



Presbyterian Support
Southland

Our Services

enliven



2015 - 2016 Annual Report



Making a difference together



420
staff



472
people accessing
residential care



114
people living
in purchased
or rental housing



1280
families supported
by Family Works



More than
500
volunteers, Big Buddies
and Foster Parents

“

I've come so far and am confident in my future.

Family Works Client

The support is great - it makes you feel that you are not alone.

Family Works Client

You are an amazing service with awesome outcomes.

Family Works Client Referrer

Thank you for the care and concern shown to our mother while she was in Vickery Court, she always spoke very highly of you all. She felt comfortable and at home, and often used to say that you would do anything for her. You are all special people and it is wonderful work you do. We will always have fond memories of her little room and time spent in your care.

Enliven Resident's Family

”

Our Values

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

Respect Manaaki
Respect for our heritage

Compassion Aroha
Compassion with empathy

Family Whānau Whānui
Celebration of family

Community Iwi whānui/Hāpori
Communities that make a difference

Accountability Whakatau tika
Holding ourselves accountable



Presbyterian Support
Southland

Our Services

enliven



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Presbyterian Support Southland

Presbyterian Support Southland (PSS) is a Charitable Trust that provides a range of health and social services that are available to all Southlanders, no matter their age, gender, religion or background. Our vision is a community where all people can make the most of their strengths and feel included, valued and safe.

PSS is the parent organisation for Enliven and Family Works in Southland.

www.pss.org.nz

Enliven

Some things make for happier, healthier living, no matter what your age or ability.

A sense of community; friends, family/whānau; giving and receiving; making decisions for yourself; and, most of all, practical support when you need it.

At Enliven we work alongside you and your family to achieve these things and we offer a range of choice, from support in your own home, to retirement living options or residential aged care.

Enliven includes Peacehaven Village, Vickery Court and Walmsley House (Invercargill), Resthaven Village (Gore), Frankton Court (Frankton) and the SupportLink service (Invercargill, Gore and Wakatipu).

www.enlivensld.nz

Family Works

Family Works supports children, young people and their families through challenging times, with a range of social services.

From time to time we all need help and Family Works offers services from counselling and social work support through to Buddy and Parenting Programmes.

Services are confidential, free of charge and available no matter what your gender, religion or background.

www.familyworkssld.nz

PSS Trust Board

as at June 2016



Tim Loan
Chairman



Warwick Cambridge
Deputy Chairman



Tony Dawson



Graeme Gardyne



Kirsty Robertson



Nyalle Paris



Elizabeth Roy



Bruce Mckerchar



Stan Tiatia



PSS Executive Management Team

Back row: **Peter Wards** Chief Executive, **Julia Russell** Director Enliven

Front row: **Judith McInerney** Director Family Works, **Bev Chesney** Financial Controller, **Shelley Erskine** Marketing and Communications Manager

Thank You

To achieve all that we do across the community is credit to a team of outstanding people involved with our organisation.

Your dedication, commitment and unwavering support makes a real and positive difference in the lives of many.

PSS Trust Board

We would like to pay tribute to Merle O'Donnell, a long-serving Trustee on the PSS Trust Board, who retired from the Trust in 2015 and passed away late December 2015.

Over 18 years, Merle made an invaluable contribution to our organisation. An active Trustee, she was Deputy Chair for six years, chaired the Audit, Finance and Risk Committee and witnessed numerous changes and developments within PSS. Merle is sadly missed by all she came in contact with.

We are fortunate to have a Trust with a broad range of expertise, who contribute much to our organisation. Thank you for your work, guidance and your passion for the work that we do.

Staff

Our staff make our organisation what it is. The work you do day in and day out, for residents, clients, families and for each other is commendable. You are the real strength of our organisation and we thank you for your ongoing commitment to your work and the people we work alongside.

Volunteers

Thank you to our Big Buddies, Foster Parents and hundreds of volunteers. We would not be able to achieve nearly as much as we do without you - you really are an integral part of PSS. We can't thank you enough for your time, enthusiasm and support that you so generously give.

Residents and Clients

To our residents, clients and families we work alongside – thank you for letting us be part of your lives. To work alongside you is really a privilege.

Chairman & Chief Executive

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

Bringing this vision into reality has its challenges; none more so than trying to do as much as we can with limited resources.

It's an issue we seem to face perennially; however we are doing our best within challenging times, and the work we are able to do is impacting positively on those we work alongside.

We would not have been able to do the amount of work we have without the support of our community, both financially and through volunteers, of which we have more than 500 across the organisation.

That support cannot be understated, and we remain genuinely grateful for the money and time invested in our organisation by the community.

However, we still need further support.



Tim Loan Chairman

Peter Wards Chief Executive



PSS Retirement Villages Ltd: The Company

The needs are not diminishing

The demand for services continues to grow.

