



Presbyterian Support
Southland

94TH ANNUAL REPORT
2012-2013

PEOPLE HELPING PEOPLE IN SOUTHLAND

Board Members 2012 - 2013



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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Visit our websites

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

Report from the Chair and the Chief Executive



Tim Loan
Board Chairman



Peter Wards
Chief Executive

People helping people in Southland – that is what Presbyterian Support Southland is all about and this, our 94th Annual Report, certainly reflects that.

It has been a year of increased demand and challenges but, as Board Chairman and Chief Executive respectively, we are both immensely proud of our board, management, staff, volunteers and foster parents for achieving the results that they have in these difficult times.

We are, as always, very grateful for the support we receive from government agencies, funders, community organisations, businesses and individuals and for our extensive volunteer network that contributes so much to our organisation.

Again, this year, we have opted to include some stories from the past year, which reflect the truly positive work our organisation is doing in our community.

The radar – getting above it

As a Board, we often comment that as an organisation, we tend to fly under the radar. PSS employs 460 staff, is helped by a further 500 volunteers and foster parents, and has more than 300 people in residential care and a further 120 in purchased or rental cottages and we provide support for more than 1300 families.

This year we have embarked on defining the concept of membership. Whilst the terminology may change, we do intend to recognise and encourage our supporters, celebrate our successes with them and more effectively communicate the difference we are making in the lives of Southlanders.

Members or supporters of PSS include our vast volunteer network, as well as those that support us financially. Part of our goal is to lift our heads above the radar a little more to make more people and organisations aware of the work that PSS does – ideally so that they, too, can become members and supporters of PSS. Look out for more on this in the months to come.

Financial performance

Once again, we are in the position of recording an operating deficit for the year. The trustees are never comfortable with an operating deficit and we have been keeping a close eye on financial performance across the year. This deficit was budgeted for at the start of the year and our staff and management have worked hard to ensure that our results have been contained within that budget, whilst maintaining a high level of service driven by community demand. It is pleasing to note that, despite the operating deficit, our cash position has improved over the year and we have continued to reduce debt.

A key focus has been to lift occupancy in our residential care facilities and we have seen this steadily improve, alongside a move to meet the increased demand for our hospital facilities.

Evolving governance frameworks

From a governance perspective, PSS operates under a charter which has five core values that reflect our strong Christian heritage. This is of paramount importance to the Board. The values are:

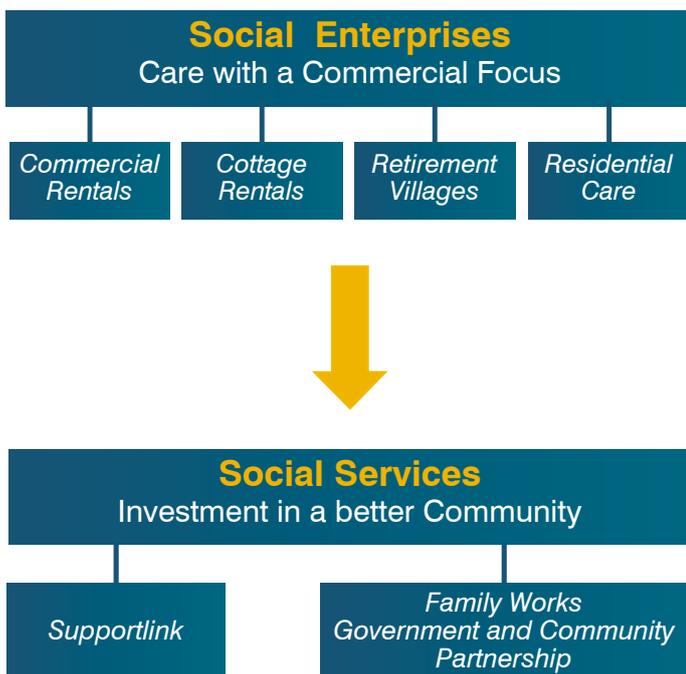
- Respect – *Manaaki*
Respect for our heritage
- Compassion – *Aroha*
Compassion with empathy
- Family – *Whānau Whānui*
Celebration of family
- Community – *Iwi whānui/Hāponi*
Communities that make a difference
- Accountability – *Whakatau tika*
Holding ourselves accountable

The charter guides all decisions we make – everything we do must align to our charter. It has been encouraging to see how our team have embraced the charter, and even challenged us in relation to it. Our strategic plan, too, focuses on these key areas to enhance the organisation. In the coming year we will be reviewing and updating this plan.

