



Presbyterian Support
Southland

92ND ANNUAL REPORT
2010-2011

PEOPLE HELPING PEOPLE IN SOUTHLAND

Board Members 2010 - 2011



Tim Loan
Invercargill
2008 -



Warwick Cambridge
Wakatipu
1997 -



Robin Campbell
Chairperson 2008 -
Board 2005 -



Graeme Gardyne
Eastern Southland
2005 -



Bruce McKerchar
Invercargill
2002 -



Kirsty Robertson
Wallacetown
2010 -



Bubba Thompson
Bluff
2010 -



Elizabeth Roy
Invercargill
2008 -



Merle O'Donnell
Deputy Chair 2008 -
Board 1997 -



Obituary: Ray Lines

We were saddened to hear of the death of Ray Lines on 3rd October 2010.

He served on the Board of Presbyterian Support Southland for 26 years from 1971 to 1997 and was Chairman from 1987 to 1990.

Ray brought a practical businessman's perspective to the Board at a time when our aged care operation was undergoing considerable expansion.

His period as Chairman saw the completion of Wakatipu Home, planning work for Frankton Court and the Child and Family Service (now Family Works) and a restructure of the Board.

We extend our condolences to Ray's family.

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Visit our websites

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

Report from the Chair



Robin Campbell

This 92nd Chairman's report reflects on a year of great significance in the long history of our organisation. It is an honour to have the responsibility of presenting it.

Whenever I take the opportunity to make people aware of the scope of Presbyterian Support's work, they are without exception, surprised. They wonder how an organisation of such size, a significant employer, with large asset holdings and huge community impact, can operate below the radar. This is both positive and negative for the organisation. It tells us that PSS does its work quietly and without fuss. It tells us that the motivation is exactly what it should be: a genuine desire to serve others, and not a frantic pursuit of aggrandisement for ourselves. This is good. Humility is much more in keeping with our heritage than boastfulness. But it carries some risk as well. We work in an environment in which there is intense competition for support from volunteers, donors, community agencies and government. If people don't know what we do, they cannot support what we do.

But perhaps of more significance, people will live out their lives without ever being fully aware of the alarming level of need right here in our own Southland community. We are just one of many agencies, yet our Family Works division has dealt with over 900 referrals in the last year. Our staff deal with people in all manner of difficulties, and I am left wondering how I would have coped if some of these circumstances had been my lot. It leaves me more able to understand why some young folk lash out, and seek solace in all the wrong places, using all the wrong things. I remain ever grateful for the stable family I grew up in, and pleased that organisations like PSS exist and seek to meet social needs in the most effective way possible.

Inequality is growing fast in New Zealand, faster than in any other OECD country. Incomes for upper income people have been increasing at twice the rate of those with lower incomes. The richest 10% of New Zealanders possess 50% of the wealth, the poorest 50% have just 5% of the wealth. This is not the place to debate the issues that bring this circumstance about.

But this is the place to highlight the fact that we will continue to have a large number of disaffected people in our community, and this will create an ongoing need for our services.

During the year, PSS Services for Older People has provided a home for well over 400 Southlanders. I choose the word 'home' deliberately. I am proud of the effort our staff and management go to so that our residents feel welcome, wanted, and secure. Yet they are free to have some space of their own, and as much independence as is possible. Among our residents are people who selflessly built our community and generated its prosperity. They deserve nothing less than our total respect.

This year has seen two changes on our Board of Trustees. We bid farewell to Gwen Neave and Penny Hutchins: Gwen after eleven years of faithful service, Penny after five. Gwen helped us by staying on long after she expressed a wish to leave so that we could find an Iwi endorsed replacement. We are very grateful to these ladies for their valued service and they left with our blessings and every good wish.

We welcomed Kirsty Robertson and Bubba Thompson to the Board table. Kirsty comes from a nursing background with particular experience in the area of palliative care. Bubba has extensive experience in working with young Maori, a group sadly over represented in many measures of disadvantage. It has been good to meet them and we look forward to working with them.

