



Presbyterian Support
Southland



91ST ANNUAL REPORT
2009-2010



PEOPLE HELPING PEOPLE IN SOUTHLAND

BOARD MEMBERS 2009 - 2010



Tim Loan
Invercargill
2008 -



Warwick Cambridge
Wakatipu
1997 -



Robin Campbell
Chairperson 2008 -
Board 2005 -



Graeme Gardyne
Eastern Southland
2005 -



Bruce McKercher
Invercargill
2002 -



Penny Hutchins
Western Southland
2006 -



Gwen Neave
Stewart Island
2000 -



Elizabeth Roy
Eastern Southland
2008 -



Merle O'Donnell
Deputy Chair 2008 -
Board 1997 -

OBITUARY: ROSALIE BLANCARD

The death of Rosalie Blanchard, on 30th June 2010, at Vickery Court marked the end of a long association with Presbyterian Support Southland.

Rosalie had served on our Board from 1987 to 2007, bringing a nurse's perspective and also providing a voice for Southland's rural communities.

Her compassionate well reasoned input was particularly valuable when we embarked on the major rebuilding/replacement programme of the late 1990s/early 2000s.

We extend our condolences to Rosalie's family.



CENTRAL OFFICE

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Visit our websites

www.pss.org.nz and southland.familyworks.org.nz



Robin Campbell

REPORT FROM THE CHAIR

It is my pleasure, on behalf of the Board of Presbyterian Support Southland, to present this, our 91st Annual Report.

This report reviews a period of significant change and with that, a raft of challenges. Therefore,

before all else, I wish to express the Board's appreciation for the dedication of our management and staff. Nothing is more heart warming than the stories about positive change that has occurred in the lives of the vulnerable people our organisation seeks to support. People, facing seemingly insurmountable difficulties as a result of all manner of misfortunes, have been assisted along a path toward self reliance. For some, total self reliance is not an achievable goal, but every step in that direction is a worthwhile achievement for our clients and the staff who work alongside them. On behalf of the Board I say a big thank you and record here our admiration for the positive attitude we see management and staff bringing to their work.

Presbyterian Support is a substantial business. It has a net asset base of \$22m, turnover of \$19m, a staff of 470 and it facilitates the contributions of over 500 volunteers. These numbers demand a business-like approach of the highest standard. But the nature of our task and the situation of our clients demand that the face they see is friendly and accommodating. Ours is a faith-based service organisation. That does not mean that we seek to evangelise as we go about our work. But it does mean that we aim to reflect in our work the finest example of compassion, love and sacrifice ever recorded, the Christian Gospel.

After several years of angst, we have been able to bring our concerns about residential care for the elderly in the Wakatipu area to a satisfactory conclusion. We have long been troubled by our inability to achieve viable scale, particularly with hospital beds, and provide the standard of service we would wish. At the same time our presence there made it difficult for any new operator to get quickly to a viable size. Therefore our presence was an added risk to those who might have wished to enter the market. We were very pleased when Heather and John Rogers expressed an interest in the operation and after lengthy negotiations, which also involved the District Health Board, we were able to secure a satisfactory exit. We wish the Rogers' well and are

confident that we have found an operator who will offer services to the standard we would wish for the people of the Wakatipu area. We remain committed to our other services in the area, Frankton Court, Supportlink and the Buddy Programme.

We have spent a great deal of time over the last year reviewing our strategic direction. This process is slowed somewhat by the demanding nature of our day to day work. But we are pleased with the progress made, and have been particularly pleased with the contribution made by our facilitator, Margy-Jean Malcolm. It has been enjoyable and constructive to bring management and the Board together in this assessment of our longer term future. I have really appreciated the time given by management and can imagine how difficult it is for them to set the problems of the moment aside in order to take that longer term view.

During the year Louise Fowler was appointed as our Cultural Advisor. This work has been included into our strategic planning. We are proud of our Presbyterian heritage and the tradition of doing things 'decently and in order'. But we do need to add to that heritage an understanding of the history and perspective of Tangata Whenua, our Treaty partners. The fact that some ethnic groups are over represented among the disadvantaged and the vulnerable demands a response from organisations like ours. If we wish to deliver long term solutions, if we wish to help people achieve self-reliance, we need to do more than care. We need to understand as well. This is the aim of our cultural development initiative.

