

2021 ANNUAL REPORT FROM THE CHAIRMAN

It is my privilege and pleasure, on behalf of the Board, to present the 103rd Annual Report of Presbyterian Support South Canterbury (PSSC). As in past years, the 2020-21 year has been very busy, with a range of challenges.

The Covid-19 pandemic has continued to have an impact on our activities. In 2021 the emphasis has been on vaccination of our staff, and residents. The Board is very appreciative of the many residents and staff who have taken the opportunity to be vaccinated.

The provision by PSSC of refugee settlement support services in South Canterbury has operated at a low level with delays as a result of Covid-19 lock-downs affecting the operation of the resettlement centre in Auckland. We were very pleased to welcome another family to Timaru on 16th April 2021, ten months after the arrival of the initial two families. The continuing community support that the families have received in Timaru has remained very positive.

During the 2020-21 year, work continued to build an additional 15 beds, and to reconfigure existing spaces, at our residential facility on The Croft site. On 7th May 2021 we were able to celebrate the official opening of Lorna Home. This new facility enables us to provide hospital level care for people living with dementia, and within days of the official opening, residents from the South Canterbury District Health Board facility at Talbot Park were transferred to Lorna Home. PSSC is now able to provide services for those living with dementia, whether they live in their own home, or require rest home, or hospital level care. We are thrilled to be able to provide this continuum of care.

Work has continued 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. Work is expected to be completed late October/early November 2021.

Following on from our success in 2019, PSSC was again a finalist in two categories for the 2021 Business Excellence Awards organised by the South Canterbury Chamber of Commerce. At the Awards Evening in June, PSSC won both the Supporting Local Award and the Community Organisation Award (jointly with The New Zealand Raptor Trust). We were thrilled to receive both these awards that recognise the dedicated work of all management, staff, volunteers and residents of our facilities.

The operating deficit for the year was \$457,813 (34% less than budget) and this was more than covered by interest and dividend income. Positive movements in the value of the investments, as well as land and buildings, resulted in a total comprehensive surplus of \$5,564,266.

The Board acknowledges the many volunteers for their valued contribution to PSSC during the past year, and as always, 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. At its meeting in July 2021, the Board re-appointed Jo Goodhew and Jan Hide for a further three year period, ending at the 2024 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

Annual Report

2020-2021

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 organisation 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 & PA Blackmore Trust
- Harcourts Blackham & Co
- Alpine Energy
- SBS Bank
- Central South Island Charity Bike Ride
- McCain Foods Timaru
- Fresh Pork Timaru
- Prize sponsors of our Ethel & Bethel Fundraiser
- Zonta for their sponsorship of the Grandparents Raising Grandchildren's group
- Couplands Bakeries
- Todd Mudie Group for their sponsorship of the Buddy Programme
- Rotary Club of Timaru
- Timaru Suburban Lions
- Timaru Host Lions
- Masonic Lodge Temuka
- St Vianney's Timaru Trust
- Alpine Energy
- Timaru Herald
- Timaru New World
- Pak n Save Timaru
- Trents Wholesale
- 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 and individuals that have donated food, knitting, money and 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'.

REFUGEE SETTLEMENT SERVICES

Refugee Settlement Services has supported former refugees in Timaru for over a year now. The number of families settling in Timaru was limited due to border closures which restricted the movement of refugees into New Zealand. The new programme year began in July 2021 with the anticipation of 70 individuals from Syria settling in Timaru over the next year. Challenges in establishing a new refugee settlement location has included the limited number of Arabic speakers and Muslims in the community currently. We have been very fortunate to establish links with some very supportive individuals and organisations. A key partner in our support of former refugees has been Multicultural Aoraki who have been able to provide a range of social connections for new families, including a very successful powhiri held at Te Aitarakihī to welcome new migrants and refugees to Timaru. Community support has been strong from the beginning and has not wavered. Many individuals have made donations and community organisation support has been received from Zonta, Timaru Rotary Club, Red Cross Timaru and Timaru Lions Club. We have several individual volunteers to work directly with families and support the service. As at July 2021 there were 34 individuals who had connected with RSS.

Individual family successes included a young 9 year old boy receiving an end of year school certificate for being motivated, after just 6 months in the New Zealand school system.



PSSC A CULTURAL JOURNEY

30 September 2020 saw Ngā Kete a set of three cultural competency workbooks and resources launched as part of PSSC Māori Health Plan. All three Kete aim to equip all current and new employees with cultural competency guidance.

These resources are being rolled out in 2021 for the enhancement of Presbyterian Support South Canterbury cultural capability.

