



our services

2023 Annual Report from the Chairman

It is my privilege and pleasure, on behalf of the Board, to present the 105th Annual Report of Presbyterian Support South Canterbury (PSSC). During the 2022-23 year PSSC has continued to provide a broad spectrum of services, and to be involved in activities benefiting the wider community.

Christmas Angels has grown from 50 families three years ago to 179 families helped in December 2022. The feedback received from the families makes it worth doing. We are already on the lookout for Christmas Angels for December 2023. Thank you to all the Christmas Angels. Your gifts change lives.

Harcourts Christmas on the Bay couldn't have had a better day. With over 3000 people attending it was a magical day. Thank you to the entertainers and the volunteers who made this such a special event. We are pleased to be bringing back the event – keep the 9th of December free and join us at the Bay for an afternoon of entertainment and fun.

PSSC Refugee Settlement Support Services welcomed 11 new families to South Canterbury during the financial year. Two babies were also born to two of the families. The continuing community support that the families have received in Timaru has been very pleasing.

In March 2023 we were advised by our Auditor, KPMG, that they did not seek reappointment for the completion of the 2023 audit. Consequently, the audit arrangement was terminated. We thank KPMG for the quality of their audits over a significant number of years. Following a short, but competitive, selection process the Board agreed to appoint BDO as auditor for the 2023 financial year, and with the approval of the members at the Annual Meeting, for future years.

The Board acknowledges the many volunteers for their contribution, in a variety of ways, to PSSC during the past year. It is very pleasing that we continue to attract people willing to offer their time and skills to benefit our clients and staff. In particular, I thank the Board members for their ongoing support and dedication to sound governance of our organisation.

The Board and the PSSC team were saddened to hear of the passing of Michael Parker. Michael had been the CEO prior to February 2018 and had been with the organisation for 17 years. During Michael's tenure he oversaw projects such as the Croft rebuild in 2003, the purchase of and the rebuild of the current Family Works building and the acquisition of a Home Support service to name a few. Michael will be missed by many.

There have been no changes in the membership of the Board over the past year. In accordance with our constitution, four members are to be elected to the Board at this year's Annual Meeting. Written nominations are required no later than 42 days in advance of the Annual Meeting. As there were only four nominations received, it is recommended that Judith Earl-Goulet, Margaret Turley, Nina Mackay and Keith Shaw be elected 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

“
To Our Christmas Angel,
Thank you very much for the special gifts for Christmas.
It helped very much and made our Christmas day extra special.
There were smiles all about & less stress for me.
From a very grateful Grandma & Grandad
”

Refugee Settlement Services

A visit to the Fire Station.

Our Cultural Advisor Esra'a works closely with Fire Investigation Officer Donna Lindsay at the Timaru Fire Station. All our families have a home visit soon after their arrival. They are taught about general fire safety, evacuation plans, safe assembly points, smoke alarms and most importantly how to make a 111 call and what they need to say to the call taker. They are given a 111-poster written in Arabic to help them with what is required. Remember, even knowing their address in English is not easy for these new arrivals.

This year we organised a visit to the Fire station. 25 former refugees gathered at Timaru fire station for a fire safety workshop and demonstration. It was a great couple of hours with some serious learning but lots of fun and laughter and a bit of friendly competition. The afternoon included discussing the multiple roles FENZ staff are involved in from house fires, traffic crashes, chemical spills, general fire safety assisting both Police and Ambulance when required.

After the classroom we went into the yard and had an up close and personal demonstration of an oil pan fire, being shown the various ways to try and extinguish it and the results and effects of those methods. There was a tour of the station and the fire units.

Many climbed up into the fire engine cab, some tried on the very heavy firefighter uniform and others were taught how to use the equipment. It was a fun afternoon, a great experience for everyone and a memorable way to learn about one of our emergency services, what they do, the dangers of fire and how to keep safe.



Family Start Service

PSSC Family Works initially commenced providing the Family Start service in South Canterbury in 2017 and has continued to do so for the past seven years.

Since 2017 Family Start has grown from 4 Family Start Practitioners to 7 – 5 in South Canterbury and 2 in Mid Canterbury. The Family Start team works alongside 80-100 families across these regions each year.