Last year I reported that we had undertaken a research project in Western Southland. The outcome was a report entitled "Going the Extra Mile". The report identified a number of gaps that we have offered to help the local agencies fill. But perhaps more importantly it identified the huge commitment of the local Trusts and Community Workers who operate in that area, and who truly earn the title the report was given.

It has been a busy but satisfying year in the life of Presbyterian Support Southland. Our achievements have been made possible by the generosity of a Management, Staff, Volunteer group and Board who have been prepared to do more than just what was required. We have been supported by a number of private benefactors, and receive generous support from trust funders. Support of this magnitude makes my involvement a privilege.



Peter Wards

REPORT FROM THE CHIEF EXECUTIVE

Navigating through difficult times in the last year has produced a number of challenges for Presbyterian Support Southland.

We are very thankful that, through our dedicated, caring staff and volunteers,

and with the support of our funders, we have been able to continue to do the work we do for those we serve.

Planning

Participation by staff in our survey at the end of last year was one of the essential components of the organisation developing a strategic plan. Now this has been completed we have reviewed and revised our organisational vision, mission and values, this will guide us into the future.

Wakatipu Home

In September 2007 Presbyterian Support Southland initiated a project to investigate the development of a range of services which would be more responsive to the needs of older people in the Wakatipu Basin. This was in response to a high level of frustration being expressed by families and the community over the lack of appropriate hospital beds for older people and their needing to leave the area for long stay hospital care. Whilst long term population projections indicated significant growth and demand for aged care services, short to medium term local demand is relatively small.

Presbyterian Support did not have the resources to develop a new facility on a scale that was able to meet these changing needs and demand. It was therefore considered that it would be in the best interests of the community for us to work with a new provider to facilitate a seamless transition to a more up-to-date and comprehensive range of services.

We decided to sell the resthome, which we opened in 1989, provided we could find a suitable buyer to operate it. This took some time but the home was successfully transferred to new owners on 1 April 2010.

We continue to operate Frankton Court and provide the Buddy Programme and Supportlink services in the Wakatipu Basin.

Changes ahead for Services for Older People

We have already seen a huge impact in the community following the District Health Board changes to criteria for publicly funded services.

This has resulted in some home help care being reduced or stopped altogether. The effects have been well reported and we can only hope that we do not see casualties as a result of this decision.

The entry criteria to resthomes has been made more difficult and we are already seeing less people being offered resthome care and an increase in those requiring hospital care. Vickery Court is one facility with a large number of resthome beds, and will be the most affected by this change. Resthaven and Peacehaven now have relatively few resthome beds available, the majority of their beds being hospital level care.

Family Works

During times of recession family issues are further exacerbated resulting in the families we work with becoming more stressed. We are also seeing a significant increase in the number of families requiring assistance. Those who had been managing are now finding this more difficult.

There have been well publicised redundancies and business restructuring or closing in Southland. This is now showing in employment statistics and more limited job opportunities.

As well as those out of work, our Family Works staff are reporting an increasing number of client families facing additional financial stress and uncertainty, due to hours of work being reduced. Added to this traditional seasonal work, previously relied upon, is no longer available and/or a later starting or early finishing for some.

By May 2009 we were starting to see a dramatic increase in people needing to receive services and this has continued to date.

Family Works normally operates at full capacity, meaning we didn't have the ability to handle the flood of referrals that we were facing.

We were very fortunate to receive substantial increased funding from the Invercargill Licensing Trust and the Ministry of Social Development's Community Response Fund. This enabled us to increase front line staff to help us address this extraordinary demand.

Western Southland Research

Early 2009 we initiated a research project which was fully funded by the Lotteries Community Sector Research Fund.

The research team reported the outcomes of the research to interested parties in November 2009. Subsequently Presbyterian Support Board Chairman, Robin Campbell, facilitated a meeting with providers working in the rural areas. The biggest issue seems to be families being able to access the right services, at the right time, to meet their needs.

Looking ahead, providers need to improve access to services for rural families.

Staff and Volunteers

We would not be able to achieve what we do if it was not for our staff, foster parents and volunteers. They are the face of the organisation, working with people that require our services.

Management have had a particularly busy year, meeting the challenge of working in an environment where we are being asked to do more with less, my thanks to them all for their support during this difficult time.