Our Chief Executive, Peter Wards, has listed some highlights of the past year in his report, particularly the recognition of long serving staff members. It was a privilege to meet all of these dedicated people and present them with awards. It was also humbling. We are so fortunate to enjoy the support of a dedicated staff, Chief Executive and management team. To say 'thank you' seems so small in relation to all that these folk have done, but it is the only word we have. And so on behalf of the Board, I say thank you to all those who have made it possible for Presbyterian Support Southland to help so many families along their way during the last year. It is a thank you that comes from the bottom of our hearts.

Report from the Chief Executive



Peter Wards

As the challenging economic situation continues people have been finding it hard to live. As a result we have had to provide more services while facing economic constraints similar to those of our clients. This was only

made possible by our dedicated management team looking at different ways of working.

It does not look like this situation will change in the foreseeable future however we are determined to do the best we can with the resources available to us.

Central Office is now located in its new home adjacent to Family Works in Spey Street. We had outgrown the Tay Street building and now have room for the organisation to grow.

The shift marks only the third move in Presbyterian Support Southland's proud 92 year history. The association's first dedicated office was established in the H & H Building in Don Street in 1946, later relocating to 14 Don Street in 1956 and then to Tay Street 43 years ago.

The Tay Street office was built in the grounds of First Church and opened on 26 May 1967 by the Very Rev S.C. Francis, a second storey was added later, this was opened by the Rt Rev Dr Ian Cairns on 26 July 1986.

Our Staff

This year we introduced long service awards for staff which recognises the valuable contribution they make. One received recognition for 30 years, two for 25 years, 14 for 20 years, 16 for 15 years, 27 for 10 years and 87 for five years. We also have a significant number of long serving staff who have either had broken service or have come to us after doing similar work with another employer.

There has been an increase in staff who have taken the step to develop further through formal training. This is happening right across the organisation and adds to the improvements in the services we provide.

My thanks to the Executive Management Team for their support during these challenging times.

Family Works

The economic times have caused an unprecedented increase in demand for our services. In 2009 we received 583 referrals to Family Works, 928 in 2010 and this year is shaping up to be similar to last year.

The Evaluation, Development and Outcomes Project reviewing Family Works services has given us the foundation for future services. Services have already started changing to ensure they remain relevant and within our very tight financial resources. Trying to do more with less has certainly created challenges. A review of the structure was required to overcome the ongoing strain on the management team and an additional manager position was established.

To the Family Works Director, Judith McInerney and her team, we thank you for the valuable contributions you make to Southlanders in need of our services.

Services for Older People

Providing services to older people in Southland has definitely met some challenges in the last year. We have seen a significant change in the criteria for older people in the community being able to receive services and tougher criteria for people requiring resthome or hospital care. We are already seeing more people requiring hospital level care. Fortunately when we rebuilt our facilities they were designed to accommodate either resthome or hospital level residents. Future development plans are also being worked on so we are able to respond to future changing demands.

As mentioned earlier, increased training opportunities for staff have resulted in us being well placed to serve the people we are here for.

To our Director Julia Russell and her teams across Southland, we thank you for the way you have provided the services you do in these difficult times.

Volunteers

Right across the organisation volunteers play a crucial role in helping us meet the demands on our service. Without this dedicated group of people helping us we would not be able to provide as many services to the people we serve.

Our Board

Robin Campbell has very ably led our dynamic Board for another year. Management appreciate all Board Members' support of the organisational vision and their providing us the resources and support to do the work we do.

Family Works



Judith McInerney
Director Family Works

We have continued to experience high numbers of new referrals over the past year - a total of 844 families. This now appears to be the norm rather than an exception. Each family represents individuals who more often than not

access more than one service at a time and does not include the families we continued to work with from the previous year.

Buddy Programme and Foster Care Service

Without the assistance of our Big Buddies and Foster Parents we would not be able to offer the level of support and assistance we do to families.

These dedicated people volunteer their time to make a difference in the lives of our children, young people and their families.

Our 24 foster families provided 3,718 nights of care to 47 children from 35 families. 81 children from 66 families benefitted from the one to one relationship from their Big Buddies in Wakatipu, Gore and Invercargill.



Buddies Steven and Gary enjoy a day Ice Skating

Evaluation, Development and Outcomes Project

In true Southland fashion, despite the busyness we continue to meet the challenge of increased work and in managing areas of ongoing development for our service ensuring we are providing the best outcome we can for our community.