The Family Start Service is a free voluntary home visiting programme which provides support to expectant parents and parents of newborn and young tamariki. Family Start is child-centred and focuses on improving tamariki health, learning and relationships, family/whānau circumstances, environment and safety. The programme supports whānua who struggle with challenges or who have problems that put health, education and social outcomes for their tamariki at risk to ensure that they have the best possible start in life.

Some challenges that families face are affordable housing, food security, mental health and wellbeing, family violence and relationships, parenting knowledge and adjusting to being a new parent, learning to find alternatives to drugs and alcohol dependency, isolation and accessing/linking other services within the community.

Family Start Practitioners visit with whānau in their own homes and parents/caregivers can talk about what is working well, what is difficult and what needs to change. Family Start practitioners and the whānau develop a plan together to overcome the difficulties and to meet the needs of the whānau. Visits with whānau are weekly to facilitate change and support their progress.



The weird and the wonderful of Margaret Wilson



The Eden Alternative® Philosophy Principle number 5: An Elder-centred community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to boredom.

Margaret Wilson Home created some fabulous artworks with a rather unusual style of painting. Designs were viewed then tape was strategically placed in the chosen design. One resident asked 'How will I see what section to paint? And how do I paint within the lines?' To assist with this, black vivid was added down the centre of the tape (the tape would later be removed). With a little encouragement and much excitement residents started to paint, they eagerly waited on the paint to dry so they could remove the tape – some more patiently than others.

Tape was removed, pictures were revealed, and artists were born! Delighting residents with a new found confidence to try new projects. 'This is weird and wonderful' one resident said. 'Who would have thought that paint on string pulled down a page held by a peg, supposedly to create the image of flowers could also create other weird and wonderful images?' These have created many a discussion as to what each picture looks like.

The art projects have been great fun and in the words of one resident 'as a machine operator, I never thought art was something I could possibly do, and I'm grateful for the encouragement to keep going as I am so proud of the final art pieces that I have created.'

Photo provided for this story.

CEO Report

The past 12 months have been busy ones for our team because Covid and RN shortages continue to impact on us. Between staff being off with Covid and a shortage of RNs we have relied heavily on the generosity of existing staff to pick up extra shifts to cover the gaps. It has been difficult, but the staff have been fantastic. Everyone from the house keeping team, the caregivers, support workers, kitchen staff, nurses and leaders have played a role in keeping the residents safe, well and cared for. I am extremely grateful to and proud of our team.



Pay equity for registered nurses has finally come through but due to further increases in the public arena it is not truly equitable however it is a significant improvement. Pay equity for the social workers and those who do social work type roles has also been settled but we are still waiting for the payment side to be sorted.

We have had 12 caregivers/support workers complete the Level 3 and Level 4 apprenticeship programme through Careerforce. Well done to you on achieving this qualification. Be proud of what you have achieved, it certainly wasn't easy.

Volunteer numbers are back to pre-Covid levels which is great. The residents love seeing all the volunteers and the new initiative of volunteers with dogs has been well received. I don't know who gets more out of the visits – the residents or the staff. The breadth of volunteers has grown over the years with volunteers in our homes, at Te Pokapū (Day Care), Food Bank, Big Buddies and volunteers supporting the Syrian Families. Let's not forget our Board who are also volunteers. The organisation could not achieve all that it does without this group of people. What is truly amazing is the number of ex staff that return as volunteers and the number of existing staff who also volunteer outside of their work time.

Family Works continues to punch above its weight in the community. The Food bank has been busier than ever before and thanks to a donation from the Central South Island Charity Bike Ride we have been able to employ a part time Food Bank Coordinator. Demand for services and programmes remain high, our satisfaction surveys show that clients are very happy with the services provided and that some of these programmes are life changing.

Family Works Manager, Liz Nolan, has indicated that it is time to retire, finishing in September 2023. Liz has been a tremendous asset to PSSC, the Family Works team and to the wider community and will be missed by many.

Community Services has seen numbers grow for its Community FIRST programme which supports people who have been assessed as needing rest home, hospital and dementia care to remain living at home. Given the bed shortage in the Aged Care sector which is only going to get worse this service will be in high demand.