Going forward the cultural competency workbooks will build PSSC staff competence and confidence and enable staff to further strengthen understanding of Māori cultural values and beliefs and interact confidently and appropriately within Māori contexts.

Ruth Garvin – Cultural Advisor



NOT ALL HEROES WEAR CAPES

We really value our staff and are proud of the work that they do. This is a story about a staff member who went that extra step, a simple phone call which saved the life of a resident's husband.

"It was a Tuesday morning in July, one of my priorities for that day was to gather email addresses from families of Lorna Home residents. I called Mr. X on his landline, I waited for a long time before he answered my call.

I started talking, but he never answered properly, all I could hear was "aaahhhhh aahhhhh ahhhhhh aahhhh", a stuttering voice coming from Mr. X's mouth. I asked, are you okay? I repeated the same question several times, but again, all he answered was the same word in a stuttering voice. My gut feeling was telling me that there is something very wrong. So, I said "please stay on the line and I will get someone to help you". I was freaking out! I felt like I was on one of those TV shows "Emergency 911". I rang the clinical coordinator straight away on my cell phone while Mr. X was holding on the line. I told her the whole scenario and said that I thought Mr. X might be having a stroke! She gave me his son's number and I phoned him immediately. I asked his son if he could check his Dad urgently since I could sense something was very wrong with him. The following day, the son visited the Croft and told us that his father had a massive stroke. He was thankful for the call that saved his dad. The phone call was a blessing to the man and his son was so grateful."

By Mark Manit, Admin & Care Supervisor, Enliven The Croft Home

Recently we talked with the Lorna Home families about the move to the new home and how everyone was settling. Here is some of the feedback we received.

"Families are very happy about Lorna home and the great service our staff provide. They especially praised our activities team about how well they interact with the residents. One particular activity coordinator was mentioned several times. The move from Talbot to Lorna Home went well, residents have settled in. The rooms and home are very nice, good atmosphere. Families are very grateful for the service Lorna Home offers"

CEO REPORT

Last year I talked about courage and resiliency. I think this year the key word for the organisation would have to be tenacity. Tenacity is about steadfastness and persistence, and I think it is fair to say that PSSC and its staff, residents and volunteers have shown this. Despite the Covid lockdowns of 2020 we have continued to grow and develop. We opened the Lorna Home in May 2021. 17 residents transferred from Talbot Park over 2 days. We employed 30 new staff to run Lorna Home. This was made up from staff moving from Talbot and new people. The opening of the new home was attended by over 70 people and was a very special afternoon. This was followed by the blessing of Lorna Home on the Monday before everyone moved in. The Croft is now home to 75 residents and offers the full gambit of aged care services – respite care, rest home care, hospital care, rest home dementia and hospital dementia. The only one in South Canterbury to do so.

Covid is still impacting on everything that we do within New Zealand. Last year I talked about how excited we were to be awarded the Refugee Settlement services contract. However due to Covid we only received 1 new family rather than the 10 -12 families we should have helped settle. We continue to work with the two families who arrived in June of 2020. We do hope to settle more families in the new financial year.

There were predictions about higher unemployment because of Covid however that never eventuated which has meant a tightening of the labour market, more jobs than people to work them. Whilst we still fill most of our positions it is becoming increasingly harder to employ registered nurses and social workers. There is severe shortage of both these groups across New Zealand. There are over 900 registered nurse vacancies within the aged care sector and growing. This is compounded by the high number of registered nurse vacancies within the District Health Boards as well. Covid has meant immigration restrictions and the nurses from overseas cannot get into the country. Many aged care facilities have lost nurses to the DHBs. I cannot thank our Registered Nurses enough. Many have worked extra shifts or longer shifts; some have not taken annual leave but most importantly is that they have all stayed working for us.

Our Community Services team continues to provide an excellent service to those needing Home Based Services. Our Community FIRST numbers are now constantly over 80 clients. These are clients assessed as needing rest home level care or higher. To put this into perspective this is more than the number of residents that we have at the Croft. This team continue to do a fantastic job.

As an organisation we undergo a variety of audits every year across all our services. Family Works, Wallingford and Community Services were all audited with no findings found. Margaret Wilson also underwent an audit but deserve a special mention for obtaining a 4-year certification period.

The Family Works team continue to support many individuals and families across South Canterbury. Numbers requiring the assorted services and programmes continue to rise. The demand for the foodbank remained high post the Covid lockdowns of 2020. We remain grateful for the donations and help we get for this service. Christmas Angels 2020 was our best ever with 90 families receiving a fantastic Christmas from our Angels.