In 2015-2016 we made a number of decisions that will put us in a better position going forward. We evaluated the way we do things and looked at ways to save costs, while still providing the widest range of services possible.

We are looking at ways we can broaden the ongoing financial support of the organisation.

A group of people are now funding some Big Buddies as part of the Buddy Programme, and we will look to this type of assistance to help us maintain what we do.

We would welcome any further help from the community to assist in funding any or part of our work.

We ended what has been a challenging year with a high operational deficit, however much of that is due to work undertaken to put us in a stronger position going forward.

We are encouraged that the year ahead will have a close to breakeven situation.

New look, the same people-focused organisation

During the past year we rebranded our Services for Older People to Enliven. This has brought us into line with other regions throughout New Zealand and brought a new energy, along with new service and care philosophies to this area of our organisation.

Our new website also provides a fresh approach and we suggest you take the time to have a look at it – visit www.pss.org.nz.

We may have fresh new looks, but we have retained our core values that put people at the heart of everything we do.

We look to the new year with optimism and know, despite the challenges, we are taking positive steps on our way to achieving our vision.

Thank You

The commitment of our staff, trustees, supporters and volunteers is second to none and makes this organisation a hugely positive one to be involved with.

Every day you work to make our vision a reality – thank you.

This is the ninth year we have been operating the Company. The Company is a subsidiary of the Trust which operates the villages where people live independently of our care facilities.

During the last 12 months we have seen six units change ownership and have a number that will happen shortly.

We have also had a high turnover of rental units.

Our plans for the new Vickery Court units are currently on hold while we attempt to find a solution that is more financially viable longer term. It is our hope that these units will be started in the year ahead.





Enliven

There is a saying that suggests progress is impossible without change.

There is no doubt the rebrand of Presbyterian Support Southland's Services for Older People to Enliven in 2016 has brought change; one of the biggest this area of the organisation has seen in some time.

Not only is there a new name and look, but the Enliven brand has brought with it new service and care philosophies.

However, there are constants – namely, that the resident and client are at the heart of Enliven. They are, as always, the focus, and the organisation remains committed to providing an exceptional level of care that sets it apart from other providers.

The new philosophies are not entirely different to the way PSS's support of older people has always operated, however they offer a new approach with a focus on positive ageing and an acknowledgement that some things make for happier, healthier living no matter what your age or ability.

Ultimately, it ensures the focus is on helping residents and clients enjoy life. Through embedding Enliven's six key

principles – dignity and respect, safety and security, activity, choice, contribution and relationships – alongside the values in the PSS Charter, Enliven services offer residents and clients a true quality of life.

There is a new look and feel with Enliven and it brings with it a new energy.

Enliven might be a national brand, but it retains a local feel. New marketing material now reflects local people and the Southland community.

Facilities are able to retain their own identity, but know they are part of something bigger.

But there is no less pressure on staff. The work they do day in, day out, can be tough – but to go to work to ensure residents and clients are living the best lives they can is not only motivating, but is inspiring.

Resident and client wellbeing has always been at the forefront of the services PSS offers, and the move to Enliven only reinforces that.

Staff Development, Succession and Recruitment

Enliven is a learning organisation, with a commitment to developing staff professionally and personally in all roles – be they nurses, carers, caretakers, kitchen staff or any other role.

In 2016 the first group of Enliven staff will complete the new Level 4 Senior Careworker Qualification through CareerForce, which focusses on leadership, working at a higher level with residents and also incorporates leading a team at night.

There is a need for succession planning and the loss of Palliative Care Nurse Practitioner Carla Arkless to Nelson is just one example of that. Carla's departure is a loss to the organisation and to Southland, but Enliven remains proud of its work in palliative care and will continue to be strong in this area.

Recruitment can be difficult, and the organisation is creating positive partnerships with organisations such as SIT and Frontline, to try to ease this challenge.

Music Therapist Joins Enliven Team

Funding from Counselling and Human Relations Centre Charitable Trust (CHRC Trust) has enabled Enliven to enlist the services of Music Therapist Jamie Macdonald. Jamie will further develop the existing music programme, across Peacehaven Village, Resthaven Village, Vickery Court and Walmsley House. The premise is that music is a tool to connect and engage people, and will contribute to the enjoyment and wellbeing of residents and clients. This builds on the great work of Cheree Tawhara, who initiated the concept and has already done excellent work in this area.

Technology Playing its Role

Technology continues to be integral to improving efficiencies throughout the organisation. In 2015-16 systems including MediMap and InterRAI have been implemented across all Enliven facilities.