The Board has met the challenges in the last year, working closely with management to achieve the best possible results for those who use our various services.



Judith McInerney
Director Family Works

FAMILY WORKS

This year has seen a significant increase in referrals to Family Works with a total of 731 new referrals, 45 having needs met at intake, and the remainder accessing services within Family Works from our Parenting Programme; Temper Tamers Programme; Grief

Groups; Social Work Support and Counselling; Strengthening Families; Services Unit Contract for Child, Youth and Family; Buddy Programme in Wakatipu, Invercargill and Gore. In addition to this the Family Start Programme provided services to 233 families, and staff from other service delivery areas continued to work with families from the previous year.

Our 22 foster families provided 3,880 nights of foster care to 57 children from 46 families.

We were fortunate to secure additional funding from the Invercargill Licensing Trust and the Ministry of Social Development's Community Response Fund to assist us in dealing with the increase in work and to work differently to better meet the needs of the families referred to us.

The ongoing funding from our other funders continues to be appreciated (see page 11).

As well as increased work in service delivery areas, we have been busy with service evaluation and development specific to Family Works, resulting in

a number of extensive projects, including: Volunteer Project; Evaluation, Development and Outcomes Project; and a Database Project.

Volunteer Project

Presbyterian Support undertook this project to look at how we utilize our volunteers (including foster parents) and how they feel about the roles they play for us. The results concluded that Big Buddies and Foster Parents feel well supported by the Agency and find the work they do rewarding. The project reinforced for us what a dedicated and valuable group of people they are in the valuable roles they play with children in our community. We have established work plans to follow-up on areas of recommendations. Without the support and assistance of our Big Buddies and Foster Parents, we could not provide the level of support and assistance we do for many families.

Evaluation, Development and Outcome Project

There have been some delays in completing this project as it became larger than originally anticipated. However, it has been very worthwhile as areas of development have been implemented along the way from what we have learnt from clients, staff, referrers and funders. An example of this is the appointment of a Dedicated Intake Worker to provide seamless service to families at referral, removing barriers for accessing services within and outside Family Works and providing more in-depth and dedicated support and assistance until they can be allocated to an area of service delivery.

We also appointed a Dedicated Programmes Coordinator for our three group programmes, again assisting with the above until families can be allocated

to a particular programme, assisting families by removing barriers that may arise after commencing programmes so they are successful in completing them; and then to provide assistance and support after programme completion if necessary.

Database Project

We are exploring options for a database to support us in the work we do in a variety of ways, e.g. making it easier for us to store and access information, more easily evaluate what we are doing and save time.

In addition to these projects specific to Family Works, we are part of a number of other important areas of work nationally: the Presbyterian Support New Zealand Evaluation Project – work undertaken with the Ministry of Social Development in developing an agreed outcomes evaluation framework for client outcomes and reporting.

The development of a framework for working together with the Ministry of Social Development based on a Master Agreement and Memorandum of Understanding incorporating our contracts. Benefits

of this will include funding upfront and less auditing. The National Family Start Review: the Ministry of Social Development undertook a review of Family Start Programmes last year and from the findings identified strengths and areas of improvement. Nationally, providers are working together with the Ministry on these areas.

Across Presbyterian Support Southland we have completed our Strategic Planning for the next three years and from the plan there are a number of areas of work we are involved in. So, overall it has been a huge year for our services at all levels.

Without the help of those who provide support, services, goods and funding and the hard work of the families who work with us, we would not be able to do what sometimes can feel like an overwhelming but rewarding task.

So, thank you to our funders, donors, Big Buddies, Foster Parents, Staff, Chief Executive and Board – without your assistance, the work we do would not be possible.



Julia Russell
Director Services for
Older People

SERVICES FOR OLDER PEOPLE

Each time I sit down to the task of annual report writing I take the time to reflect on the events, people and activities that have most affected services for older people over the previous twelve months.

As with every other year there is more that has

happened than I have space to write about. I would like to say the regular thanks to all those that make this service what it is; volunteers, staff and of course the residents and their families. Last year I wrote about the significant amount of planning that had been happening. This year I can confirm that some of that planning continues with some plans already seeing results, whilst others are still waiting for opportunities to bear fruit.

Services for Older People continues to strive to ensure ongoing and continuous improvement on the services that we are able to provide. Over many years I have talked about audit and certification and

the impact that this has on services. Late in 2008, we implemented a quality system, Quality Performance Systems (QPS), that compares clinical benchmarks, such as the number of falls, infections and staffing hours with other facilities in Australia and New Zealand.

QPS has provided the opportunity to monitor and improve the services we provide. We can also see how we are performing in relation to the much larger New Zealand and Australian group. There is also the invaluable resource of external consultants within the QPS team. The comments and suggestions that they can provide us with are useful. This has reinforced what we are doing well but has also given the impetus to improve in the areas where we are not so strong.

During the year Peacehaven Hospital, Resthome and Iona were part of the National Spot Audit project for resthomes and hospitals. This project was in response to some high profile cases that raised concerns about the care of older people in resthomes and hospitals. National Spot Audits were an initiative of the new National government. Their express intention being to reassure the public that aged care facilities are

providing quality services. I am pleased to be able to report that Peacehaven's spot audit was successful and that the spot audit process will continue for our other facilities.

Change is the one thing we can rely on and this year has been a year for change in facility based services. The sale of the Wakatipu resthome has meant that we said farewell to the staff working there as well as the long serving manager Janeen Holmes.

Emma Smith, Manager of Walmsley House, has also left us to join the Southern Institute of Technology. Emma leaves the Walmsley House residents in the care of Carla Arkless who will be Acting Manager until we successfully recruit a new Manager. Carla joins us from Southland Hospice and this year became Southland's first Nurse Practitioner.

During Emma's time at Walmsley House the staff have worked hard to achieve an almost 100% Careerforce qualification rate. The staff have achieved either level two or three with some attaining level four. Emma and Assistant Manager, Jo Richardson (not in the photo) are proud of this tremendous result, both for those achieving the qualifications and of what it means for residents at Walmsley.

We will be working hard over the next three years, with the support of some funding from Careerforce, to further assist staff in achieving these qualifications.

The service agreements we operate under require us to employ staff who have completed or are working towards residential services qualifications.

We have increasing numbers of staff achieving formal qualifications, many of these through Careerforce, which is the training organisation for long stay residential and hospital services. This commitment to

learning positively affects service provision and we look forward continuing to work with staff, helping them achieve qualifications relevant to their work.

This year has been a big year for Enrolled Nurses. The Enrolled Nurse qualification was removed some years ago much to the despair of those of us who have worked with this fabulous group of nurses. However this year it was finally decided to reinstate the training and the title.

It was particularly timely then, that this year Molly Muir, an Enrolled Nurse at Peacehaven Village, was nominated for the Southland Nursing Excellence Awards. Molly was nominated for her enthusiasm and her knowledge in the area of continence. Molly was successful and plans to spend the \$1,000 she was awarded attending the Continence Conference to be held at Auckland in September.

Other notable happenings include: Finally achieving the implementation of an electronic timesheet system, removing paper based timesheets. This has been a large technological challenge for many of our staff.

Fabulous new brochures, which meet the requirements of the Retirement Villages Act, to assist us marketing our town houses in Queenstown, Invercargill and Gore.

Surveying all staff, across all services, including Central Office and Family Works. This yielded a lot of information and it is taking some time to work through it all but we are well on our way. A further, Services for Older People, staff survey will take place later this year.

Once again my sincere thanks to all of you that support and assist us.



Photo: Southland Express

Manager Emma Smith and Walmsley House Staff on the day they received their badges and certificates

