide education, information and support on the prevention of family violence.)
- ✦ We host the meetings for Aoraki Settling in Collective for Migrants, Refugees and Newcomers to South Canterbury.
- ✦ Weekly meetings of the Oranga Tamariki - Community Care and Protection Panel, Family Violence Integrated Assessment Response Service (NZ Police).
- ✦ Member of National Executive for Family Start.
- ✦ South Canterbury District Health Board.

Our Board is very driven to ensure our sustainability in our environment and to support the needs of our community. They do this by strategic planning—strategic environment analysis and looking at trends both locally and nationally. PSSC has been serving our community for over 100 years and we plan to be here for the next 100 years. We are autonomous so we can act and react quickly should the need arise. This allows us to easily adapt to changes in the market and to meet market demand we are currently expanding our beds in the Croft Home from 60 to 75.

## Presbyterian Support South Canterbury Strategic Framework

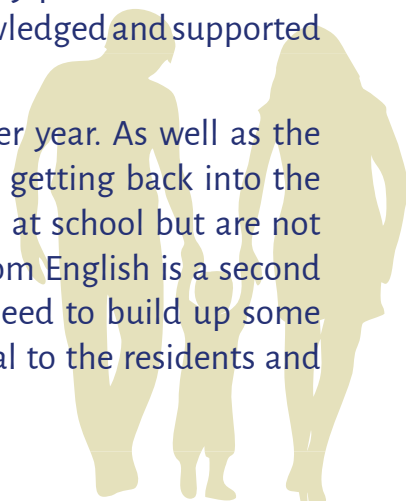


# Social Responsibility

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PSSC is a not for profit organisation - there are no financial dividends paid out, the board is entirely made up of volunteers. The PSSC board is very diligent and works to ensure that the organisation is run well from a financial point of view. Any profit made by PSSC goes back into maintaining existing properties, the development or upgrade of these properties and most importantly investing additional funds into Family Works. Family Works provide services in excess of their funded contracted volumes, which is only possible due to the financial investment from our Board. The community need is acknowledged and supported as much as possible.

We have over 100 volunteers who provide close to 9000 hours per year. As well as the traditional type of volunteer PSSC have many who are looking at getting back into the workforce and need some work experience, students who are still at school but are not fitting in, or they don't know what they want to do, people to whom English is a second language, people who are recovering from illness or injury and need to build up some confidence again. These sorts of volunteers offer something special to the residents and staff and also gain so much themselves.



## Business Excellence Awards

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### Feedback from the 2019 Alpine Energy Business Excellence Awards

This is what the judges had to say...



#### **Community Impact Award**

- ✦ An incredibly diverse organisation providing amazing support for our community for over 100 years. You are truly amazing.
- ✦ What is impressive is how the organisation has changed focus to suit the needs of the time.
- ✦ Congratulations on 100 years of supporting SC. Your achievements are incredible and you have touched the lives of 1000's of young and old. We are the richer as a community because of your outstanding work.



#### **Sustainability and Environmental Award**

- ✦ It is clear that the team at Presbyterian Support is having a positive environmental impact on residents, staff and volunteers due to their practices.
- ✦ The redistribution of books, clothing, staples, medical equipment and so on, highlights their commitment to make this a sustainable and natural practice.
- ✦ The team is also focused on ongoing education and communication with those who supply and engage with PSSC. This commitment to maintaining a future focus around recycling and sustainable outcomes will only enhance their efforts to date.



# Staff Recognition

## **Farewell** Vivien Clemens, Residential Liaison Manager

Vivien began her involvement with Presbyterian Support in 1986 as a care giver at Margaret Wilson. She helped establish the Day Care Centre at the Croft while also having responsibility as the Volunteer Coordinator. In 1991, CEO Graham Nind, appointed Vivien to the role of Community Worker. This was a new role which involved meeting with potential residents and their families. As part of the Quality Assurance programme Vivien produced a booklet "Aged Care Options" to assist people to make an informed choice. Vivien has experience of Needs Assessment, Home Based Services, The Eden Alternative Philosophy, Compliance, in fact all aspects of Aged Care Services. Vivien is a very valued member of the PSSC family and is well respected by staff, clients and everyone she comes in contact with.

After 33 years with Presbyterian Support, Vivien has decided it is time to retire. She still has plenty she wants to achieve but the biggest thing is being a Grandmother. We wish Vivien all the very best and we are going to miss her.



**Long Service Awards** Presentations will be made for long service at our **101st AGM** on 16th October 2019. Presbyterian Support recognises that our people are our greatest asset. We acknowledge those staff members who have completed 5, 10, 15 and 20+ years of service by awarding long service badges and certificates.

**35 years:** Vicki Littleton. **25 years:** Jenny Purdon.

**15 years:** Debbie Fitzgerald, Liz Munro, Janice Reuben, Marina Ellis, Jennifer Blackie, Dean Balloch, Debra Whiting.

**10 years:** Gay Brown, Robyn Cassidy, Lyn Skudder, Karen Chapman, Yvonne Shaw, Rose Slater, Donna Chiles, Sandy McLachlan.