I would like to finish by saying a big thank you to the PSSC team, Volunteers including the Board and the community for supporting the work carried out by PSSC. Christmas will be here before we know so remember the Family Works Christmas Angel project is looking for Christmas Angels and keep the 9th of December free and head on down to the Bay for Harcourts Christmas on the Bay.

Carolyn Cooper
CEO

“
As I write this, I watch my kids sneak over and they peek in each Santa sack and run away giggling with the biggest smiles on their faces.
My kids really needed some happiness after such big losses this year.
We are grateful.
Thank you!
”

Community FIRST is here for you

Community FIRST is a service provided by PSSC. Community FIRST looks after people who have been assessed as needing rest home, hospital or dementia level of care and elect to stay home to receive this care. PSSC is the only provider of this service in South Canterbury

Client's story:

Janet has been supported by Community FIRST for three years. Janet is 64 with early onset Alzheimers and chronic obstructive pulmonary disease, (COPD). Janet loves her home environment and enjoys crafts, jigsaws, reading short stories, art and pottering in her garden.

Support is provided with her medication and an oversight of her personal cares. Assistance is provided with shopping, social outings, housekeeping and day-to-day chores. Janet is visited twice a day during the week by PSSC Support Workers and has evening visits on the weekends, giving her the flexibility to live her best life.

The challenges for Janet are forgetfulness, feeling overwhelmed at times, and an inclination to be easily distracted. PSSC Support Workers, using the Restorative Model of Care, assist and enable her to complete some of the household chores independently, in her words, 'to get things sorted'.

Twice a week Janet has social visits from Support Workers, 'to get out and about' in the community. This enables Janet to do her own grocery shopping, making the choices she wants, and gives her an opportunity to 'fossick in secondhand shops'. With her creative flair, Janet can make clothes without a pattern and recycles pre-owned clothes into new garments to wear.

Janet's package of care is overseen by PSSC Registered Nurse Jan. This package has the flexibility to allow PSSC to support her with transportation to medical appointments and if required, add more daily visits at times of need. RN Jan works alongside Janet to identify goals and coordinate her support, so that Janet can function independently and live life to her fullest ability. Janet's latest goal is to learn to play the ukulele.

The day-to-day support helps to ease the challenges that Janet faces and allows her to be able to focus on the activities that bring her joy.

Asked how do you feel that Community FIRST helps you? "I sometimes feel like things get out of control and I just don't know where to start. When a Support Worker comes in, I feel I can 'unload', which helps lower my stress levels and then working alongside the Support Worker I can focus on the activities and get them done."

What do you enjoy most about having the Support Worker visits and RN assistance? "I really enjoy the social side of things. I feel that I can join in with them. I feel supported. I get the help I need to be able to live at home."



“
Thank you for such a wonderful Christmas.
I was overwhelmed when these gifts were brought to my home. On Christmas Eve I laid them all out in the lounge on and around the coffee table and seeing the kids eyes and excitement in the morning made me cry. This was the first Christmas my children have had as Christmas has always been a stressful time for me in the past with not too many good memories, but this year it was wonderful.
Thank you for making Christmas special again.
”

AT A GLANCE 2022/23



460+
STAFF MEMBERS

\$ 21M+
ANNUAL WAGE SPEND

6509
VOLUNTEER HOURS

\$ 22M+
SPENT ON CAPITAL PROJECTS
(PAST 18 YEARS)

\$ 21M+
SPENT LOCALLY



Senior Leadership Team; Deepika Khurana Nayyar (Chief Financial Officer) Karen McKenzie (Exec Assistant & HR Coordinator), Carolyn Cooper (CEO) Lizzie McIvor (GM – Services for Older People) & Liz Nolan (GM-Family Works).

Financials 30 June 2023

In 2022/23 Presbyterian Support South Canterbury reports an operating deficit of \$462,923, compared to an operating deficit of \$99,828 in 2021/22.