INCOME STATEMENTS

For the year ended 30 June 2010

	Group		Trust	
	2010	2009	2010	2009
REVENUE				
Services For Older People	15,863,510	15,489,639	15,970,050	15,489,639
Service Fees from Occupiers	203,444	238,247	-	-
Family Works Government Grants	1,788,366	1,801,047	1,788,366	1,801,047
5% Village Contribution	378,447	492,469	248,306	358,006
Management Fee – Subsidiary Company	-	-	113,243	140,288
Dividends Received	24	9	24	9
Interest Income	19,341	13,565	19,291	13,484
Bequests	177,597	59,049	177,597	59,049
Grants and Other Donations	425,474	326,695	425,474	326,695
Other Indirect Income	5,876	814	2,617	814
Rent Income	139,892	125,465	139,892	125,465
Gain on Sale of Assets	259,968	6,389	229,312	3,694
Café Sales	51,474	54,653	51,474	54,653
TOTAL INCOME	19,313,413	18,608,041	19,165,646	18,372,843
LESS EXPENSES				
Auditors' Remuneration – Audit Fees	18,150	16,914	14,672	14,500
Bad Debts Written Off	1,120	-	1,120	-
Depreciation	1,509,864	1,503,775	1,368,390	1,406,649
Finance Costs	679,965	925,683	679,965	925,508
Loss on Sale of Assets	243,287	27,608	215,471	9,945
Trustees Honorarium	10,000	10,000	10,000	10,000
Employee Benefits	11,787,369	11,224,677	11,787,369	11,224,677
Energy	600,775	615,078	566,425	582,959
Property Related Expenses	212,360	197,110	169,722	190,046
Repairs and Maintenance	889,060	945,827	888,517	855,220
Operating Lease Expense	29,688	117,010	29,688	117,010
Service Delivery	3,139,443	3,186,757	3,130,568	3,165,479
TOTAL EXPENSES	19,121,081	18,770,439	18,861,907	18,501,993
OPERATING SURPLUS / (DEFICIT)	192,332	(162,398)	303,739	(129,150)
Add Net gain / (loss) from financial instruments designated at fair value	(157,311)	-	(157,311)	-
NET SURPLUS / (DEFICIT)	35,021	(162,398)	146,428	(129,150)
Other Comprehensive Income	-	-	-	-
TOTAL COMPREHENSIVE INCOME	\$35,021	\$(162,398)	\$146,428	\$(129,150)

STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2010

	Group		Trust	
	2010	2009	2010	2009
EQUITY AT START OF YEAR	21,870,107	22,032,505	21,903,355	22,032,505
Add Net Surplus / (Deficit) For Year	35,021	(162,398)	146,428	(129,150)
Total Comprehensive Income For Year	35,021	(162,398)	146,428	(129,150)
EQUITY AT END OF YEAR	\$21,905,128	\$21,870,107	\$22,049,783	\$21,903,355

BALANCE SHEET

As at 30 June 2010

	Group		Trust	
	2010	2009	2010	2009
CURRENT ASSETS				
Cash and Cash Equivalents	827,048	850,754	727,167	844,989
Trade and Other Receivables	898,584	573,502	929,465	557,284
Inventories	21,773	51,767	21,773	41,030
Owing from Sale of Wakatipu Lease	92,500	-	92,500	-
	1,839,905	1,476,023	1,770,905	1,443,303
ADD NON-CURRENT ASSETS				
Investments	476	431	476	431
Property, Plant & Equipment	32,838,426	32,427,353	25,849,759	27,880,761
Owing by Residents for 5% Village Contribution	1,667,300	1,997,024	350,796	350,658
Owing by Presbyterian Support Southland Retirement Villages Limited	-	-	4,224,370	4,657,096
Owing from Sale of Wakatipu Lease	527,689	-	527,689	-
	35,033,891	34,424,808	30,953,090	32,888,946
TOTAL ASSETS	36,873,796	35,900,831	32,723,995	34,332,249
LESS CURRENT LIABILITIES				
Borrowings – Current Portion (Secured)	3,970,000	6,566,000	3,970,000	6,566,000
ACC Accrual	126,339	117,678	126,339	117,678
GST Owing	197,050	215,854	225,550	215,854
Owing to Board Members	2,500	2,500	2,500	2,500
Trade and Other Payables	896,351	1,123,589	878,601	994,890
Employee Entitlements	915,160	968,961	915,160	968,961
Income Received in Advance	168,607	55,556	168,607	55,556
	6,276,007	9,050,138	6,286,757	8,921,439
LESS NON-CURRENT LIABILITIES				
Borrowings – Non-Current Portion (Secured)	4,108,000	3,228,000	4,108,000	3,228,000
Deposits on Walker Trust Flats	35,000	35,000	-	-
Obligations to Residents - Occupational Right Agreements	4,270,206	1,438,131	-	-
Murrayfield Trust	279,455	279,455	279,455	279,455
	8,692,661	4,980,586	4,387,455	3,507,455
TOTAL LIABILITIES	14,968,668	14,030,724	10,674,212	12,428,894
NET ASSETS	\$21,905,128	\$21,870,107	\$22,049,783	\$21,903,355
EQUITY				
General Funds	18,327,305	18,292,284	18,471,960	18,325,532
Revaluation Reserve	3,577,823	3,577,823	3,577,823	3,577,823
	\$21,905,128	\$21,870,107	\$22,049,783	\$21,903,355

Summary of financial statements issued on 9 September 2010

Tim Loan
Chairperson (Audit Risk Committee)

Merle O'Donnell
Board Member

STATEMENT OF CASH FLOW

For the year ended 30 June 2010

	Group		Trust	
	2010	2009	2010	2009
CASH FLOWS FROM OPERATING ACTIVITIES				
Cash was derived from:				
Services for Older People	15,538,428	17,654,848	15,597,869	17,432,819
Other Revenue	2,792,123	2,190,249	2,698,663	2,190,249
Dividends Received	24	9	24	9
Interest Received	19,341	13,565	19,291	13,484
Deferred Income – Family Works	113,051	55,556	113,051	55,556
5% Village Contributions	248,168	-	248,168	-
	18,711,135	19,914,227	18,677,066	19,692,117
Cash was applied to:				
Operating Expenditure	16,948,658	16,172,209	16,730,602	16,062,637
Interest Paid	679,965	925,683	679,965	925,508
	17,628,623	17,097,892	17,410,567	16,988,145
Net Cash Flow from Operating Activities	1,082,512	2,816,335	1,266,499	2,703,972
CASH FLOWS FROM INVESTING ACTIVITIES				
Cash was derived from:				
Sale of Property, Plant & Equipment	854,581	334,555	304,522	4,040,461
Repayment of Loan from Presbyterian Support Southland Retirement Villages Ltd	-	-	432,726	-
	854,581	334,555	737,248	4,040,461
Cash was applied to:				
Purchase of Property, Plant & Equipment	3,536,877	1,444,613	405,569	680,424
Loan to Presbyterian Support Southland Retirement Villages Ltd	-	-	-	4,657,096
Acquisition of 5% Village Contribution Owing by Residents	-	1,614,099	-	-
	3,536,877	3,058,712	405,569	5,337,520
Net Cash Flow from / (to) Investing Activities	(2,682,296)	(2,724,157)	331,679	(1,297,059)
CASH FLOWS FROM FINANCING ACTIVITIES				
Cash was derived from:				
Walker Trust Deposits	-	35,000	-	-
BNZ Term Loan	880,000	3,686,000	880,000	3,686,000
Receipts from Residents - Occupational Rights	3,292,078	1,285,500	-	-
	4,172,078	5,006,500	880,000	3,686,000
Cash was applied to:				
Walker Trust	-	105,000	-	105,000
Repayment of BNZ Term Loans	2,596,000	5,020,000	2,596,000	5,020,000
Repayment of Obligations to Residents – Occupational Rights	-	398,928	-	398,928
	2,596,000	5,523,928	2,596,000	5,523,928
Net Cash Flow from / (to) Financing Activities	1,576,078	(517,428)	(1,716,000)	(1,837,928)
NET (DECREASE) IN CASH	(23,706)	(425,250)	(117,822)	(431,015)
CASH AT BEGINNING OF PERIOD	850,754	1,276,004	844,989	1,276,004
CLOSING CASH & CASH EQUIVALENTS	\$827,048	\$850,754	\$727,167	\$844,989

This summary is extracted from the full, audited financial statements, issued by the Board on 9th of September 2010. Those statements were prepared in accordance with NZ GAAP, as they apply to a public benefit entity, and they comply with NZ IFRS. The auditors' report on the full financial statements is unqualified. These summary financial statements comply with the accounting standard FRS 43. For those requiring a complete understanding, full statements for the year ended 30 June 2010 are available for inspection at our Central Office, 151 Tay Street, Invercargill.

COMMUNITY SUPPORT

As a charitable trust, set up to meet the social needs of those in our area, Presbyterian Support Southland relies on community support for many of the services provided. These services could not continue without this help. This support comes in a variety of ways including:

BEQUESTS:

People who make provision for our work in their will recognise the ongoing nature of our work, we are grateful for their confidence in our ability to meet the future needs of the community. In particular money left to Presbyterian Support for “general purposes” helps with the ongoing provision of services that are more difficult to fund and also allows us to develop new services as community needs change.

In the 2009/2010 year we received \$230,567 in bequests and estate income from the following:

P H Barber	G L Bell	C S Stevens	Murrayfield Trust	Geo Murdoch
P D Kerr	H A Stark	J C Thomson	A E Wixon	R Cowley
M A Lindsay	Gwen Murdoch	C P Pierce	Anon Bequest	S Wilson

DONATIONS/GRANTS:

Individuals, companies, trust funds and others who distribute grants provide essential funding for many of our services. Our thanks go to those in the community who provide this help.

While donations given for general purposes are particularly useful, in that they can be applied to those services most in need, we can apply your donation to a particular purpose if you wish.

Trust fund grants and company sponsorships are usually for specific services that are under funded, particularly those in the Family Works area. These funding partnerships have given us the confidence to develop a broad range of sustainable services in your community. It is only through this ongoing contribution that we are able to meet these ongoing running costs.

In the year to 30 June those who contributed almost \$362,000 in this way included:

The Hugh Anderson Trust	Community Trust of Southland	W & G S Dick Trust
Invercargill Licensing Trust	James Stewart Memorial Fund	The Tindall Foundation
The Vickery Trust	G A Waddel Trust	Telecom New Zealand
Central Lakes Trust	Orange Lodge	Quantum Print
Altrusa Queenstown	Oteramika/Kennington APW	Rotary Club of Gore
Gore Hokonui Lions Club	Wards Family Gore	Gore Paper Plus

OTHER ASSISTANCE:

Other individuals, organisations and businesses provide valuable assistance by volunteering time and expertise, supporting events or clients or by donating or supplying goods and services at a reduced rate.

Some of those who have helped in this way are:

Southern Patch Workers & Quilters Circle. Radio Southland. Volunteer Entertainers. - BNZ. Supportlink Volunteers. - Mrs G McDowell. - Foster Parents. - Big Buddies. - Julie Sutherland. Community and Church groups who supply food and gifts. - Ascot Park Hotel Brass Band. Invercargill Inner Wheel Club. - Southland Express. - McMillan Family. - Invercargill Rotary Club. Rugby Southland. - Invercargill Lions Club. - Quantum Print. - Focus Computer Consultants. Board Members. - Volunteer Drivers. - Takitimu Patchwork Group. - Residents & Their Families. Trents Wholesale Distributors. - RAZ-MA-TAZZ Show. - Elaine McFadzien. - M G Marketing. McWilliam Family. - Cameo Picture Framers.

To these and many others who have helped during the year, Thank You.

Your support is *very important*

While some parts of our operation generate a small surplus, which we can use for social services, it is nowhere near enough. Without help from individuals we would not be able to maintain these services.

You can help by:

Donating Money

Untagged public donations are just as important now as they were when we first took over the operation of Cameron Children's Home 91 years ago.

They help us set up new services and meet the running costs of services with insufficient funding. Often setup funding can be found but then there is no money to keep services, that are meeting the needs of the community, going.

If you wish to make a substantial donation, and want it applied to a particular service area or project, we are happy to discuss ways to meet your wishes.

Becoming a Volunteer

Volunteers help those using our services in a variety of ways, some of these are outlined on the previous page. Although most people volunteer to help others, many find unexpected rewards in the satisfaction and enjoyment that they get from getting involved in community service.

The time involved can vary considerably, from people who give a few hours occasionally, helping with church services or craft sessions etc, to those who spend time on a regular basis, like those who support older people living in the community.

Whatever time you have available we are always happy to discuss ways you can help.

Making a Bequest

Bequests continue to have a major impact on the development of our facilities and services. Without this form of assistance the list of services delivered in your community by Presbyterian Support would be much shorter.

Please contact us if you are making or updating your will and want to help us with the work we do. There are a variety of ways we can apply your bequest.



**Presbyterian Support
Southland**

CONTACT US TO DISCUSS HOW YOU CAN HELP

Presbyterian Support Southland,
Central Office

Telephone: (03) 214-4202

Email: enquiry@pss.org.nz

Visit our Websites: www.pss.org.nz and
southland.familyworks.org.nz

*Any money received is used in Southland
and the Wakatipu Basin.*