Social Enterprises and Social Services

Over the past year we have defined our Social Enterprises/Social Services model. PSS is involved in certain business activities that promote social well-being, but also generate income for the organisation – social enterprises. These enterprises enable us to operate numerous social services activities in partnership with the Government and our community and we will be looking at all avenues to expand these in future.

The model is depicted in the following diagram:



Over the past year our social services activities have cost \$3.1 million to run. These activities cover such diverse areas as volunteers supporting older folk living in the community and food parcels for families accessing Family Works services.

Our social enterprises have funded 26 percent of this, with the balance of funding coming from the Ministry of Social Development, ILT Foundation, Community Trust of Southland and various other trusts and donors, for whom we are very grateful.

Our Services

It has been another busy year for Family Works, with 772 new families referred and a further 527 families that we were already working with. We have met that demand to the highest possible standard. We work collaboratively with other agencies that also provide services to families and engage in on-going development work within Family Works to ensure a focussed quality service is consistently delivered to all families we work with.

This year we are piloting a Circle of Security programme, after identifying a need to do more for parents and children with attachment issues. We know that if relationships are not right, it can be hard to get everything else working well. Our key belief is that parents are the most important people in children's lives in terms of supporting and nurturing them to grow into well-balanced individuals.

This new programme, alongside those which we are currently delivering, will help to ensure we are on the right track with those we are working with and client feedback to date certainly indicates we are on the right path.

Feedback has shown that:

- 88% of parents finishing with our service said staff helped them meet their goals
- 93% said they felt their family relationships had improved
- 85% said they felt better prepared for the future

This, alone, speaks volumes in support of the direction we have been taking and that in which we will head in over the next year.

We continue to investigate opportunities to expand our services and facilities in all areas of our business. We have preliminary plans for expansion of our aged care services in Invercargill however we need to ensure the timing is right before we progress with these plans.

We also had some discussion with other Presbyterian Support regions throughout the country with regards to the possibility of combining our social service efforts into a single, national entity. After significant consideration the PSS board unanimously determined our community was better served with our autonomous regional model.

The Board

We are privileged to have a hardworking team of eight trustees on our Board. In addition to our regular board meetings, trustees are involved in various other sub-committees or working groups including our Audit and Risk Committee chaired by Merle O'Donnell and our Retirement Villages Company chaired by Robin Campbell, who stepped down as Board Chair in 2013 when Tim Loan took on the role.

Regrettably, we have recently received the resignation of Bubba Thompson from the Board. We will be looking to replace Bubba and also bring on some new trustees to assist with succession planning. We have recently changed our rules to make this process easier.

We would once again like to acknowledge the amazing hard work of our staff, volunteers, foster parents, financial supporters and those who provide us with free goods and services – these are the people who are helping people in Southland.



Judith McInerney
Director Family Works

This year has been another busy one for Family Works with the numbers of families we have worked with as noted in our Chair and Chief Executive's areas of our Annual Report.

Buddy Programme and Foster Care Service

Our Big Buddies and Foster parents continue as always to assist us

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 27 foster families provided 3,800 nights of care for 39 children. There were 61 children who benefitted from the one to one relationship with Big Buddies in Wakatipu (23), Gore (10) and Invercargill (28).

This year we were delighted that Marianne and Cyril Double, long standing foster parents of 22 years, received the Excellence in Foster Care Award. An article about Marianne and Cyril appears elsewhere in this report. One of our young people also received the L'Oreal Face Your Future Reach for the Stars Award. L'Oreal partnered with Foster Kids to offer this award to build confidence and self-esteem – believing "attitude drives altitude". For our young man receiving his award the experience has been an inspiring one, resulting in him feeling he can achieve what he sets his mind to. A big thank you to L'Oreal for their recognition of and support to Foster Care

Service Delivery

Over all areas of service delivery we remain busy. As a snapshot; 68 parents attended the general Parenting Programme, 32 the Incredible Years Parenting Programme, 8 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 26 families and Strengthening Families worked with 59 new families over the period. Social work support and counselling continued to be busy with 421 families receiving 684

areas of service. We also delivered services under contract for Child, Youth and Family for the year.

We provided a child care facility for 30 children while their parents attended programmes because they didn't have other supports available to them. Without this practical support a number of our parents would not be able to attend programmes. We also assisted with transport for some parents.

Service Outcomes

As noted in the Chair and Chief Executive's report we are achieving excellent results as reported by clients.

In addition to this the following is a snapshot of what referrers said about their experience of Family Works:

- 96% said our service was easy to access
- 96% were satisfied with the service the clients they referred received from us and
- 100% said they would recommend our service to others.

It can't get much better than that!

Family Works and Community Development

On top of a busy year of service delivery we have continued to develop the services and programmes at Family Works while contributing to the development of the work of others in the community. Some examples include; providing some support to two groups this year to become re-established in our community – Grandparents Raising Grandchildren and the ADHD Support Group for parents. The first now being well established, while the second being in the early stages. With the rising number of grandparents raising their grandchildren this group is of great benefit to them in providing support for what can be both a rewarding and challenging time in the lives of the grandparents.

We have also continued to be involved with Our Way Southland with the Strengthening Parenting in Southland Project.

By the end of this year we will have provided training and support about the use of our Dedicated Intake Service Model so others working in the community can either use it themselves in their work or know what to expect from us when referring to our service and we will be offering ongoing support to those wishing to use it.

As part of Presbyterian Support Southland, Family Works has been involved in a number of meetings with representatives of the Presbyterian Church of Aotearoa New Zealand. We have enjoyed being part of this work looking at ways we can support each other in the work we all do in our community.

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

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

As Presbyterian Support Southland moves into its 95th year it is time for us to consider how we will celebrate being 100 in 2019.

Why am I thinking about this? Today I have read the news that “bananas and aspirin” are the keys for longevity according to a Spanish gentleman who lived until he was 112 years.

Celebrations are important and over the past year there have been many celebratory events around the organisation, including birthdays.

Amongst these was Mrs Maudie Wilson’s 110th birthday. Mrs Wilson lives at Vickery Court and we believe she is New Zealand’s oldest person.

As we are all aware from the newspaper and other media there have been changes in the community care and support of older people in Southland. This has brought about new community providers who are able to provide increased packages of care and support. As a result of this we have noticed the level of care and support residents require has continued to increase.

We do have a volunteer service called Supportlink which helps older people living at home. We know people of all ages enjoy spending time and sharing companionship as this group does when they meet in coffee shops and dine together.

In last year’s report I mentioned the new InterRAI tool which was being implemented in the community and then into all aged care facilities across New Zealand. InterRAI is an internationally recognised tool which will help contribute to an integrated service by providing information from the older person’s home care assessment when they move to a residential care facility. It will mean that those in the community, resthomes and hospitals will not need to tell their entire story more than once! The 2013 budget included funding to assist with training and the purchase of the laptops required for InterRAI.

We have now had more than seven of our Registered Nurses undertake this training and like any new



Maudie Wilson celebrating her 109th birthday last year with her daughter Frances and Granddaughter Stephanie

system it will take time for us all to get to grips with the new process and its requirements. It will also require changes to be made to our other policies and procedures.

Our busiest site, Peacehaven Village, now boasts a new walkway built with help from the Vickery Trust, a donation from a resident and a bequest. With a northern aspect it offers a sheltered area for residents to exercise away from site traffic.

Computers have been used in nursing and health care for many years but they have now become part of day to day work in the care of older people in long term care environments, which is an exciting step forward. Technology usage is increasing amongst all ages and if you have a spare few minutes on a computer take a look at our website at ps.org.nz. Also eldernet.co.nz, Eldernet site which advertises all resthome and hospital vacancies and provides other interesting and relevant information for older people.

The 2012/13 financial year was as we expected a difficult one and we anticipate that 2013/14 will continue in this vein. We are fortunate to have managers, administrators and staff who are focussed on ensuring we meet the budget expectations and provide the service that we are known for.



Images of the new walkway at Peacehaven

Fortunately we have had a settled management group in the area of Services for Older People. There has been a change at Resthaven with Lyndal Pilgrim returning to on the floor work and Jan McKeown returning to aged care as Resthaven Manager after working as a Plunket Nurse in the Eastern Southland area.

So here in 2013 we need to start considering how our impending big celebration will be celebrated and consider what it is that the organisation as a centenarian will require for it to move on past that milestone.



Supportlink Volunteer Alana Eckhold and Betty Campbell enjoy an outing

Saying thank you to all Staff, Volunteers, family members and other supporters is an essential part of every annual report and this year it is as important as ever. Our services require Staff to provide an excellent level of service and I believe we are seeing the benefit of the training and development that is provided to Staff. Volunteers provide the extras that Staff would want to but are not always able to and we are grateful for the time and energy they provide to the older people they work with.



Paula Stevens, Iona Manger, and Karen Wilson, Cottage Co-ordinator, share a birthday and a workplace. They celebrated their 50th birthdays at Peacehaven where both have worked for 12 years.

- Julia Russell, Director of Services for Older People, Presbyterian Support Southland

As every year passes the pressure on finding answers to the hard questions associated with our ageing population grows. Whilst there are challenges associated with increasing costs and service demands as well as limited funding, it is important to keep an eye on the big picture and take a strategic view as to what is happening for services for older people within our community.

Better, Sooner, More Convenient

The government has made a number of commitments to older people and service providers to move support and services for older people forward. It is part of the government's vision of 'better, sooner, more convenient care so that health outcomes are improved for all New Zealanders, including older people.'

It is anticipated that this will be achieved by working to find new, smarter and more integrated ways of doing things – encouraging those at the coal face to improve the quality and co-ordination of care, and reducing duplication of services.

Health and support services for older people are often delivered by individuals and agencies that work in isolation, resulting in gaps and delays. This fragmented approach tends to be reactive and can result in poor outcomes.

Integrating Services

Exciting work is going on nationwide, aimed at integrating services, which will include the development of dementia care pathways that reflect a more unified service approach across primary, community and hospital care services.

Locally, we are seeing a change in the way the needs assessment and service coordination services are working, with new assessment tools and a district-wide approach intended to maximise service and minimise costs and duplication for the benefit of older people.

PSS does not provide home support services, however many of our cottage and townhouse residents are recipients of these services. The innovations that the Southern DHB is rolling out in this area are aimed at improved service and ensuring they meet the government expectations of a quality service that meets the needs of the users. At the core of all services are the families and friends who are

supporting older people. It is essential to acknowledge the important role of informal caregivers in providing care and support and to ensure there are opportunities for education, respite and fellowship for this group.

Assessment Tools

Perhaps the most interesting project for residential services is the implementation of the InterRAI assessment tool. This is an internationally-recognised tool which will provide an integrated service. Information from the older person's home care assessment is available to the facility to help complete the initial assessment on admission – meaning service users will not need to tell their story more than once! All health providers (including GPs) will be able to access an older person's information over the internet at each stage of care.

Each resident will receive a Comprehensive Clinical Assessment (CCA) at least twice a year, or when their health status changes. Not only will this improve services for older people, but as soon as there are enough assessments in the database, quality comparisons across providers will be able to be made. This will be an incredible collection of data that will clearly identify what levels of care we are expected to provide and better detailed resources required to do this.

A different, but exciting future

As in all areas of work, the future for services for older people will require people to work differently.

The residents are the essence of our service and we require an increasingly high calibre workforce to support older people. We need to identify ways to better utilise the existing unregulated workforce and the small number of highly trained professionals in aged care to positively impact on the health and well-being of older people. This is occurring by expanding scopes of practice and developing new roles such as Nurse Practitioners.

The very role of care workers expands as increased capacity and skill levels are required. Health Workforce New Zealand is currently looking at how this will occur and is making money available for training and development to meet the needs of tomorrow's older people.

A big year for Foster Care



Marianne and Cyril Double with Governor-General Sir Jerry Mateparae and Hon Paula Bennett on receiving their Excellence in Foster Care Award. Photo Credit: Government House

Foster Care has been highlighted for a number of reasons over the past year, both in terms of increasing the number of foster parents in our region and in recognising those who have given so much to our province's children in care.

In late 2012 Invercargill couple Marianne and Cyril Double were recognised at a national level for their commitment to foster care; having spent more than two decades sharing their home with children in need.

The couple received an Excellence in Foster Care Award at a national awards ceremony at Government House in Wellington and, whilst many viewed the award as well-deserved recognition, the Doubles were simply humbled by it.

"We are just ordinary people but it's like life really – the more you put in, the more you get back," Marianne said. The couple have been involved with Family Works since 1998 and, whether it be respite care, short term or long term placements, have always been happy to open their home.

Family Works foster care co-ordinator Maree Sellars said the Doubles were more than deserving of any accolades that come their way and summed them up as "amazing". "They have fostered for more than 22 years and have cared for more than 30 children over that time," she said. "Marianne and Cyril are a wonderful couple who continue to open their home and their hearts to children in our community. They form special bonds with their foster children and see each as individuals coming with their own individual circumstances."

A need for more people like the Doubles within Invercargill saw a campaign launched in early 2013 aimed at increasing the number of foster carers.

With more than 120 children and young people in Invercargill referred for placement every year, whether it is for a few days, a week here and there or longer term, there remains a need to meet that demand. Training days, advertisements and building stronger networks with the faith community, in a bid to raise awareness of the need for more foster parents all form part of the campaign, driven largely by Maree and Family Works team leader Rianda Gunter.

"Foster parents can make such a positive difference in a child or young person's life and sometimes the change is just amazing," Rianda said.

"We support our foster parents as much as we possibly can – and we are always here for them if they need us. Foster parents are just so precious to us and to our whole community really."

Meet Me at MoMa: The Alzheimer's Project



The Meet Me at MoMa project is an inclusive art project, designed for those with dementia and their families.

An inclusive art project, designed for those with dementia and their families, has received a positive response from participants and Presbyterian Support Southland staff who have been delighted with the outcomes of the first session.

The initiative was brought to light after Iona Nurse Manager Paula Stevens read about the Meet Me at MoMa project, which makes art accessible to people with

Thanking our Volunteers

dementia. Paula, along with diversional therapist Christine Shuttleworth and caregiver Ewan Anderson who, prior to his employment at PSS taught art at the Learning Connection in Wellington, started researching the project in depth and identified it as a positive opportunity for Iona residents and their families.

“The attraction of this programme for us was the inclusion of family,” Paula said.

“For the programme to be successful, a family member has to be present at the art class. We launched the Meet Me at MoMa project on November 2 at Peacehaven Village, in the chapel which provided a real peace for the residents and their families and we had a fantastic response from all involved.”

The positive reaction from residents was immediate. Whilst many of the residents usually had reasonably short attention spans, they spent 45 minutes and more in some cases, without distraction or showing signs of fatigue or restlessness.

“For the husbands, wives and daughters this was very special and the feedback from participants was tremendous and very rewarding for all. We are just so fortunate to have fabulously skilled staff – and a special thanks goes to Ewan, for getting the WEA Centre in Invercargill to loan us painting easels; this kind of assistance helped make the day so successful.”

Paula enhanced the family involvement by getting families and residents to meet first, with a cup of tea. Residents and their families first undertook a short session designed to ensure understanding that this was a failure-free environment and to explore freedom of expression. There was time for an open forum giving the families a chance to tell their story, sharing the hardships and success stories and bonding with other families.

The project was, Paula said, simple and cost-effective – all it took was commitment from the families. The positive response to date has delighted organisers and interest is generating for the next class.

** Peacehaven Village in Invercargill operates a 40-bed hospital and resthome level care dementia unit, Iona. It also utilises the QPS Aged Care Benchmarking programme. As well as getting the results of the benchmarking report the QPS releases a monthly newsletter that shares news from other aged care facilities. Paula first spotted the MoMa project in one of these newsletters in an article called The Glasshouse Cares – Art and Dementia Programmes.*



Foster Parents Barbara and Rex McElligott receiving their award from Elizabeth Roy, for 15 years of service.

Recognition for volunteers in Family Works' Big Buddy programme and amongst foster carers is set to become an annual staple in Presbyterian Support Southland's calendar.

The first of what will be annual functions to thank and recognise Family Works' volunteers was held in late 2012; designed to recognise and acknowledge the support and loyalty of both foster carers and those involved in the Big Buddy programme.

Family Works team leader Pam Smith said the initiative was a way for the organisation to show its appreciation to the dozens of volunteers who supported it.

“Without our volunteers programmes like the Buddy Programme just don't work but with them, we are able to help and support families in our community,” she said.

Family Works team leader Jane Hughes-Dyer said it was important that Family Works express its appreciation for the volunteers who have given so much.

“It's a chance for us to let them know just how much of a difference they make and how much our organisation values and appreciates their contribution in making children feel warm, safe and loved,” she said.

Awards were given to volunteers who had supported the organisation for two, five, seven, 10 and 15 years, with nine individuals or couples recognised for involvement spanning at least a decade.

Your help is very important



As outlined earlier in this report our social services cost around \$3.1 million a year. We need to find about \$1.1 million of this amount.

Some of this comes from our social enterprises but we also rely on help from individuals and our community to help us maintain these services to those in need.

You can help by:

Donating Money

Untagged public donations are just as important now as when Presbyterian Support Southland was formed to take over the Cameron Children's Home from Otago in 1919.

We can use this money to investigate and set up new services or apply it to existing services with the greatest need.

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.

Making a Bequest

Bequests continue to have 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 to apply your bequest.

Becoming a Volunteer

Volunteers help those using our services in a variety of ways, some examples are: Supportlink volunteers, Big Buddies and Foster Carers. Although most volunteer to help others, many find unexpected rewards in the satisfaction and enjoyment 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.

Influencing Others

A lot of our support (and supporters) come from "word of mouth" after hearing about our work from friends and family.

Some people do this by helping us access trust funds set up to help our client group. Others may arrange for the organisation they work for to support our work in some way.

A lot of our staff and volunteers also come to us after hearing about their area of interest from others already involved with us in some way.

This "circle of friends" certainly help make our organisation much stronger and therefore able to reach more people in need in the community.

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 and www.southland.familyworks.org.nz

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

Summary Statements of Comprehensive Income

FOR THE YEAR ENDED 30 JUNE 2013

	Group		Trust	
	2013	2012	2013	2012
REVENUE				
Services for Older People	15,289,681	15,394,213	15,375,458	15,511,502
Service Fees from Occupiers	368,290	338,783	-	-
Family Works Government Grants	1,955,712	1,928,199	1,955,712	1,928,199
5% Village Contribution	399,292	284,681	-	(14,471)
Management Fee – Subsidiary Company	-	-	234,163	194,778
Interest Income	12,077	6,249	12,065	6,191
Bequests	178,619	115,994	178,619	115,994
Donations	13,611	15,914	13,611	15,914
Grants	494,799	518,492	494,799	518,492
Other Indirect Income	38,214	25,689	36,054	25,689
Rent Income	128,142	112,133	128,142	112,133
Gain on Sale of Assets	38,236	-	-	1,437
Café Sales	106,209	77,696	106,209	77,696
TOTAL REVENUE	19,022,882	18,818,043	18,534,832	18,493,554
LESS EXPENSES				
Auditors' remunerations – Audit Fees	24,415	22,213	20,000	18,500
Auditors' remunerations – Other Services	-	8,526	-	8,526
Depreciation	1,306,575	1,366,216	1,095,354	1,178,979
Finance Costs	404,389	460,431	404,389	460,431
Loss on Sale of Assets	17,009	8,110	4,143	-
Trustees Honorarium	10,000	10,000	10,000	10,000
Employee Benefits	12,947,102	12,814,535	12,947,102	12,814,535
Energy	639,231	604,933	601,152	561,192
Property Related Expenses	360,629	325,793	281,453	260,830
Repairs and Maintenance	945,692	1,036,845	939,704	1,029,940
Management Expenses	22,422	34,405	-	-
Operating Lease Expense	15,686	14,410	15,686	14,410
Service Delivery	2,926,536	2,838,387	2,859,594	2,809,514
TOTAL EXPENSES	19,619,686	19,544,804	19,178,577	19,166,857
OPERATING (DEFICIT)	(596,804)	(726,761)	(643,745)	(673,303)
Add Net gain from financial instruments designated at fair value	31,284	37,392	31,284	37,392
NET (DEFICIT)	(\$565,520)	(\$689,369)	(\$612,461)	(\$635,911)
OTHER COMPREHENSIVE INCOME				
Change in fair value of property, plant & equipment	287,174	-	-	-
TOTAL COMPREHENSIVE INCOME / LOSS	(\$278,346)	(\$689,369)	(\$612,461)	(\$635,911)

Summary Statements of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2013

	Group		Trust	
	2013	2012	2013	2012
EQUITY AT START OF YEAR	24,656,553	25,345,922	24,863,729	25,499,640
Add Net (Deficit) For Year	(565,520)	(689,369)	(612,461)	(635,911)
Other Comprehensive Income Revaluation gain on property	287,174	-	-	-
Total Comprehensive Income For Year	(278,346)	(689,369)	(612,461)	(635,911)
EQUITY AT END OF YEAR	\$24,378,207	\$24,656,553	\$24,251,268	\$24,863,729

Summary Balance Sheets

AS AT 30 JUNE 2013

	Group		Trust	
	2013	2012	2013	2012
ASSETS				
Trade and Other Receivables	1,192,098	1,178,187	1,239,568	1,279,139
Inventories	51,353	54,005	51,353	54,005
Investments	463	476	300,463	476
Property, Plant & Equipment	37,963,598	37,327,349	28,141,897	28,913,852
Capital Work in Progress	57,268	61,720	57,268	61,720
Owing by Residents for 5% Village Contribution	1,080,249	1,379,749	-	-
Owing by PSS Retirement Villages Ltd.	-	-	3,269,203	4,122,091
Owing from Sale of Wakatipu Lease	422,330	504,796	422,330	504,796
TOTAL ASSETS	40,767,359	40,506,282	33,482,082	34,936,079
LIABILITIES				
Bank Overdraft	381,546	486,685	398,621	550,404
Trade and Other Payables	704,521	700,694	702,111	698,834
Income Received in Advance	22,405	137,196	22,405	137,196
ACC Accrual	115,267	116,202	115,267	116,202
GST Owing	230,102	225,356	254,919	240,488
Employee Entitlements	1,113,038	1,049,771	1,113,038	1,049,771
Borrowings (secured)	5,888,001	7,000,000	5,888,001	7,000,000
Deposits on Walker Trust Flat	35,000	35,000	-	-
Obligations to Residents - Occupation Right Agreements	7,162,820	5,819,370	-	-
Perpetual Trust Loans	736,452	279,455	736,452	279,455
TOTAL LIABILITIES	16,389,152	15,849,729	9,230,814	10,072,350
NET ASSETS	\$24,378,207	\$24,656,553	\$24,251,268	\$24,863,729
EQUITY				
General Funds	16,991,989	17,521,333	17,152,224	17,759,785
Revaluation Reserve	7,386,218	7,135,220	7,099,044	7,103,944
	\$24,378,207	\$24,656,553	\$24,251,268	\$24,863,729

Summary of financial statements issued on 19 September 2013

Tim Loan
Chairperson

Robin Campbell
Deputy Chairperson

Summary Statements of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2013

	Group		Trust	
	2013	2012	2013	2012
CASH FLOWS FROM OPERATING ACTIVITIES				
Cash was derived from:				
Services for Older People	15,729,124	15,615,321	15,511,939	15,303,327
Other Revenue	2,915,306	2,794,117	3,147,309	2,988,895
Interest Received	12,077	6,249	12,065	6,191
5% Village Contributions	-	654,186	-	397,175
Receipts from Residents – Occupation Right Agreements (Village Contribution Portion)	737,346	296,052	-	-
	19,393,853	19,365,925	18,671,313	18,695,588
Cash was applied to:				
Operating Expenditure	17,937,693	17,635,402	17,721,221	17,461,229
Interest Paid	404,389	460,431	404,389	460,431
	18,342,082	18,095,833	18,125,610	17,921,660
Net Cash Flow from Operating Activities	1,051,771	1,270,092	545,703	773,928
CASH FLOWS FROM INVESTING ACTIVITIES				
Cash was derived from:				
Sale of Property, Plant & Equipment	953,272	108,492	3,272	8,492
Repayment of Loan from Presbyterian Support Southland Retirement Villages Ltd	-	-	552,888	-
	953,272	108,492	556,160	8,492
Cash was applied to:				
Purchase of Property, Plant & Equipment	2,551,959	2,211,997	295,078	645,717
Loan to Presbyterian Support Retirement Villages Limited	-	-	-	113,076
	2,551,959	2,211,997	295,078	758,793
Net Cash Flow from / (to) Investing Activities	(1,598,687)	(2,103,505)	261,082	(750,301)
CASH FLOWS FROM FINANCING ACTIVITIES				
Cash was derived from:				
BNZ Term Loans	1,999,999	2,999,999	1,999,999	2,999,999
Receipts from Residents - Occupation Right Agreements (refundable portion)	1,307,057	888,155	-	-
Receipt from Estate Mrs M Rea	456,997	-	456,997	-
	3,764,053	3,888,154	2,456,996	2,999,999
Cash was applied to:				
Repayment of BNZ Term Loans	3,111,998	3,277,999	3,111,998	3,277,999
	3,111,998	3,277,999	3,111,998	3,277,999
Net Cash Flow from / (to) Financing Activities	652,055	610,155	(655,002)	(278,000)
NET INCREASE /(DECREASE) IN CASH	105,139	(223,258)	151,783	(254,373)
OPENING CASH (OVERDRAFT)	(486,685)	(263,427)	(550,404)	(296,031)
CLOSING (OVERDRAFT)	(\$381,546)	(\$486,685)	(\$398,621)	(\$550,404)

This summary is extracted from the full, audited financial statements, issued by the Board on 19th of September 2013. Those statements were prepared in accordance with NZ GAAP and they comply with NZ IFRS as they apply to a public benefit entity. 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 2013 are available for inspection at our Central Office, 181/183 Spey Street, Invercargill.

Community Support

Presbyterian Support Southland is only able to help people in our community through the support of others in that community. 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:

We are grateful for the foresight of those who make provision for our work in their will. The trust they place in us to meet the future needs of the community is appreciated. 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 2012/2013 year we received \$697,798 in bequests and estate income from the following:

G L Bell	P H Barber	M Matheson	M G Whelan	Murrayfield Trust
P D Kerr	S M Galt	H A Stark	A E Wixon	M F Rea

DONATIONS/GRANTS:

This money comes from a range of individuals, companies, trust funds and others who distribute grants.

A significant amount comes from residents and their families, funeral donations and donations “in memory” of a friend or family member. Family Works continues to benefit from the commitment of our Guardian Angels, dedicated people who make regular donations 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. Running costs for these services are ongoing and require this ongoing commitment.

In the year to 30 June some of those who contributed almost \$352,000 in this way were:

The Hugh Anderson Trust	Community Trust of Southland	W & G S Dick Trust
I L T Foundation	W Duncan Bickley Trust	The Tindall Foundation
Central Lakes Trust	J D McGruer Trust	PCANZ Property Trustees
PH Vickery Trust	James Stewart Memorial Fund	Invercargill Rotary Club
Altrusa Queenstown	Jenny and Wayne Sheat	Ada Baird
Otautau Waiono Church	Richard McMillan	Roy Smith's Family
Barbara Clearwater's Family	Windsor APW	Heather Robinson
Sunrise Rotary Club	Oteramika/Kennington APW	Richmond Grove Church

While donations for general purposes help us fill “funding gaps”, we are happy to apply your donation to a particular purpose if you wish.

OTHER ASSISTANCE:

The valuable assistance we receive from individuals, organisations and businesses who volunteer time and expertise, support events or clients, or donate or supplying goods and services at a reduced rate is increasing.

Some who helped in this way during the year are:

Supportlink Volunteers - Volunteer Entertainers - Blue Mountain Gardens - Invercargill Lions Club - Whitaker Signs
Bowmont Meats - Foster Parents - St. Andrews Church Volunteers - IRD Staff - Raewyn Fallow
North Invercargill Rotary - Community and Church groups - Jean Wilson's Family - Sanitarium Health & Wellbeing
Countdown - Rugby Southland - Big Buddies - Board Members - Dave Bennie - Invercargill Prison
Te Anau Mitre 10 - 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 Whānui***

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 / Hāponi***

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.