SupportLink Brewing up a Positive Environment

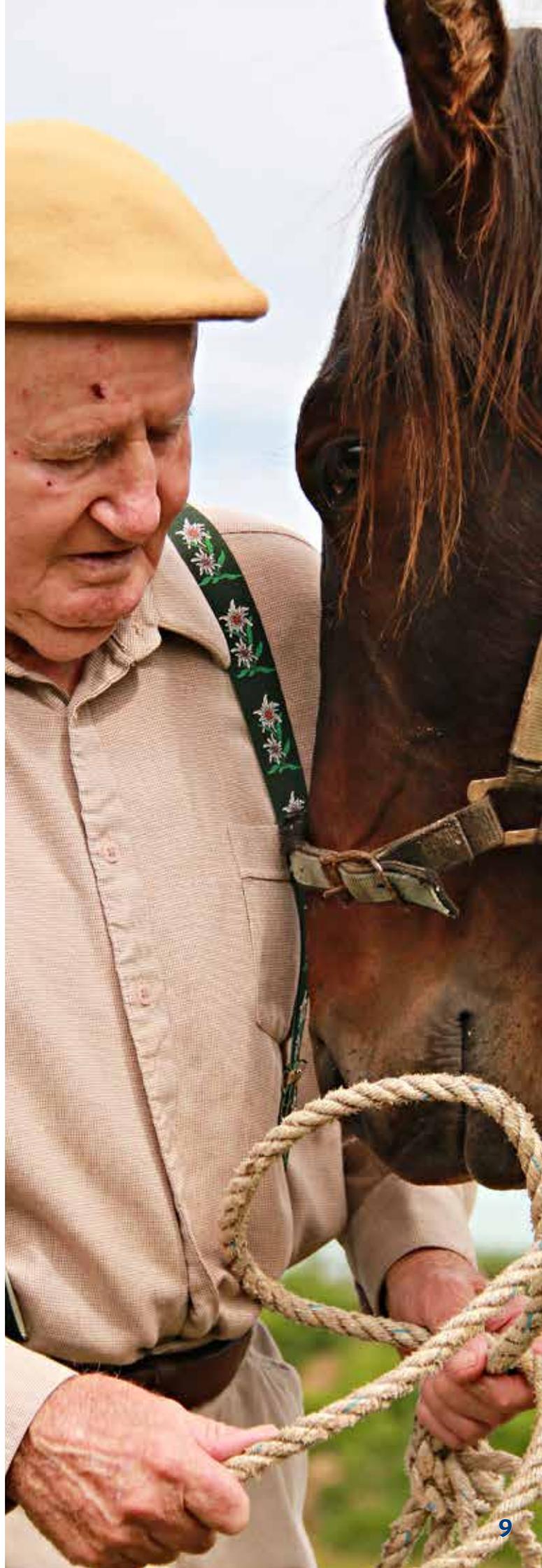
SupportLink Coffee Groups are registering record levels of interest, with more than 80 people registered for the Eastern Southland group alone. The coffee groups are designed for senior adults looking for a regular chance to catch up with others in an informal and relaxed environment. There are groups in Gore, Invercargill, Frankton and Arrowtown.

Occupancy Levels Good

Enliven facilities have seen good occupancy levels across 2015-16, particularly in the latter stage of the financial year. Occupancy at Resthaven Village has been particularly strong coming into June 2016.

Walmsley House Achieves Four Year Certification

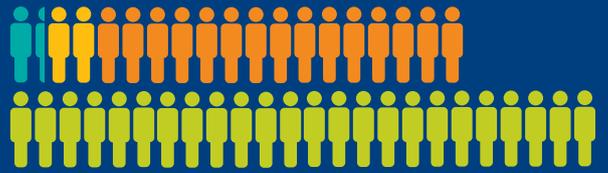
This fantastic achievement is credit to Walmsley House staff, along with initiatives including a music therapy programme, its approach to falls management and infection control management.



2015-16



355 staff



12
palliative
care clients

15
day care
clients

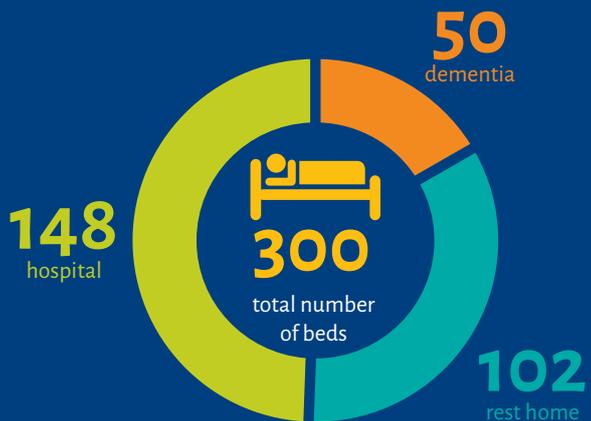
119
respite care
clients

192
SupportLink
clients

Accommodation Services



124
independent
living units



Locations



Family Works

Challenging.

It is a word that sums up the 2015-16 year for Family Works.

The complexities associated with working alongside so many families with multifaceted issues and challenges cannot be underestimated.

Add to that a real need for further financial support and it is clear to see why challenging is a word that best describes the current situation.

Family Works has grown out of the needs of its community. