



*Presbyterian Support*  
**Southland**

**93<sup>RD</sup> ANNUAL REPORT**  
**2011-2012**

**PEOPLE HELPING PEOPLE IN SOUTHLAND**

# Board Members 2011 - 2012



## BOARD OF TRUSTEES:

**Back row:** *from left:* Elizabeth Roy, Merle O'Donnell, Kirsty Robertson, Bruce McKerchar.

**Front row:** Graeme Gardyne, Robin Campbell, Tim Loan, Warwick Cambridge.

**Inset:** Bubba Thompson



## EXECUTIVE MANAGEMENT TEAM:

**Back row, from left:** Julia Russell, Debbie Haugh, Jenny Peachey, Noel Hased

**Front row:** Peter Wards, Judith McInerney, Todd O'Connor

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# Report from the Chair and the Chief Executive



**Robin Campbell**  
Board Chairman



**Peter Wards**  
Chief Executive

This year the reports normally prepared by the Chair and the Chief Executive have been combined. We hope this will enhance readability and reflect the fact that the outcomes this organisation achieves are the result of teamwork: Board working with Management, Management working with Staff, Staff working with Clients. And the Clients are our whole reason for being.

We use the words 'People helping people in Southland' as the strapline on our publications. 'Helping' means 'making it easier or possible for someone else to complete a given task.' This definition not only describes what we do, but also reveals what we do not do as well. As far as possible, we aim to avoid doing things 'for' people, because that can destroy initiative and confidence. We want to encourage people, and give them the best possible opportunity to find satisfaction, hope and happiness in their daily lives. That is why we have included some stories in this year's report. Obviously we have been careful to ensure that anonymity is protected, but it remains the easiest way to convey the value of the work that we are able to do in this community. One of the functions of this document is to reassure our support network of our ability to turn their generosity into positive results for people who need a hand up. What we do is possible because of the support we receive from government agencies, trust funders, community organisations, businesses and individuals. We are ever grateful to all these organisations and individuals, as acknowledged on page 15.

In the year just ended, we have taken significant steps toward ensuring that we maintain our focus on the priorities that have been identified in our planning sessions. Our service to the community fits within the parameters of our Charter and Strategic Plan. These are outcome based and can be measured on an ongoing basis. This means that we run the organisation with three guiding lights. Our Strategy reveals our plan of action, our Charter sets out the manner in which we will work, and our Budget sets out the financial constraints

within which we must operate. The ability to keep these important guides at front of mind throughout the year allows for the most effective governance and management possible.

All of this is 'business as usual' for our organisation. But it is nothing like business as usual for the people we seek to reach. For them engagement with us means change, often radical change. For some older folk it means losing a degree of independence that they have cherished, for some families it means achieving a level of independence they have never had. Most of the people we reach out to, and those who reach out to us, are in situations that have no single cause. The very nature of social issues is that they have multiple causes, some controllable and some not. The very nature of social agencies, particularly those that are firmly rooted in Christian tradition as we are, is to offer help without judging, to make it easier or possible for others to have a meaningful, deeply satisfying experience of life.

Presbyterian Support operates on tight margins. Indeed it should, because our goal is to maximise service to the community rather than profit to shareholders. This year we did not meet the revenue expectations in our budget, largely due to circumstances beyond our control. However costs were well controlled and we commend all staff and management for their efforts in this regard. We are acutely aware that maintaining financial viability must be a major focus going forward.

We would not be able to provide the services we do if it was not for our volunteers. In the last year we have had more than 500 people give their time generously. This does not include the extra time many of our staff work in excess of their daily hours.

The New Zealand and World economy is not in great shape. We need to find new ways to generate greater income if we want to maintain our existing services and look at future growth to meet the increasing needs in our community.

It is now an annual highlight to go to each of our facilities to present long service awards to staff who have been with us for multiples of five years. It highlights the dedication to duty that all our people display toward the tasks they undertake and we are extremely grateful. We acknowledge the effort and dedication of our staff with grateful thanks.

This year we have had no changes to the membership of our Board. These folk continue to share their wisdom and give their time, and their contribution is greatly appreciated.



**Judith McInerney**  
Director Family Works

Consistently high numbers of referrals continue to come into Family Works with 806 new referrals for the past year. Each is a family that may access more than one of our services at a time. While managing this, the agency has also continued to work with 560 families from the previous year.

Social work support and counselling continued to be busy. 418 families received 746 areas of service and counselling and 50 new families 60 areas of service delivery.

We also provided a child care facility for 27 children from 21 families for parents attending programmes who didn't have other supports available to them. These children had an average of seven sessions of care each.

Without this practical support a number of our parents would not be able to attend programmes. We also assisted with transport for some parents.

## **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 4,109 nights of care to 43 children from 29 families. There were 73 children who benefitted from the one to one relationship with Big Buddies in Wakatipu (26), Gore (7) and Invercargill (40).

We had our first Long Service Awards for our Big Buddies and Foster Parents this year to show our appreciation for what they do. It was humbling to be part of this ceremony given the number of years they had been involved in providing this very worthwhile support to our families.

## **Service Delivery**

Over all areas of service delivery we remain busy.

### **As a snapshot:**

- 77 parents attended the general Parenting Programme
- 26 the Incredible Years Parenting Programme
- 7 families attended the Grief Group
- The Family Start Programme continued to maintain numbers in the programme around 233 at all times
- The Young Parents Service worked with 29 families
- Strengthening Families worked with 58 new families over the period

## **Service Development**

Although it can be challenging, we manage our work while continuing with agency development to ensure the best outcomes for our community.

The Outcomes, Development and Evaluation project we concluded in September 2010 continues to guide our strategic direction and feeds into the PSS Strategic Plan.

We have achieved pleasing results over the past year. Some examples include: The development of the "Cool Families" Programme to replace "Temper Tamers". "Temper Tamers" had been a popular programme that had achieved great outcomes, however the project showed we needed to explore other options to achieve even better results.

"Cool Families" works with similar issues as "Temper Tamers" had but with more of an emphasis on the parent as the coach for the child and the agency facilitators as the coach to the parent. Parents attend the programme sessions with their children and they learn how to better manage strong emotions, such as anger and unhelpful behaviour and to develop stronger relationships.

We are now able to access key information from clients' direct feedback regarding the perceived outcomes that have occurred from their involvement with Family Works via a questionnaire they are given at the time they exit our service and which is a national questionnaire designed between Family Works nationally and the Ministry of Social Development (MSD). This, alongside agency collated information, provides evidence of outcomes against a Results Based Accountability framework.

Pleasing results are coming through from these for the past year.

- 94% found the agency easy to access
- 97% were satisfied with the relationship with their worker
- 81% met their goals
- 83% learnt new skills and strategies
- 83% felt better prepared for the future
- 99% said they would recommend the service to others
- Overall satisfaction with the service was 94%

A further 74% of clients said they could be contacted in the future for further input into service development. This is great given they are the best people to advise us about what will work best.

This year it was confirmed we would be offered a three year contract for the delivery of the Family Start Programme. This is a MSD national programme delivered in 32 different locations. The Ministry carried out an extensive review of the programme and Invercargill was one of 8 sites who were offered this length of contract. 5 sites had their contracts terminated and the rest are on 1 year contracts with service development plans in place. It has been a tough year for the agency and in particular the staff. However, the outcome demonstrates the high calibre of work delivered and the great job our staff are doing.

## Collaboration

Agency staff at all levels continue to be involved in various areas of collaboration from a strategic to on the ground level. We are committed to collaboration as it is the key to maximizing resources and achieving the best outcomes for our community.

## Thanks

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.



**Julia Russell**  
Director Services  
for Older People

This year has been very demanding as we faced the most fiscally challenging of 16 years that I have worked at Presbyterian Support Southland. Despite always being focussed on prudent stewardship of our assets this year we are running operating losses. This has been the result of our lower than normal occupancy rates. We believe these have been adversely affected

by both the new assessment process and the “new one stop shop” for managing reassessments, being run across Southland and Otago. Fortunately we have experienced senior staff that are managing to keep operational costs reflective of occupancy rates. After considerable soul searching this year we introduced “premium charging”. All of our rooms exceed the level of accommodation required under our District Health Board Service Agreement and we have decided to charge for some of those extras. We are hopeful that this, together with other cost control measures, will assist in reducing monthly deficits.

## interRAI

The new assessment process referred to above utilises the interRAI assessment tool. This internationally recognised tool contributes to providing an integrated service. Information from the older person’s home care assessment is available when they move to a new home, meaning they do not need to tell their entire story more than once!

Perhaps the most important thing that interRAI will contribute to is national data collection. Once there are enough assessments in the database, quality comparisons across providers will be able to be made. This incredible collection of data will clearly identify the levels of care we are expected to provide and highlight the resources required to do this. Perhaps we will then be funded for the actual services we provide. I am astonished that we are expected to provide quality, complex multidisciplinary services for the same price of an average week’s accommodation at a motel/hotel, and they usually do not provide food. This data collection has the potential to provide decision makers with a better understanding of what it is they purchase.

interRAI will soon be available in our facilities with Presbyterian Support Southland volunteering as an early implementer at two of our facilities. Unfortunately the three staff involved were unable to finish the training for a variety of reasons, however the programme will be run again soon and we will be back in there!

## **Our Staff**

Every year we experience long serving staff leaving us for new and exciting prospects – this year Trena Sparks our Quality Advisor moved on, however we have had new staff join us. While we lose organisational knowledge new staff contribute new ideas to help the organisation face the challenges ahead. Those who moved to new roles during the year include Robyn Byron, Senior Registered Nurse, and Lyndal Pilgrim, Clinical Manager, both at Resthaven Village.

Our service is only as good as the staff that works in it and we are all aware the work is more difficult every year so I would like to say a sincere thank you to the staff. Many of these people are our greatest volunteers, going that extra mile for residents and the organisation itself. Over the 2011/12 year we have continued to focus on the training of our unregulated workforce to increase the capacity of the Carestaff who work directly with the Residents. This is a national issue affecting the future of services for older people. We are fortunate to have access to funding to support four new graduate nurses through the New Entry to Practice programme as well as Workforce New Zealand funding for other nurses undertaking post graduate study. In May of this year our Vickery Court Manager Sherwyn Parmenter completed many years of study graduating from Massey University with a Masters in Nursing. The new knowledge and information that study brings to the wider organisation helps us grow and work towards providing best practice. It is wonderful to celebrate such achievements and to watch others on their post graduate journey.

Our increasingly diverse workforce brings both benefits and challenges. I have no doubt that the new faces in our midst have challenged our traditional Southland views of the world. This can only be good as the workforce represents the residents of the future with their increasingly diverse views. To assist us in developing in this area last year we undertook our first Nationhood Building training with Chris and Takawai Murphy. We knew this would challenge many of us and it did. However there are few training opportunities where staff from the three areas of our organisation attend training together and the feedback has been very encouraging.

With a focus on smarter use of technology this year we have learned how to better use the Eldernet site. This site, [www.eldernet.co.nz](http://www.eldernet.co.nz), helps us provide information to potential service users. It also has a plethora of other information so if you have not logged on for a look I encourage you to do so.

## **Partnerships**

As part of working in a best practice environment in 2011 we entered a partnership with the Southern District Health Board implementing a Nurse Practitioner Intern for Services for Older People. She works for the Health Board and Presbyterian Support Southland. Alongside of this role we have a part time Nurse Practitioner to meet the palliative care requirements of our residents. Both the Intern and Nurse Practitioner roles have provided a significant contribution to the quality of service that our staff can provide for residents.

Other exciting areas of work include implementing Advance Care Plans - our documentation has been largely influenced by the work we have done with the other Presbyterian Support organisations in this area. Creating the plans has been an excellent process and one that I believe has enhanced the communication processes with families and other providers, including primary and acute services. Oh yes, and there are the on-going challenges of certification audits and spot audits. These continue to keep us busy but do provide opportunities to improve our practises. Presbyterian Support Southland participates in an international benchmarking service and we continue to improve our use of this benchmarking data for the benefit of residents and staff.

## **Thanks**

I don't believe we can ever say thank you enough so I wish to thank those who make services for older people possible – the Residents and their Families – the Staff who provide the services that we are so proud of and the contractors that support us and provide the goods. I know that those who have left us bequests are thanked in other areas of the report - however I do wish to say a further thank you as these provide things that really contribute to the level of service we provide. This year generous bequests will be responsible for contributing to putting in a walking track at Peacehaven Village and another improving the access ways around Walmsley House, both of which will be welcome assets.

## Long Service Awards

Years of service to Presbyterian Support Southland were honoured in 2011. The following staff received long service awards:

**Vickery Court:** 25 Years: Ann Kerr; 15 Years: Ngaire Marshall, Gerda Johnstone; 10 Years: Paulina Neilson; 5 Years: Keith Wilson, Amy Kelly, Eleni Manu, Kristin Thomson, Susan Riley **Iona:** 10 Years: Alva Murdoch **Peacehaven:** 25 Years: Shona Craigie; 15 Years: Pamela Walsh, Dorothy Watson, Dorothea Hawkins; 10 Years: Molly Muir, Wendy Waaka; 5 Years: Tammy Harris, Jacinta Argent, Jasmine Bugg, Susan Callaghan, Elizabeth McClelland, Heather McCormack, Linda Roy, Lynne McAnelly **Resthaven:** 15 Years: Marjorie Marshall; 10 Years: Margaret McDermott **Central Office:** 15 Years: Noel Hassed, Julia Russell; 10 Years: Rachel Flower **Walmsley House:** 10 Years: Hayley McIntyre **Family Works:** 20 Years: Irene Te Koeti; 5 Years: Glenda Pritchard



Ann Kerr

On Christmas Day more than 25 years ago, Ann Kerr went to work at Peacehaven Village – just to fill in. From there, Ann just “carried on working weekends”, and now she is one of Presbyterian Support Southland’s longest serving staff members, having stayed with the

organisation for more than 25 years.

Ann officially started work for PSS as a caregiver in 1980, then fell pregnant and took a three year break. She re-started at Peacehaven in 1986, and has continued to be a PSS stalwart ever since.

She spent 15 years at Peacehaven before deciding on a move to Vickery Court where she first worked as a cleaner, then took on caregiving duties.

Ann, 63, has seen plenty of changes during the past quarter century, including the redevelopment of both Peacehaven and Vickery Court. Shift patterns have changed, staff have come and gone, and technology has advanced, but one aspect of Ann’s role has been unwavering: her love of the job.

“I like working with elderly people, I find them delightful to work with,” she said.

“You get to know them and they get to know you. And PSS has been good to me.”



Irene Te Koeti

If there is one thing that continues to amaze Irene Te Koeti even after 20 years with Presbyterian Support Southland, it’s the continued growth in the organisation. Irene, Family Works Manager, started with PSS Family Works in November 1991 as a social worker and one of just

two Family Works staff.

Now more than 50 staff work in the Family Works service. “There has been huge growth not only in staff, but also in the services our agency provides,” Irene said.

“It is a great place to work. There is room for development and growth at both an agency level and a professional one. There’s a culture here where people feel they can bring things up and they can be discussed.”

Having moved to New Zealand from the Netherlands, her role with PSS came after two and a half years with the then Department of Social Welfare (now CYFS) and progressed through the ranks, from social worker to team leader to manager.

After 20 years she is still very much enamoured with her work and respects her employers for reacting to community interest and catering to its needs.

“There’s never been a dull moment and I think, for our community, we do a really good job and I’m happy and privileged really, to be part of that,” she said.



Shona Craigie

When Shona Craigie started working as a caregiver at Peacehaven Village, she never envisaged still working there more than 25 years later.

But the 68-year-old is still looking out for the residents – for the very same reasons she took up the job.

“I just like looking after elderly people, seeing the fun times they have and being there for them when they might be upset,” she said.

While Shona has spent more than 25 years with Presbyterian Support Southland – she estimates her total time with the organisation to be closer to 30, but took time off to have children – she has been caregiving in some capacity her whole life.

She worked in various places in the North Island before moving south, has worked as a supervisor at play centres in Tuatapere and in Invercargill and raised her six children – all boys.

Of course, with a career spanning three decades, Shona has witnessed plenty of changes.

“They always said a new building was in the 10 year plan and I always thought oh well, the 10 year plan won’t get here, but it did,” she said of the Peacehaven redevelopment.

“We used to give out pills, the nurses would put them on the trolley and we would give them out, but that doesn’t happen now.”

“It doesn’t seem like 25 years, and I’m still working four days on four off. I suppose I know it pretty well by now.”



**Carol Riddle**

For Carol Riddle, a return to full-time study was a case of “now or never”. Now, after three years of hard work completing SIT’s Bachelor of Nursing degree, she’s thrilled she made the choice and is looking forward to the opportunities her qualification presents.

Carol has worked for Presbyterian Support Southland for the past 10

years as an enrolled nurse. For seven years she was a team leader at Resthaven Village’s dementia unit and for the past three years she has worked on a casual basis while she studied.

Giving up full-time work to return to full-time study was, she says, a huge decision. But, with the support of her family and PSS, it was a decision she made with no regrets.

“I needed a challenge. I wasn’t getting any younger and for me, it was now or never,” she said. “It has been a huge learning curve. I was too comfortable in my work, but I was totally out of my comfort zone with this to start with. I had to do a Powerpoint presentation and that was like Everest for me. Now I can do them with my eyes closed!”

Carol has particularly enjoyed the scientific element of the degree course and says it has given her a new perspective on her decade of enrolled nursing experience.

“Enrolled nursing is quite task-oriented and now, it’s like the penny has dropped as to why we’re doing those tasks. Anatomy and physiology is a huge part of the course and I have huge respect for evidence-based practice now. It’s not just a case of ‘I’m doing this because this is what you do, or this is what you’re told to do’, now that I have a better scientific understanding of the body it all clicks into place and it makes sense.”

Now that she has the skills to work as a registered nurse, Carol is looking forward to consolidating those skills in a practical environment so that they stay with her for life. And, to those considering the move from full-time work to full-time study, she has this advice:

“People in my situation, who may be thinking ‘I should have done that’ – they should grab it with both hands and run with it, because you can do it and it is achievable.”



**Vickery Court resident Maudie Wilson celebrated her 109th birthday in 2012**

Maude Wilson says there’s no secret to reaching 109 years of age – she’s just lucky.

The Vickery Court resident, who lived in her own home until she was 107, admits she doesn’t like people making a fuss and says she has lived “a very quiet life”.

“I went to school, then technical college, then worked in a drapery which was lovely,” she said. “We moved to Hyde – my husband had a shop – and then to Riverton, then to Clyde and we were there a very long time.”

Maudie, as she’s known, only moved back to Invercargill in 2011 and celebrated her 109th birthday with family – which includes her three children, nine grandchildren and her great grandchildren – and friends with a meal in the Vickery Court lounge.

“It was lovely to have all of the family there,” she said. “I’ve had a good life, a good home, a good family. I’ve been very fortunate. There’s no secret - I’ve just been very lucky.”

Vickery Court nurse Cleo McNaught says Maudie has a great personality.

“She definitely keeps everybody on their toes, and definitely in a good way,” she says.

“It’s great that she still joins in with activities, she’s interested in the music and if she’s in the lounge when there’s a game on, she’ll play it. She’ll definitely give everything a go.

All of the staff just love her!”



Veolia Water's Jason Climo (left), Zyiak Goodman (Little Buddy), Buddy Programme Coordinator Nanette Benington and Veolia Water's Nick Bennett – also a Big Buddy volunteer – celebrate Veolia's donation to the Buddy Programme.



Sunrise Rotary Club President Andrea Smith and Family Works Director Judith McInerney

Queenstown Lakes District Council water contractor Veolia Water donated \$4,717 from its charity arm, after savings from health and safety initiatives at the local branch and the presentation was made at the Queenstown Gardens earlier in 2012.

The money will be used to support group outings such as ice skating and the BBQ at the end of the year.

It will also be used to enhance the Big and Little Buddy relationships, especially any outings or activities they do together that may incur expenses.

In the past we may have struggled financially to support some initiatives, but with this cheque we will now be able to do so.

## Buddy Programme

Family Works operate the Buddy Programme in Queenstown, Gore and Invercargill

It is a mentoring programme for children aged 4 to 12 years whose life circumstances indicate the need for extra adult support.

The programme contributes to the emotional and social wellbeing of children by matching them with carefully selected and trained adult volunteers in a well-supported, befriending relationship.

Christmas can be a tight time of year for many Southland families, but Presbyterian Support Southland, local Southland businesses and community groups all pitched in to help make Christmas 2011 a little more enjoyable.

Every year PSS Family Works supports families in need that they are working with, particularly at Christmas time when additional financial pressure affects families.

Trying to pay bills at the same time as making Christmas enjoyable for their children can be tough and, with PSS reporting an increase in referrals every year, in 2011 many more Southland families required assistance.

Local Southland businesses and community groups including WHK, and the Sunrise Rotary Club, along with PSS and Family Works staff all donated food, gifts and financial support to help families who may have required some extra assistance at Christmas time.

Also, 23 beautiful quilts were donated by a group of Central Southland women and were given to parents to give to their children for Christmas.

PSS Chief Executive Peter Wards said the helping hand was greatly appreciated.

“Really, what we want is for the children and young people in these families to experience the joy of Christmas in the same way that others do,” he said. “We are very grateful for the support of local businesses and

groups. Every bit counts and it is very positive to see so many people helping out others at this time of year.”

In 2009 Family Works had 585 referrals, in 2010 there were 928 and a similar number in 2011.

These figures do not include the families the organisation continues to work with from previous years.

“Many of the clients we are working with need this extra assistance at Christmas time so, the more we can do to support them, the better,” Peter said.

“It gives the children in these families the chance for a much better start in life and it really educates and supports the parents.”

Family Works team leader Carol Parsons said the intensive, one-to-one nature of the service was just one of its many advantages.

“It’s a really good service in that a lot of the people we will be involved with will have other government agencies involved in their lives.

This service really gives them the opportunity to be part of the process in determining their goals and where they want their future to be.”

Lorna brings a wealth of experience to the role, having worked as an early childhood teacher and for Youth Justice. Her own experience as a young parent has also helped to prepare her for this hands-on role.

“Having been a young parent myself, I went through many of the social issues that are being targeted in this service,” she said.

“I know Family Start really helped me because I was quite isolated and I didn’t know about the services or support that was available. Having someone there to educate you and make you aware of what is around you can be hugely beneficial.”

The Young Parents Service has been rolled out in 18 centres throughout New Zealand, where there was an identified need in relation to high numbers of young parents.

Indications are that there is a strong need for a service such as this in Invercargill – within its first week the service received three referrals.

Young parents can be referred to the service through agencies, family or friends, or they can refer themselves.

It seems Lorna is set for a busy time ahead – and that’s something she’s looking forward to.

“There are not as many restrictions as with some other services, so I can really get in there and help with a lot more of the issues these young parents might be facing,” Lorna said.

“It’s about finding ways to motivate them, finding out what they’re motivated by and adjusting to that. It is intensive and it is hands-on and I think that will really benefit the young parents involved.”

## New service benefits young Invercargill parents



**Family Works Young Parents Service social worker Lorna Allott and Family Works team leader Carol Parsons**

A new initiative aimed at supporting young parents was brand new to Presbyterian Support Southland in late 2011, but it has already provided huge benefits to young parents in Invercargill.

The Young Parents Service is a Presbyterian Support initiative, contracted by Family Works and funded by the Ministry of Social Development.

It is designed to offer intensive and personalised support to parents up to the age of 20.

It aims, alongside parents, to enhance health, development, educational and social outcomes for young parents and their children.

Family Works Young Parents Service social worker Lorna Allott, who joined Family Works Southland to run the service, says it has huge potential in terms of its ability to help young Invercargill parents.

“It has been going really well and we’ve had a great response from clients and from agencies,” she said.

# 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 92 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 elsewhere in this report. 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

Central Office Telephone: (03) 211-8200 Email:enquiry@pss.org.nz

Visit our Websites: [www.pss.org.nz](http://www.pss.org.nz) and [www.southland.familyworks.org.nz](http://www.southland.familyworks.org.nz)

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

# Statements of Income

For the year ended 30 June 2012

	Group		Trust	
	2012	2011	2012	2011
<b>REVENUE</b>				
Services for Older People	15,394,213	15,206,880	15,511,502	15,294,111
Service Fees from Occupiers	338,783	253,707	-	-
Family Works Government Grants	1,928,199	1,755,256	1,928,199	1,755,256
5% Village Contribution	284,681	373,353	(14,471)	215,495
Management Fee – Subsidiary Company	-	-	194,778	113,410
Dividends Received	-	37	-	37
Interest Income	6,249	18,697	6,191	18,697
Bequests	115,994	43,758	115,994	43,758
Donations	15,914	21,562	15,914	21,562
Grants	518,492	526,340	518,492	526,340
Other Indirect Income	25,689	714	25,689	714
Rent Income	112,133	200,793	112,133	113,502
Gain on Sale of Assets	-	-	1,437	-
Café Sales	77,696	50,037	77,696	50,037
<b>TOTAL REVENUE</b>	<b>18,818,043</b>	<b>18,451,134</b>	<b>18,493,554</b>	<b>18,152,919</b>
<b>LESS EXPENSES</b>				
Auditors' remunerations – Audit Fees	22,213	23,955	18,500	20,457
Auditors' remunerations – Other Services	8,526	-	8,526	-
Depreciation	1,366,216	1,453,046	1,178,979	1,284,297
Finance Costs	460,431	536,683	460,431	536,683
Loss on Sale of Assets	8,110	57,024	-	11,904
Trustees Honorarium	10,000	12,308	10,000	12,308
Employee Benefits	12,814,535	11,981,718	12,814,535	11,981,718
Energy	604,933	600,587	561,192	560,193
Property Related Expenses	325,793	227,245	260,830	169,153
Repairs and Maintenance	1,036,845	938,153	1,029,940	938,153
Management Expenses	34,405	-	-	-
Operating Lease Expense	14,410	19,552	14,410	19,552
Service Delivery	2,838,387	2,760,268	2,809,514	2,737,424
Abnormal exp. – additional GST expense	-	13,042	-	-
<b>TOTAL EXPENSES</b>	<b>19,544,804</b>	<b>18,623,581</b>	<b>19,166,857</b>	<b>18,271,842</b>
<b>OPERATING SURPLUS / (DEFICIT)</b>	<b>(726,761)</b>	<b>(172,447)</b>	<b>(673,303)</b>	<b>(118,923)</b>
Add Net gain / (loss) from financial instruments designated at fair value	37,392	42,215	37,392	42,215
<b>NET SURPLUS / (DEFICIT)</b>	<b>(\$689,369)</b>	<b>(\$130,232)</b>	<b>(\$635,911)</b>	<b>(\$76,708)</b>

# Statements of Changes in Equity

For the year ended 30 June 2012

	Group		Trust	
	2012	2011	2012	2011
<b>EQUITY AT START OF YEAR</b>	25,345,922	\$21,905,128	25,499,640	22,049,783
Add Net Surplus / (Deficit) For Year	(689,369)	(130,232)	(635,911)	(76,708)
Other Comprehensive Income Revaluation gain on property, plant & equip.	-	3,571,025	-	3,526,565
Total Comprehensive Income For Year	(689,369)	3,440,793	(635,911)	3,449,857
<b>EQUITY AT END OF YEAR</b>	<b>\$24,656,553</b>	<b>\$25,345,921</b>	<b>\$24,863,729</b>	<b>\$25,499,640</b>

# Balance Sheets

As at 30 June 2012

	Group		Trust	
	2012	2011	2012	2011
<b>ASSETS</b>				
Trade and Other Receivables	1,178,187	1,060,512	1,279,139	1,070,964
Inventories	54,005	31,628	54,005	31,628
Investments	476	476	476	476
Property, Plant & Equipment	37,327,349	36,659,889	28,913,852	29,515,889
Capital Work in Progress	61,720	-	61,720	-
Owing by Residents for 5% Village Contribution	1,379,749	1,749,254	-	411,646
Owing by PSS Retirement Villages Ltd.	-	-	4,122,091	4,009,015
Owing from Sale of Wakatipu Lease	504,796	569,904	504,796	569,904
<b>TOTAL ASSETS</b>	<b>40,506,282</b>	<b>40,071,663</b>	<b>34,936,079</b>	<b>35,609,522</b>
<b>LIABILITIES</b>				
Bank Overdraft	486,685	263,427	550,404	296,031
Trade and Other Payables	700,694	702,042	698,834	699,156
Income Received in Advance	137,196	185,156	137,196	185,156
ACC Accrual	116,202	132,429	116,202	132,429
GST Owing	225,356	219,290	240,488	243,876
Employee Entitlements	1,049,771	995,779	1,049,771	995,779
Borrowings (secured)	7,000,000	7,278,000	7,000,000	7,278,000
Deposits on Walker Trust Flat	35,000	35,000	-	-
Obligations to Residents - Occupational Right Agreements	5,819,370	4,635,163	-	-
Murrayfield Trust	279,455	279,455	279,455	279,455
<b>TOTAL LIABILITIES</b>	<b>15,849,729</b>	<b>14,725,741</b>	<b>10,072,350</b>	<b>10,109,882</b>
<b>NET ASSETS</b>	<b>\$24,656,553</b>	<b>\$25,345,922</b>	<b>\$24,863,729</b>	<b>\$25,499,640</b>
<b>EQUITY</b>				
General Funds	17,521,333	18,197,074	17,759,785	18,395,252
Revaluation Reserve	7,135,220	7,148,848	7,103,944	7,104,388
	<b>\$24,656,553</b>	<b>\$25,345,922</b>	<b>\$24,863,729</b>	<b>\$25,499,640</b>

Summary of financial statements issued on 13 September 2012

**Robin Campbell**  
Chairperson

**Tim Loan**  
Board Member

# Statements of Cash Flows

For the year ended 30 June 2012

	Group		Trust	
	2012	2011	2012	2011
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>				
<b>Cash was derived from:</b>				
Services for Older People	15,615,321	15,485,395	15,303,327	15,152,612
Other Revenue	2,794,117	2,644,862	2,988,895	2,624,580
Dividends Received	-	37	-	37
Interest Received	6,249	18,697	6,191	18,697
5% Village Contributions	654,186	154,645	397,175	154,645
Receipts from Residents – Occupational Rights Agreements (Village Contribution Portion)	296,052	91,239	-	-
	19,365,925	18,394,875	18,695,588	17,950,571
<b>Cash was applied to:</b>				
Operating Expenditure	17,635,402	16,785,589	17,461,229	16,416,685
Interest Paid	460,431	536,683	460,431	536,683
	18,095,833	17,322,272	17,921,660	16,953,368
<b>Net Cash Flow from Operating Activities</b>	1,270,092	1,072,603	773,928	997,203
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>				
<b>Cash was derived from:</b>				
Sale of Property, Plant & Equipment	108,492	468,524	8,492	31,890
Repayment of Loan from Presbyterian Support Southland Retirement Villages Ltd	-	-	-	215,365
	108,492	468,524	8,492	247,255
<b>Cash was applied to:</b>				
Purchase of Property, Plant & Equipment	2,211,997	2,105,320	645,717	1,467,656
Loan to Presbyterian Support Retirement Villages Limited	-	-	113,076	-
	2,211,997	2,105,320	758,793	1,467,656
<b>Net Cash Flow from / (to) Investing Activities</b>	(2,103,505)	(1,636,796)	(750,301)	(1,220,401)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>				
<b>Cash was derived from:</b>				
BNZ Term Loans	2,999,999	1,000,000	2,999,999	1,000,000
Receipts from Residents - Occupational Right Agreements	888,155	273,718	-	-
	3,888,154	1,273,718	2,999,999	1,000,000
<b>Cash was applied to:</b>				
Repayment of BNZ Term Loans	3,277,999	1,800,000	3,277,999	1,800,000
	3,277,999	1,800,000	3,277,999	1,800,000
<b>Net Cash Flow from / (to) Financing Activities</b>	610,155	(526,282)	(278,000)	(800,000)
<b>NET (DECREASE) IN CASH</b>	(223,258)	(1,090,475)	(254,373)	(1,023,198)
<b>OPENING CASH (OVERDRAFT)</b>	(263,427)	827,048	(296,031)	727,167
<b>CLOSING (OVERDRAFT)</b>	<b>\$(486,685)</b>	<b>\$(263,427)</b>	<b>\$(550,404)</b>	<b>\$(296,031)</b>

This summary is extracted from the full, audited financial statements, issued by the Board on 13th of September 2012. 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 2012 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 2011/2012 year we received \$152,713 in bequests and estate income from the following:***

P H Barber	G L Bell	A E Wixon	M G Whelan	Murrayfield Trust	Geo Murdoch
P D Kerr	M V Brown	H A Stark	J C Thomson	Gwen Murdoch	E R Stroud

## 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 residents and their families, funeral donations and donations “in memory” of a friend or family member.

The Family Works Guardian Angel initiative is also attracting a growing number of dedicated people willing to make an ongoing commitment to support our work with “at risk” families.

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 \$383,500 in this way included:***

The Hugh Anderson Trust	Community Trust of Southland	W & G S Dick Trust
ILT Foundation	G A Waddel Trust	The Tindall Foundation
Central Lakes Trust	J D McGruer Trust	PCANZ Property Trustees
Altrusa Queenstown	Oteramika/Kennington APW	Sunrise Rotary Club
Veolia Water	WHK and their staff	Winton Rotary Club
Saint Andrews Church	Windsor APW	Richmond Grove Church
Wilson Brothers Trust		

Donations for general purposes are particularly useful but we can apply your donation to a particular purpose if you wish.

## 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:***

Foster Parents. - Volunteer Entertainers. - New World Elles Road. - Invercargill Lions Club. - Quantum Print. - Plaza Supervalue. - Supportlink Volunteers. - St. Andrews Church Volunteers. - Pak'n Save - Fonterra. - Dave Bennie. - Community and Church groups. - Packaging House. - Countdown. - Quality Bakers - Rugby Southland. - Big Buddies. - Board Members. - Briscoes. - Keville Family. - Salvation Army. - Jolene Mcguire. - Watties. - Te Anau Mitre 10. - H & J Smith. - Volunteer Drivers.

***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.