I remain extremely grateful to our team of 460 plus our volunteers. We couldn't do the work that we do without each and every one of you. This includes the admin team, the kitchen team and grounds team who often get missed out. PSSC and I are very grateful for the support we receive from our board members. Our board is made up entirely of volunteers who contribute significantly to the running of PSSC.

The last thing I want to mention is Christmas on the Bay. This is new venture for us, and we are excited to be hosting and running this event on the 11th of December. We look forward to seeing as many of you there as possible

Carolyn Cooper, Chief Executive Officer



GRANDPARENTS RAISING GRANDCHILDREN SUPPORT GROUP

Presbyterian Support South Canterbury, Family Works services have coordinated a Grandparents Raising Grandchildren (GRG) support group for the past 16 years. Over the past 5 years we have seen the number of GRG seeking support from Family Works increase significantly from between 25 – 35 people, to our current number which is now over 60. This trend is being experienced nationally in GRG groups and it is not anticipated that this is going to change.

Grandparents have the opportunity attend a monthly meeting at Family Works for support and fellowship, to share issues and concerns, invite guest speakers to provide information where they have identified a gap or a need for legal information and advocacy support.

Each grandparent/great grandparent/caregivers' situation is different – some like coming to the monthly support group meeting, others like to meet a social worker/whānau worker in their own home. Others just like a weekly phone call or know that they can ring whenever they need to.

Over the past 5 years Zonta Club Timaru have successfully partnered with Family Works and sponsored the GRG through their local fundraising events. Zonta has supported many grandparents in a variety of ways. Movie and lunch date, craft sessions, Mother's Day gifts, Christmas lunches and goody bags, Mindfulness sessions, health and wellbeing sessions and helped when needed with emergency clothing and beds and bedding for grandchildren, and Buddy calls during COVID lock down last year. A wonderful trusting relationship has built between the GRG and Zonta during this time and Family Works and the Grandparents are very grateful for their ongoing support.



FEEDBACK FROM SOME OF THE GRANDPARENTS

Support in attending the meetings and helping me with meeting my grandchild's needs. Ongoing support with everyone as issues arose, both practical and emotional support. Everything the staff person did talking, liaising with other agencies, practical help all built on my self-confidence. Someone to understand the situation and suggest different ways of dealing with things. They really understood my wants/needs and how to address things with practical ongoing support (food parcels, clothing, beds and bedding). It wasn't stressful to ask for help and it was flexible, and they worked around my situation. Everyone makes you so welcome, the support group is so helpful. Just having somewhere to go and to be able to talk to people who are in the same situation as you is really reassuring and helpful. No blame or shame – just kindness, understanding and support. We can't always find a solution to everything but having someone to talk to and a place to go is important – just being there and listening is a start.

Ehara taku toa I te toa takitahi
Engari he toa takitini

Success is not the work of one, but the work of many



AT A GLANCE 2020/21



460+
STAFF MEMBERS

\$ 17m+
ANNUAL WAGE SPEND

6292
VOLUNTEER HOURS

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

\$ 21m+
SPENT LOCALLY

MAJOR AWARDS

South Canterbury Chamber of Commerce
Business Excellence awards 2019



FINANCIALS 30 June 2021

In 2020/21 Presbyterian Support South Canterbury reports an operating deficit of \$457,813, compared to an operating deficit of \$199,940 in 2019/20.

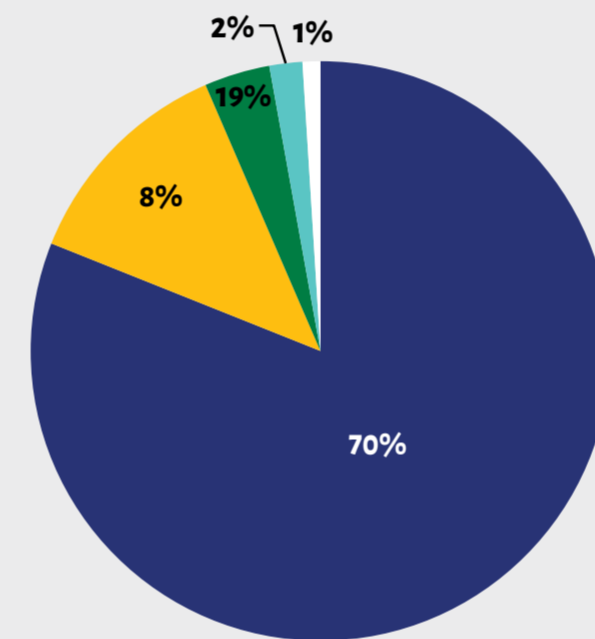
- Support was provided to Family Works, with a deficit totalling \$345,310.
- An additional 15 residential care beds at the Croft were opened in May 2021.
- Construction of 9 new serviced apartments at the Croft is nearing completion.