The above project highlighted areas of development for us and we are pleased to report many areas

have been completed and some are ongoing. Our Dedicated Intake Worker became a Dedicated Intake Service to meet the demand of providing a seamless service to clients at intake and our Dedicated Programme Co-ordinator and changes to our programmes have resulted in enhanced outcomes particularly around retention of our clients in our programmes.

Data Base Project

All areas of our work now have the support of a Data Base. This will assist our staff in the management of their case work and for the agency to report on outcomes for clients which will line up with the National Outcome Framework developed by Family Works nationally with the Ministry of Social Development. Being able to obtain information such as this will also assist us with service development.

New Initiatives

We have entered into a partnership with our local Group Special Education to deliver the Incredible Years – a Parenting Programme for parents of children aged 2 to 8 years. Our first programme is now underway and going well.

Another new initiative for us is the Young Parents Service for parents up to the age of 20 years who may be experiencing a variety of challenges and who wish to achieve better outcomes for themselves and their children. The Service is funded by the Ministry of Social Development. The Service is being well utilised by referrers and young parents in our community. For a period of time we are working with our local Teen Parent Unit – “Murihiku Young Parents Learning Centre” - offering some social work support based at the Centre to the young parents who attend alongside the other services we already provide. It is great we are now able to provide more choice to the young people in our community.

Once again as always I wish to thank our Board and Chief Executive for their support and generosity, our funders and others who contribute to the service for their ongoing commitment to us and our work, to our staff, our Foster Parents and Big Buddies for their dedication and commitment to both the agency and the people they work with – without them it would not be possible for us to achieve what we do. Last, but not least, our clients. We thank you for letting us into your lives and allowing us to work alongside you to make a difference in both your own lives and those of your children and young people.

Services for Older People



Julia Russell
Director Services
for Older People

The past financial year contained some of the most momentous moments in New Zealand history, with the September and February Canterbury earthquakes. These events were further reminders of the small size of our nation and the closeness of our

communities. Most Southlanders have family, friends or colleagues living and working in Christchurch. The impact of these events was felt at Presbyterian Support Southland by our Residents, Clients and Staff. Another effect of the earthquake was increased interest by those who audit our service agreements around emergency planning including, how much drinkable water is stored at our various facilities.

We were honoured to be able to support four Residents whose facility was damaged, they have all now returned to Christchurch. As with all events there were some upsides to receiving our short term Residents and that was getting to see a Hercules up close.



As in previous years, there have been comings and goings of Staff and Volunteers. I would like to take this opportunity to thank you all as without you it would be impossible to get the work done. We also had a great opportunity to say thank you to long serving staff with our inaugural long service awards. Often we think the hard work and effort goes unnoticed but the Residents and Clients that you work with notice it and are quick to tell us that you are “wonderful people” who “make their day”.

I would like to say a special farewell this year to: Emma Smith our Walmsley House Manager, who left us to further her career working as a Nurse Lecturer at Southern Institute of Technology, Martin

Greenfield the Peacehaven Residential and Hospital Manager who left but has continued doing relief work for us. We welcome Cathy Headon as the new Walmsley House Manager and Jillian Jones to Peacehaven Residential and Hospital. Cathy transferred from Peacehaven Village where she had worked as a Registered Nurse and Jillian joined us from Christchurch where, because of the earthquake, her position was no longer available to her.

We have been fortunate throughout the year to also be able to add some specialised positions to our staff with Lee Davies, Physiotherapist, and Carla Arkless, Nurse Practitioner Palliative Care, joining us. These positions will help us meet the increasing needs of today's Residents and the resultant demand for specialist/advanced nursing input. We have also joined with the Southern District Health Board in a collaborative project to develop Southland's first Nurse Practitioner for Older People. Margaret O'Connor, the Resthaven Village Manager, left us to take up this new and exciting position.

Presbyterian Support is a busy place, with so many things that happen in a year it is hard to single out what are the most important. The development of our Charter and the work around that was a great example of us coming together and recognising what it is that the whole organisation represents. From this other exciting things have flowed, such as a day spent on the Bluff Marae and more discussions with Staff, Residents, Families and the wider community about what Presbyterian Support Southland is about. Other events that will affect the future include the Central Office move from Tay Street. Our new accommodation has taken time to get used to but the increased office and meeting room capacity are great assets for the future.

The past few years has seen an increased focus on training for care staff in several aspects of their work. I believe that over the last year we have seen the impact of that investment. We now have 75 Services for Older People staff with a national qualification and many of these have completed the level 3 national certificate in care of the older person. As well as the satisfaction they get from achieving the certificate they also receive an extra allowance.

Looking forward, there is a busy time ahead of us with ever increasing resident needs, changes in training requirements, new roles and relationships developing as we continue to grow as an organisation.

Your help 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.

We rely on help from individuals in the community to maintain these services.

You can help by:

Donating Money

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

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 for the ongoing operation of services, to meet the needs of the community.

However 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 involvement in their community and through giving something back.

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.

Contact us to discuss how you can help.

Presbyterian Support Southland

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

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

Statements of Comprehensive Income

For the year ended 30 June 2011

	Group		Trust	
	2011	2010	2011	2010
REVENUE				
Services For Older People	15,206,880	15,863,510	15,294,111	15,970,050
Service Fees from Occupiers	253,707	203,444	-	-
Family Works Government Grants	1,755,256	1,788,366	1,755,256	1,788,366
5% Village Contribution	373,353	378,447	215,495	248,306
Management Fee – Subsidiary Company	-	-	113,410	113,243
Dividends Received	37	24	37	24
Interest Income	18,697	19,341	18,697	19,291
Bequests	43,758	177,597	43,758	177,597
Grants and Other Donations	547,902	425,474	547,902	425,474
Other Indirect Income	714	5,876	714	2,617
Rent Income	200,793	139,892	113,502	139,892
Gain on Sale of Assets	-	259,968	-	229,312
Café Sales	50,037	51,474	50,037	51,474
TOTAL INCOME	18,451,134	19,313,413	18,152,919	19,165,646
LESS EXPENSES				
Auditors' Remuneration – Audit Fees	23,955	18,150	20,457	14,672
Bad Debts Written Off	-	1,120	-	1,120
Depreciation	1,453,046	1,509,864	1,284,297	1,368,390
Finance Costs	536,683	679,965	536,683	679,965
Loss on Sale of Assets	57,024	243,287	11,904	215,471
Trustees Honorarium	12,308	10,000	12,308	10,000
Employee Benefits	11,981,718	11,787,369	11,981,718	11,787,369
Energy	600,587	600,775	560,193	566,425
Property Related Expenses	227,245	212,360	169,153	169,722
Repairs and Maintenance	938,153	889,060	938,153	888,517
Operating Lease Expense	19,552	29,688	19,552	29,688
Service Delivery	2,760,268	3,139,443	2,737,424	3,130,568
Abnormal Expenses – additional GST expense	13,042	-	-	-
TOTAL EXPENSES	18,623,581	19,121,081	18,271,842	18,861,907
OPERATING SURPLUS / (DEFICIT)	(172,447)	192,332	(118,923)	303,739
Add Net gain / (loss) from financial instruments designated at fair value	42,216	(157,311)	42,215	(157,311)
NET SURPLUS / (DEFICIT)	(\$130,231)	\$35,021	(\$76,708)	\$146,428
Other Comprehensive Income Revaluation gain on property, plant and equipment	3,571,025	-	3,526,565	-
TOTAL COMPREHENSIVE INCOME	\$3,440,794	\$35,021	\$3,449,857	\$146,428

Statements of Changes in Equity

For the year ended 30 June 2011

	Group		Trust	
	2011	2010	2011	2010
EQUITY AT START OF YEAR	21,905,128	21,870,107	22,049,783	21,903,355
Add Net Surplus / (Deficit) For Year	(130,231)	35,021	(76,708)	146,428
Other Comprehensive Income Revaluation gain on property, plant and equipment	3,571,025	-	3,526,565	-
Total Comprehensive Income For Year	3,440,794	35,021	3,449,857	146,428
EQUITY AT END OF YEAR	\$25,345,922	\$21,905,128	\$25,499,640	\$22,049,783

Balance Sheets

As at 30 June 2011

	Group		Trust	
	2011	2010	2011	2010
CURRENT ASSETS				
Cash and Cash Equivalents	-	827,048	-	727,167
Trade and Other Receivables	1,060,512	898,584	1,070,964	929,465
Inventories	31,628	21,773	31,628	21,773
Owing from Sale of Wakatipu Lease	102,500	92,500	102,500	92,500
	1,194,640	1,839,905	1,205,092	1,770,905
ADD NON-CURRENT ASSETS				
Investments	476	476	476	476
Property, Plant and Equipment	36,659,889	32,838,426	29,515,889	25,849,759
Owing by Residents for 5% Village Contribution	1,749,254	1,667,300	411,646	350,796
Owing by Presbyterian Support Southland Retirement Villages Limited	-	-	4,009,015	4,224,370
Owing from Sale of Wakatipu Lease	467,404	527,689	467,404	527,689
	38,877,023	35,033,891	34,404,430	30,953,090
TOTAL ASSETS	40,071,663	36,873,796	35,609,522	32,723,995
LESS CURRENT LIABILITIES				
Bank Overdraft	263,427	-	296,031	-
Borrowings – Current Portion (Secured)	3,278,000	3,970,000	3,278,000	3,970,000
ACC Accrual	132,429	126,339	132,429	126,339
GST Owing	219,290	197,050	243,876	225,550
Owing to Board Members	-	2,500	-	2,500
Trade and Other Payables	702,042	896,351	699,156	878,601
Employee Entitlements	995,779	915,160	995,779	915,160
Income Received in Advance	185,156	168,607	185,156	168,607
	5,776,123	6,276,007	5,830,427	6,286,757
LESS NON-CURRENT LIABILITIES				
Borrowings – Non-Current Portion (Secured)	4,000,000	4,108,000	4,000,000	4,108,000
Deposits on Walker Trust Flat	35,000	35,000	-	-
Obligations to Residents - Occupational Right Agreements	4,635,163	4,270,206	-	-
Murrayfield Trust	279,455	279,455	279,455	279,455
	8,949,618	8,692,661	4,279,455	4,387,455
TOTAL LIABILITIES	14,725,741	14,968,668	10,109,882	10,674,212
NET ASSETS	\$25,345,922	\$21,905,128	\$25,499,640	\$22,049,783
EQUITY				
General Funds	18,197,074	18,327,305	18,395,252	18,471,960
Revaluation Reserve	7,148,848	3,577,823	7,104,388	3,577,823
	\$25,345,922	\$21,905,128	\$25,499,640	\$22,049,783

Summary of financial statements issued on 30 August 2011

Robin Campbell
Chairperson

Merle O'Donnell
Board Member

Statements of Cash Flows

For the year ended 30 June 2011

	Group		Trust	
	2011	2010	2011	2010
CASH FLOWS FROM OPERATING ACTIVITIES				
Cash was derived from:				
Services for Older People	15,485,395	15,538,428	15,152,612	15,597,869
Other Revenue	2,644,862	2,905,174	2,624,580	2,811,714
Dividends Received	37	24	37	24
Interest Received	18,697	19,341	18,697	19,291
5% Village Contributions	154,645	248,168	154,645	248,168
Receipts from Residents – Occupational Rights Agreements (Village Contribution Portion)	91,239	823,020	-	-
	18,394,875	19,534,155	17,950,571	18,677,066
Cash was applied to:				
Operating Expenditure	16,785,589	16,948,658	16,416,685	16,730,602
Interest Paid	536,683	679,965	536,683	679,965
	17,322,272	17,628,623	16,953,368	17,410,567
Net Cash Flow from Operating Activities	1,072,603	1,905,532	997,203	1,266,499
CASH FLOWS FROM INVESTING ACTIVITIES				
Cash was derived from:				
Sale of Property, Plant and Equipment	468,524	854,581	31,890	304,522
Repayment of Loan from Presbyterian Support Southland Retirement Villages Limited	-	-	215,365	432,726
	468,524	854,581	247,255	737,248
Cash was applied to:				
Purchase of Property, Plant and Equipment	2,105,320	3,536,877	1,467,656	405,569
	2,105,320	3,536,877	1,467,656	405,569
Net Cash Flow from / (to) Investing Activities	(1,636,796)	(2,682,296)	(1,220,401)	331,679
CASH FLOWS FROM FINANCING ACTIVITIES				
Cash was derived from:				
BNZ Term Loan	1,000,000	880,000	1,000,000	880,000
Receipts from Residents - Occupational Right Agreements	273,718	2,469,058	-	-
	1,273,718	3,349,058	1,000,000	880,000
Cash was applied to:				
Repayment of BNZ Term Loans	1,800,000	2,596,000	1,800,000	2,596,000
	1,800,000	2,596,000	1,800,000	2,596,000
Net Cash Flow from / (to) Financing Activities	(526,282)	753,058	(800,000)	(1,716,000)
NET (DECREASE) IN CASH	(1,090,475)	(23,706)	(1,023,198)	(117,822)
CASH AT BEGINNING OF PERIOD	827,048	850,754	727,167	844,989
CLOSING CASH AND CASH EQUIVALENTS/OVERDRAFT	(\$263,427)	\$827,048	(\$296,031)	\$727,167

