

## 2020 ANNUAL REPORT FROM THE CHAIRMAN

It is my privilege and pleasure, on behalf of the Board, to present the 102nd Annual Report of Presbyterian Support South Canterbury (PSSC). At the time of our Annual Meeting in October 2019, we had no idea of the challenges we would face in 2020.

As has been the case throughout New Zealand, and indeed the world, Covid-19 has had an immense impact. All our activities in 2020 have been affected. The efforts of our dedicated staff, with the co-operation of residents, clients, and families has ensured that we came through the various lock-down levels without a case of coronavirus in our residents, clients or staff. The Board is very appreciative of the endeavours of everyone involved.

At the 2019 Annual Meeting we advised that resource consent had been received to build an additional 15 beds at our residential facility on The Croft site, resulting in a new total of 75 residential beds on this site, potentially offering a full range of aged care services to people in need, including D6 level care in a secure unit. Preliminary work commenced in December 2019, with construction starting early in 2020. Despite delays caused by Covid-19 lock-downs, the projected completion date has been delayed by less than a month to April 2021.

The plans have been finalised 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. At the time of writing this report, tender prices and conditions have been received from three construction firms, and a contract is expected to be signed shortly. Work is expected to commence in October 2020, and be completed in July 2021.

On 24th October 2019 the appointment of PSSC to provide refugee settlement support services in South Canterbury was announced. This is a new activity for PSSC and we have established a small team to provide these services, with support from a group of volunteers. After delays as a result of Covid-19 lock-downs, we were very pleased to welcome two families to Timaru on 17th June 2020. The community support and welcome that the families have received in Timaru has been very positive.

PSSC continues to rely on its investment portfolio to maintain a positive cash-flow. The operating deficit for the year reduced to less than \$200,000 well down on the \$750,000 the previous year. The deficit was more than covered by interest and dividend income. However movements in the value of the investments, as well as land and buildings, resulted in a total comprehensive surplus less than \$70,000 - a reduction of more than \$1.3 million from the previous year.

The Board acknowledges the many volunteers for their amazing contribution to PSSC during the past year. Unfortunately, Covid-19 limited the ability of volunteers to contribute to our activities at various times during the year. As always, I thank Board members for their ongoing support and dedication to sound governance of our organisation.

There have been two changes in the membership of the Board over the past year. In September 2019, Mrs Margaret Turley was appointed to the Board for the term ending at the 2020 Annual Meeting. In February 2020 the Board accepted the resignation of Mr Quentin Hix, as a consequence of his appointment as a District Court Judge. The Board thanked Quentin for his contribution over the past four years, and wished him well for the future. Ms Nina Mackay was appointed to fill the vacancy for the term ending at the 2020 Annual Meeting.

*Eoin Powell, Board Chairman*



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

our services



## THANK YOU

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
- Perpetual Charitable Trusts: AD Hally Trust and PA Blackmore 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
- Barkers of Geraldine
- Bidvest
- Couplands Bakeries
- Timaru District Council
- Rotary Club of Timaru
- Timaru Suburban Lions
- Roncalli College, Gleniti Primary, Timaru Christian School, Timaru Boys High and Timaru South Schools
- Timaru Host Lions
- Masonic Lodge Temuka
- Timaru Herald
- Timaru New World
- Pak n Save
- Trents Wholesale
- Jaelee Gardens
- 100% Pure NZ Honey
- The Warehouse Timaru
- Timaru Town and Country Club
- Movie Max Digital
- Harcourts Blackham & Co
- Peter Doran
- Our Guardian Angels
- All of the Christmas Angel Project supporters
- Primary & Secondary schools who donated to the foodbank

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'.

## REFUGEE SETTLEMENT SERVICES

Refugee Settlement Services (RSS), a Presbyterian Support South Canterbury (PSSC) service, was established in February 2020. This followed a successful bid by PSSC to the Ministry of Business, Innovation and Employment (MBIE) for the contract to deliver "Provision of Refugee Settlement Support Services for Quota Refugees in Timaru". Timaru is one of six new settlement locations around New Zealand. PSSC Refugee Settlement Services assist newly settled quota refugees to achieve positive settlement outcomes. They are supported for 12 months to progress towards their settlement goals and transition to independence.

On 17 June 2020 PSSC was pleased to welcome the first two families to be settled in Timaru under the quota refugee programme. The community support and reception that these families have received in Timaru has been incredibly positive. Many generous donations have been received from the community. The families come from Syria with children ranging from pre-school age to late teens. They are all doing very well with their settlement goals so far, having covered a lot of new learning about life in New Zealand in the past few months.

RSS has formed positive and forward-focussed relationships with other settlement providers and key stakeholders in the community. One of these strategic partnerships was created when the Refugee Settlement Services team was co-located alongside the Aoraki Migrant Centre and English Language Partners in Timaru's first Multicultural Hub. This is a wonderful opportunity for Timaru to stand side by side with refugees and migrants, allowing us all to benefit from the richness of a culturally diverse society.

Due to the current pandemic situation Immigration New Zealand have been unable to bring more families into New Zealand. PSSC Refugee Settlement Services are well placed to accept additional families into our community once they can safely arrive in New Zealand. We feel confident that the services we can provide to former refugees will result in positive settlement outcomes in Timaru.



Welcome speech by Mayor Nigel Bowen at Richard Pearce Airport Timaru 17 June 2020

## PSSC – A LIFE CHANGING SERVICE



This story really captures the meaning of Presbyterian Support as it is told in our logo design – the whole design is open with no closed sides, indicating our openness, availability and interaction with the community. Support is represented by the blue – a solid base foundation. The people using our services are represented by the white bands. People flowing into our services are helped up/to grow/to develop, and go out in the community again.

Sometimes in life things can happen that are difficult to explain. Those who cannot find a reason or who believe it to be the result of a higher being may describe it as a 'miracle'.

For many years Karen lived in our Enliven Margaret Wilson home, unable to support herself. She was dependent on the staff that took care of her and helped her to function every day. After some time the perseverance and understanding from staff, along with support from her family sparked a slow but remarkable awakening.

With continued love and care Karen's spark ignited. Karen began to take on small tasks of self-care and improvement. She made a conscious effort to lose weight, she learnt how to knit simple garments for her grandchildren and really enjoyed baking.

After some time, Karen was able to move out of residential care and was able to move into a cottage in the grounds to live independently with some support – eventually she was confident enough to move back in with her family.

When Covid struck, Karen was given the opportunity to join the cleaning team at a local school when it was re-opened. This was to meet the extra cleaning requirements at the school. Karen was very successful in this role and was disappointed when the contract ended.

The Manager of Margaret Wilson Home where Karen had spent several years being cared for heard of her success at the school and offered her the opportunity to take on a role of housekeeping at the home.

Karen is now a successful, diligent and valued co-worker, employee and member of the team. Karen says she is so very grateful to the staff that cared for her and really supported her. She now shares 'work stories' with the people that once cared for her and is proud to be able to call them her 'work mates'.

The transition from being cared for full time in our Enliven Home to now being a valued employee is a wonderful thing to celebrate. May she always have a valued place in the community in her new awakened life.

## COVID-19 INFORMATION

Level 3 started on the 23rd of March followed quickly by Level 4 on the 25th of March, level 2 came into being on the 13th of May.

Our Response: **Too Easy MEALS**

Frozen Meals  
Frozen meals sold during April and May total 6281. Meals went as far afield as Twizel and an online ordering system and delivery service were set up to meet the needs of the community.



Food Bank

Foodbank parcels given out during April and May = 548. These included big and small parcels and went to individuals living at home, people in camping grounds, and community groups. We worked with 10 service agencies to make sure all vulnerable families were reached.



## COVID19 DANCE

Covid creeps stealthily through our peaceful land. We stay at home to stay safe and continually wash our hands. We talk to loved ones, remotely, always on the web, And think with longing hearts how we would love to hug instead!

When we go into the community we have to take great care Of who it is we're passing and who is coming near. We've all had to learn to practice the Covid 19 Dance Where an accidental meeting is not left to random chance!

"What's the Covid 19 Dance?" I hear you ask with puzzled awe? It's when you move toward me as I quietly withdraw, Two metres from each other we gracefully glide by. Sometimes we smile 'hello' when we catch each other's eye!

Much like a gentle waltz, it's elegant and reserved. Politeness and decorum are rigorously observed. You move to the left and I do much the same Each person that we meet, we do it all again

A little step aside, then an infinitesimal pause As we both decide in unison, "Is it my move or is it yours?" Practiced the world over this rather unusual happenstance Is what we come to know as the Covid 19 Dance!

Goldilocks

## CEO REPORT

When I look back over the year that has been, two words come to mind - courage and resiliency. The first six months were fairly normal but early in 2020 the word Covid was being heard more and more. By February/March the reality of what Covid-19 meant to New Zealand was coming into being. A lot of planning and preparation took place in a short space of time. It was thanks to this work and to the courage and resilience of the entire PSSC team that we were able to continue to provide most of our services during the level 4 lockdown. 95% of our team were deemed essential workers. Some of the team had to develop new ways of working in order to keep in contact with their clients. All of us had to get up to date with technology and use it. This included our residents. It was a time of uncertainty and a time of learning. We have emerged as a stronger team and I am extremely proud of the staff at PSSC. Everyone did a fantastic job. Covid is still here and now we are learning to manage the risk both at work and at home.

Aged Care continues to be busy with high occupancies. Work is well underway at the Croft despite the Covid interruptions. Whilst the builders are busy with their bits we are busy planning for when the new wing is actually open. The residents and their families at the Croft have been great, they have had to endure a lot of noise and a shortage of parking. The parking is being sorted but the noise is here for a little longer as we start a new project on site with the addition of apartments on the ground level of the Croft. No visiting followed by restricted visiting was difficult for residents and families. Thank you to all of you for how you managed this. A big thank you to all the staff and their managers at our 3 homes. Covid has certainly kept you all busy but I know that the residents and families felt safe and well supported.

Community Services staff continue to provide an excellent service, especially over the various lockdown periods. They were out and about regardless, looking after the elderly in the community. Whilst the Enliven Day care had to close the staff kept in touch with all the clients on a regular basis and it was great to welcome them back in June.

Family Works were another team that really shone during these difficult times. We maintained contact with all of the people that were already engaged in our services by phone calls, emails, Zoom, SKYPE, drop offs into mailboxes of programme materials, craft activities, games and puzzles for children. We also responded on a daily basis to multiple phone calls and requests for immediate help and support from people and also other agencies/organisations in the South Canterbury community.

For a period of time our Foodbank became a "Community Foodbank" which operated out of the Foodbank Canterbury building on Cains Terrace. The Foodbank was incredibly busy and we are extremely grateful to the community for the donations of money and food. This enabled us to keep up with the ever increasing demand. Many conversations were held at gates, mailboxes and on doorsteps whilst handing over a fool parcel or a frozen meal.

Frozen meals was turned into a delivery service for a period of time. As with the Foodbank this was extremely busy. Thanks to the kitchen who kept on producing the meals and to those taking the orders and delivering the meals.

The year wasn't just about Covid. In October 2019 we were awarded the Refugee Settlement services contract. This was something totally new for us but we believed that we had the skills to provide this service. Whilst Covid did impact on the start date, we had 2 families arrive in June and we have a new team of staff and volunteers who run this service. The community has been extremely supportive. In November we had a fantastic fundraiser for Family Works, the Ethel and Bethel bingo night. It was well supported by the community and much fun was had.

Our challenge has always been to provide help and support to people in their time of need and I believe we continue to meet that challenge. Our work is needed now more than ever.

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 Officer*



## FAMILY WORKS – MAKING A DIFFERENCE EVERY DAY

Family Works makes a positive difference to whānau/families with multiple services ranging from early intervention and prevention to intensive casework intervention throughout South Canterbury. Our professional services include social work and counselling, mentoring, family violence safety support, parenting advice and education and an extensive range of individual and group programmes.

Our Family Works team continues to grow with the addition of seven new staff over the past 12 months. Five of these new staff are employed as part of the Refugee Settlement Service and two staff have been employed as part of the South Canterbury Integrated Safety Response Service.

### The Integrated Safety Response

This service is part of the Governments response to reducing and preventing family and sexual violence. Each year, New Zealand Police conduct more than 100,000 investigations related to family violence. The Integrated Safety Response service has been operating in Canterbury since October 2016, and has now been extended into South Canterbury. Over the four years that this has been provided in Canterbury the number of children witnessing or being exposed to family violence has almost halved. In the Aoraki District, there was an average of about five or six family harm incidents a day during the week and approximately 20 over the weekend. The Integrated Safety Response approach sees incidents reviewed within 24 hours, instead of weekly and the most appropriate lead agencies/community organisations are immediately tasked to work with the family.

### Peter Doran – Tour Aotearoa Fundraiser for Family Works

By day Peter Doran is an anaesthetist at the Timaru Hospital but in his spare time he is a cyclist extraordinaire. Peter was aware that a Child and Family Psychologist is available at Family Works but access to this service for young people and their families was limited as this service is not funded through any of Family Works Government contracts. Peter felt passionately that access to emotional health and well-being services for young people is so important, so he set about to raise money to have more hours available for young people and families in South Canterbury

Peter was hoping to raise \$5000 but due to the generosity of our community and a surprise donation of \$5000 from **Bidwill Hospital Trust** Peter raised \$12,000.

### Note from Family Works Child and Family Psychologist – re: funds raised by Peter

I feel in a very fortunate position to have worked with many of the children /young people in our local community. These children/young people represent a diverse cross-section of our community: from children yet to start school to those just about to finish it, and from an incredibly wide range of family backgrounds. The one thing that many of these children/young people have in common is a feeling that they need something: Some more skills in their 'toolbox' for dealing with life, some more support and advocacy, some need someone to listen and take notice of them. It really is a privilege to be able to share these children's and young people's journeys.

For many of the children/young people and families that I work with, seeking support from a professional is not a decision made lightly. By the time I get to see them, things have often been difficult for quite some time. The funding we have received through Peter's amazing effort has allowed me to begin working with children/young people sooner and to work with more children/young people which can make a huge difference to them and their families. The funding has also allowed me to spend more time with these children/young people and their families, understanding the complexities and nuance of each person's situation and how best to support them, their family, and their place in our community.





AT A GLANCE 2019/20



**420+**  
STAFF MEMBERS

**\$ 16m+**  
ANNUAL WAGE SPEND

**4616**  
VOLUNTEER HOURS

**\$ 19m+**  
SPENT ON CAPITAL PROJECTS  
(PAST 17 YEARS)

**\$ 20m+**  
SPENT LOCALLY

MAJOR AWARDS

South Canterbury Chamber of Commerce  
Business Excellence awards 2019



FINANCIALS

In 2019/20 Presbyterian Support South Canterbury reports an operating deficit of \$199,940, compared to an operating deficit of \$756,253 in 2018/19.

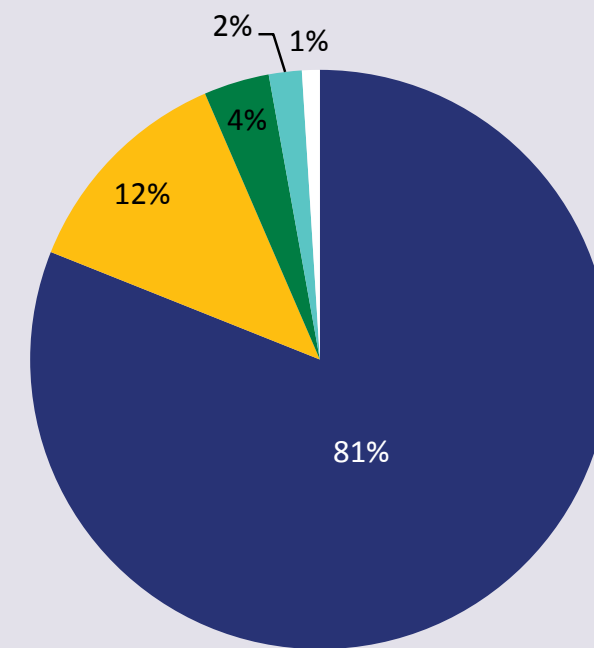
- Funding revenue included specific COVID-19 support from the Government.
- Support was provided to Family Works, with a deficit totalling \$456,212

Construction of 15 additional beds at the Croft was progressed with capital expenditure to date totalling \$783,607

Including property valuation movements and investment activity, there was an accounting surplus of \$69,233 compared to a surplus of \$1,391,701 in 2018/19. For a copy of Presbyterian Support South Canterbury's audited annual accounts please email admin@pssc.org.nz or call us on 03 687 7945.

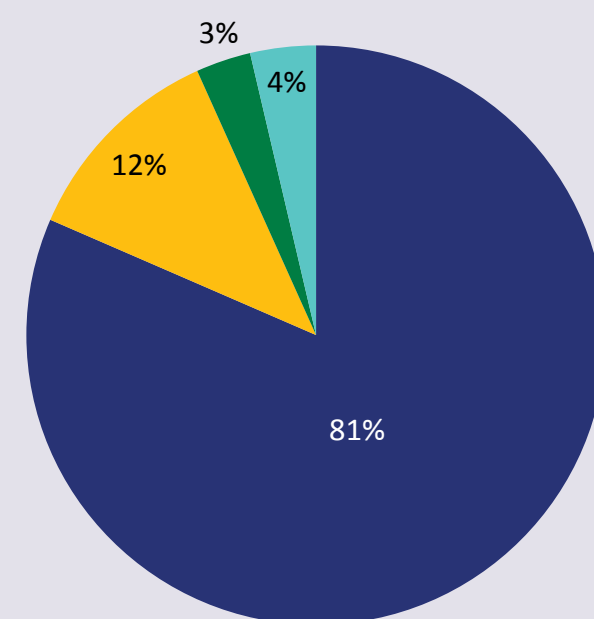
\$000's	2019/20	2018/19
Operating Expenditure	\$19,990	\$18,959
Operating Revenue	\$19,790	\$18,202
Net Assets	\$44,415	\$44,346

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

CONTACT

Presbyterian Support Administration  
12 Park Lane, Timaru 7910  
PO Box 278 Timaru 7940  
Telephone: 03 687 7945  
Email: admin@pssc.org.nz  
Website: 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

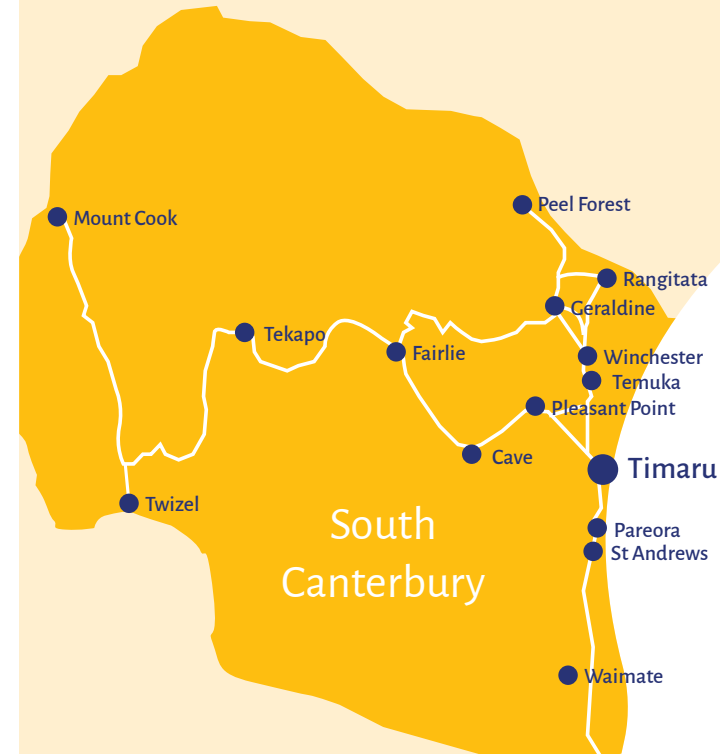
Enliven Community Services  
23 North Street, Timaru  
Phone: 03 687 1117

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

Family Works  
26 North Street, Timaru  
Phone: 03 688 5029  
Email: familyworks@pssc.org.nz

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

OUR REGION



AT A GLANCE 2019/20

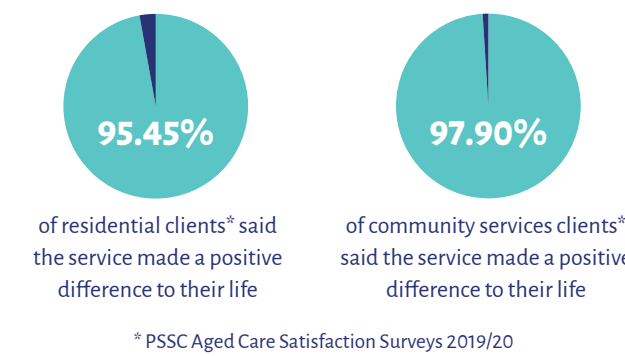
**900+**  
OLDER PEOPLE IN OUR CARE  
(residential & home based)

**304,340+** MEALS PRODUCED  
**1,185+** MEALS ON WHEELS  
**32,807+** FROZEN MEALS

**162**  
RESIDENTIAL CARE ROOMS  
(residential & home based)

**448**  
CLIENTS RECEIVING  
HOME BASED CARE

**1024**  
RESPITE CARE ADMISSIONS



\* PSSC Aged Care Satisfaction Surveys 2019/20

**4,705**  
ENLIVEN DAY CARE  
ATTENDANCES

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

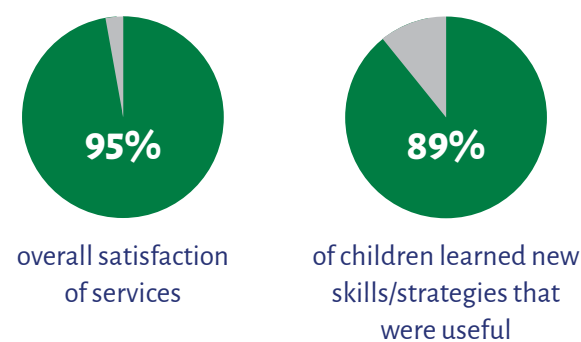
**88**  
LOCAL FAMILIES SUPPORTED  
under Family start contract

**124**  
CHILDREN ATTENDED  
PROGRAMMES  
for help with issues such as anger, aggression,  
frustration, difficult behaviours, family violence

**4** SOCIAL WORKERS IN  
**8** SOUTH CANTERBURY  
SCHOOLS (SWIS)



**769**  
CLIENTS SUPPORTED  
with social work and/or counselling



**96**  
PARENTS PARTICIPATED IN  
PARENTING PROGRAMMES



AT A GLANCE 2019/20



**1077+**  
CLIENTS SUPPORTED  
by a diverse range of services from  
one-on-one support to group programmes

CHRISTMAS ANGELS – SHOWING  
A COMMUNITY THAT CARES

Last Christmas we launched the Christmas Angel Project to help families that were really struggling during the costly Christmas season.

Businesses, family groups, schools and individuals got behind this concept and because of the generosity of the Christmas Angel project we were able to help 53 local families from South Canterbury to have a much better Christmas - families like the Glenavy Family\* "not their real name".

The Glenavy family is made up of Mum, Dad and 3 children aged between 11 years old to 16 months old - Mum is a working Mum and the only income earner in this house due to Dad having back surgery. The 16 month old child had many visits to the hospital during that year and this family was really struggling financially to feed the children and pay bills and living costs. They came to Family Works and were part of the Family Start programme with the aim to get more support for themselves and their children so they could live better lives.

These families are real families that live in our community and have just fallen on some hard times, that can happen to anyone, especially now since the Covid -19 Pandemic - The Christmas Angel Project is a way for people to help people in our community, if we all do a little - it adds up to alot.

The families last year were so grateful and overwhelmed by the generosity of their Christmas Angel and the Angels reported back that this was a rewarding way to give to 'real' families in need where we live.

We have learned a lot from this project and will be continuing to deliver this to Families in South Canterbury in 2020. If you would like more information about the Christmas Angel Project - visit our website [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 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.

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