**5 years:** Staff completing five years are awarded their badges by their Service Manager.



**At the 100th PSSC AGM in 2018, 16 of our staff members were presented with long service awards.**

Pictured back row (left to right): Raewyn Mehrtens, Sandra O'Brien, Kim Price, Ellen McIntock, Colin Clemens, Carolyn Cooper, Julie Leighton, Debra Harwood, Sue Inwood.

Front Row: Gillian Ridden, Tessa Van der Geest, Megan Johns, Kimberley Cox, Cheryl Tinnock, Waiana Deer, Lois Adams.

# Giving Thanks . . .

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PSSC works with local businesses and community groups who in turn provide sponsorship and mentoring to various Family Works projects. The Todd Mudie Group sponsor the “Buddy Programme”, Zonta Timaru sponsor “The Grandparents Raising Grandchildren group”. The local churches support the food bank and also provide knitting for the “Family Start programme”.



Our organisation recognises the need to support the local community and as much as possible uses local suppliers and contractors.

The residents and staff within our facilities like to give back to the community and have fund raised and supported different causes such as the Cancer Society, Heart Kids, South Canterbury Hospice and Alzheimers South Canterbury.

## **Our work would not be possible without your support.**

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

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

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

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

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

- ◆ The Sutherland Self Help Trust for \$30K for Shade Sails and umbrellas at our rest homes
- ◆ The Central South Island Charity Bike Ride
- ◆ Mid and South Canterbury Community Trust for various items including \$10K Foodbank
- ◆ Timaru Presbyterian Parish
- ◆ Tindall Foundation
- ◆ Perpetual Charitable Trusts: AD Hally Trust & PA Blackmore Trust
- ◆ St Joans Charitable Trust
- ◆ McCain Foods Timaru
- ◆ Zonta for their sponsorship of the Grandparents Raising Grandchildren's group
- ◆ Todd Mudie Group for their sponsorship of the Buddy Programme
- ◆ The Timaru Herald - Annual Christmas Tree appeal
- ◆ Timaru Suburban Lions - Annual Toot for Tucker
- ◆ All of the local businesses that have donated toward our fundraising efforts this year.

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'.





Hollie visiting Residents at The Croft

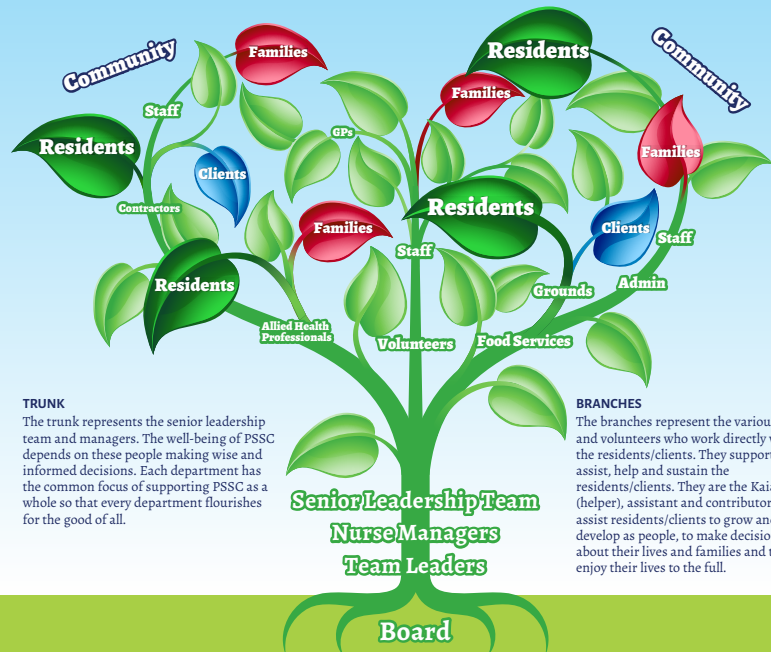


Mosaic created by Croft Residents for PSSC 100 year celebrations

## EDEN Organisational Tree



**LEAVES:** The leaves represent the residents/clients. These people are the reason PSSC exists. They are at the top of the tree where they can grow & flourish, no matter what stage of life they are at. (Human growth must never be separated from human life. Eden Principle 9)



### TRUNK

The trunk represents the senior leadership team and managers. The well-being of PSSC depends on these people making wise and informed decisions. Each department has the common focus of supporting PSSC as a whole so that every department flourishes for the good of all.

### BRANCHES

The branches represent the various staff and volunteers who work directly with the residents/clients. They support, assist, help and sustain the residents/clients. They are the Kaiawhina (helper), assistant and contributor. They assist residents/clients to grow and develop as people, to make decisions about their lives and families and to enjoy their lives to the full.

### ROOTS

The roots represent the Board which anchors PSSC, supplies the nourishment to the organisation (allocates the funding) and gives direction. Without the roots we would not be grounded or stable.

The leaves in turn nourish the tree. They provide relationships, joy and satisfaction to those who work closely with them in the same way leaves synthesize the sunlight for the good of the whole tree.

**101<sup>st</sup>**  
**Annual**  
**Report**  
2018-2019



***Presbyterian  
Support***  
South Canterbury

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*Our services*

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