This summary is extracted from the full, audited financial statements, issued by the Board on 30th of August 2011. 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 2011 are available for inspection at our Central Office, 181/183 Spey Street, Invercargill.

Community Support

As a charitable trust Presbyterian Support Southland only exists through the support of the community that we serve. Many of our services, set up to meet the social needs of those in our area, rely directly on this help. These services would not continue without the involvement of community minded people. This help 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 the confidence they show 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 2010/11 year we received \$99,156 in bequests and estate income from the following:

P H Barber	G L Bell	Anon Bequest	Murrayfield Trust	M V Brown
P D Kerr	H A Stark	J C Thomson	A E Wixon	A M Cambridge

DONATIONS/GRANTS:

Individuals, companies, trust funds and others who distribute grants provide essential funding for many of our services. We also receive a significant amount of money from funeral donations and donations "in memory" of a friend or family member.

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 \$458,000 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	J D McGruer Trust	Southland Girls' Brigade
Altrusa Queenstown	Oteramika/Kennington APW	Gore Round Table
IRD Staff	Mrs A M Kidd	De Wolde Family Trust
Diversey New Zealand	Invercargill Inner Wheel Club	PCANZ Property Trustees

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:

Lindisfarne Community Centre. - Countdown. - St. Andrews Church Volunteers. - Quantum Print. - Volunteer Entertainers. - Supportlink Volunteers. - Invercargill Lions Club. - United Scaffolding. - Foster Parents. - Dave Bennie. - Community and Church groups who supply food and gifts. - Steve Barton. - Pacific Island Trust. - Windsor New World. - Rugby Southland. - Big Buddies. - Board Members. - Volunteer Drivers. - Salvation Army. - Southern Light Community Centre. - Residents and Their Families. - Te Anau Mitre 10. - W H K Cook Adam. - Barry Helm Builders. - Kayes Bakery. - Christabel Barron. - H & J Smith.

To all these people and many others who have helped, Thank You.



Presbyterian Support Southland

CHARTER

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

We seek to live our five core values in everything we do:

Respect *Manaaki*

Respect for our heritage. We respect and uphold our Christian foundations and the Treaty of Waitangi as the founding document of our nation. This strong heritage influences our practice and key relationships with churches and tangata whenua. We value and respect the dignity and different strengths of all people: the diversity of their beliefs, cultures, personalities, skills and life experiences.

Compassion *Aroha*

Compassion with empathy. We offer support so that all people may find hope, faith, empowerment, and opportunities for learning and growth. We celebrate the team work which brings positive energy, humour and light to our workplace, our clients' lives, and our community.

Family *Whānau*

Celebration of family. We acknowledge the influence of older people, parents, children, family/whānau members and other caregivers on the wellbeing and growth of those they nurture. We offer support to strengthen families/whānau, adding to their own resilience.

Community *Iwi whānui*

Communities that make a difference. We work in partnership with a whole network of individuals, organisations and communities that share our vision. We foster inclusion, safety, co-operation and mutual learning within our organisation, with churches, tangata whenua and in the wider Southland community. We value our people, our volunteers and all those who give time, expertise and resources to our work.

Accountability *Whakatau tika*

Holding ourselves accountable. We provide an ethical, professional, quality, financially viable and accessible service. Through open communication, we ensure expectations are clear, we know how well our standards are being achieved, and where we need to keep learning, adapting and improving.