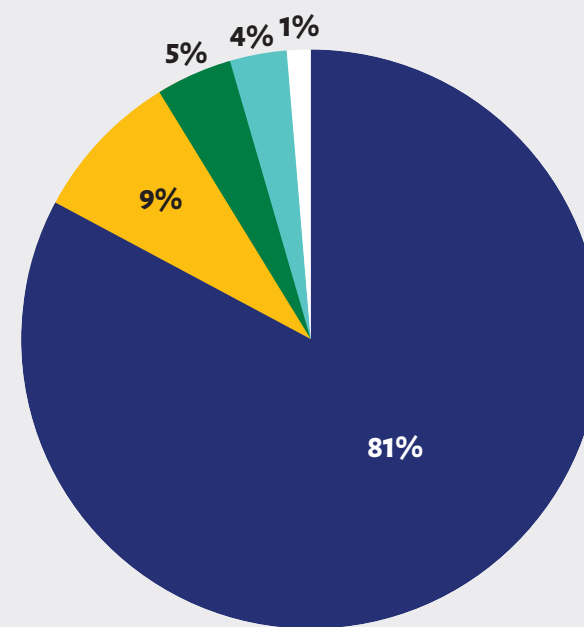
- Support was provided to Family Works, with a deficit totalling \$409,720.

Including property valuation movements and investment activity, there was an accounting deficit of \$518,382 compared to a deficit of \$150,094 in 2021/22.

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.

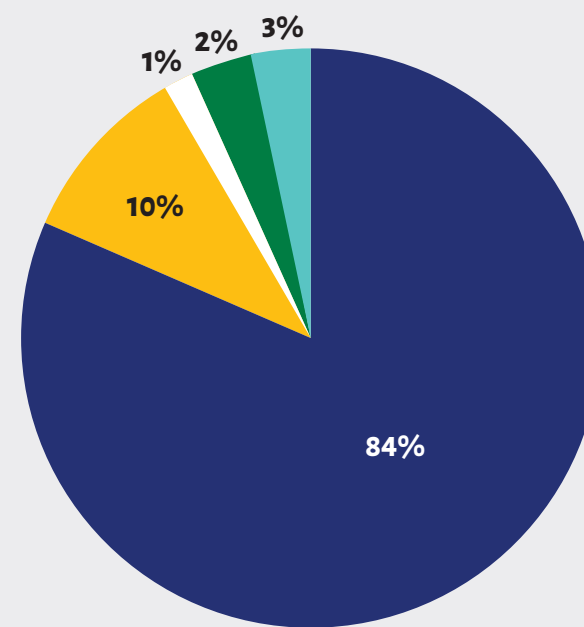
\$000's	2022/23	2021/22
Operating Revenue	\$25,161	\$24,289
Operating Expenditure	\$25,624	\$24,389
Net Assets	\$49,513	\$50,031

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.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 Hub)
The Park Centre, 20 Queen Street, Timaru
Phone: 03 615 1114

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

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



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 or pick up a brochure from any of our services.



The Children of South Canterbury need you!

Family Works Christmas Angels 2022 was a resounding success. 179 families were supported by 144 sponsors with quite a few sponsoring more than one family.

Let's make this Christmas Angels campaign for 2023 one to remember.

Register now and become a Christmas Angel 2023.
Visit www.pssc.org.nz

Our Region



Donation Form

Together we make a difference in the 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 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 2020.



AT A GLANCE 2022/23



1200+
TAMARIKI & WHĀNAU
SUPPORTED
by a diverse range of services from one-on-one support to group programmes

138
LOCAL FAMILIES SUPPORTED
under Family start contract

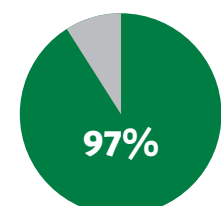
179
TAMARIKI ATTENDED
PROGRAMMES

for help with issues such as anger, aggression, frustration, difficult behaviours, family violence

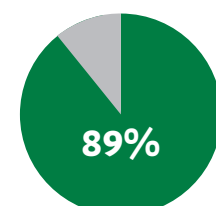
4 SOCIAL WORKERS IN
8 SOUTH CANTERBURY
SCHOOLS (SWIS) HELPED **137**
TAMARIKI & THEIR WHĀNAU



768
CLIENTS SUPPORTED
with social work and/or counselling



overall satisfaction
of services



of children felt better
prepared for the future

175
WHĀNAU PARTICIPATED IN
PARENTING PROGRAMMES