Including property valuation movements and investment activity, there was an accounting surplus of \$5,564,226 compared to a surplus of \$69,233 in 2019/20.

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.

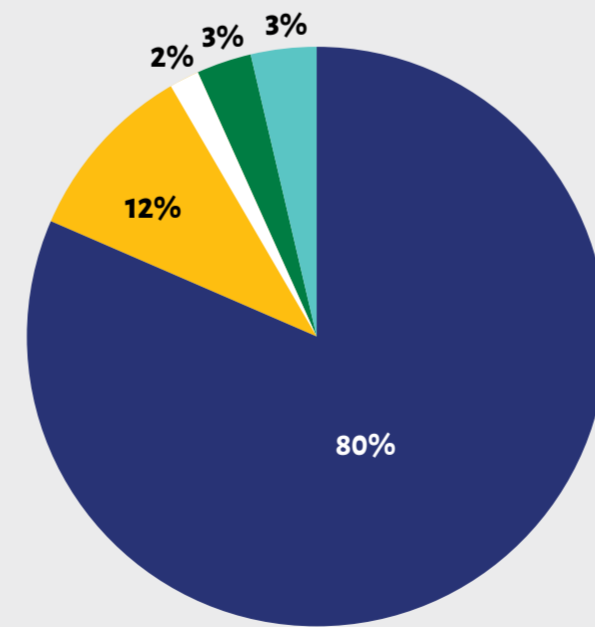
\$000's	2020/21	2019/20
Operating Expenditure	\$21,018	\$19,990
Operating Revenue	\$20,560	\$19,790
Net Assets	\$49,980	\$44,415

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

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PO Box 278 Timaru 7940
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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 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

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

OUR REGION



316,002+ MEALS PRODUCED
677+ MEALS ON WHEELS
39,644+ FROZEN MEALS

AT A GLANCE 2020/21

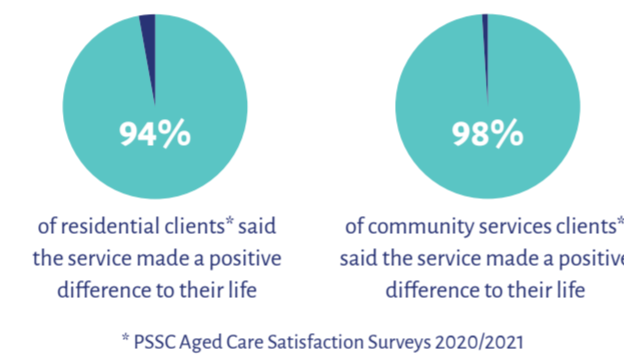
940+
OLDER PEOPLE IN OUR CARE
(residential & home based)

177
RESIDENTIAL CARE ROOMS
(residential & home based)

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

581
CLIENTS RECEIVING
HOME BASED CARE

1,407
RESPITE CARE ADMISSIONS



5,139
ENLIVEN TE POKAPŪ
ATTENDANCES



AT A GLANCE 2020/21



1354+
TAMARIKI & WHĀNAU
SUPPORTED
by a diverse range of services from one-on-one support to group programmes

150
LOCAL FAMILIES SUPPORTED
under Family start contract

193
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 WHANAU



772
CLIENTS SUPPORTED
with social work and/or counselling



191
WHĀNAU PARTICIPATED IN
PARENTING PROGRAMMES

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

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
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Email: admin@pssc.org.nz
www.pssc.org.nz



A DONOR'S STORY

Deirdre (not her real name) is a regular donor to Presbyterian Support's Family Works Foodbank.

Although Deirdre had given to other charities on a regular basis before, when the first wave of Covid hit New Zealand in 2020 and we had our first lock down, Deirdre saw the impact this had on people and families living in her own community and immediately wanted to help.

Deirdre started giving regular fortnightly donations to help the foodbank feed the people in the community that needed it most. Deirdre said 'Covid lock down really highlighted the hardship that people in our community were facing, some of these were working families that were really struggling, it could have been any one of us in that position'.

Being able to see the immediate results of the contributions she was making and having the peace of mind knowing that the money she is donating is going to where she wants it to go, are just some of the reasons that Deirdre continues to give.

Deirdre said 'In an ideal world you wouldn't need donors, would you? If everyone had enough, if every person that could work was employed and was earning enough to live on, then there would be no need for government grants, donations and charities.'

The ideal world is something to strive for in our community, until we get there, Presbyterian Support and our services Enliven and Family Works rely on the generosity of donors like Deirdre so we can help our communities most vulnerable people.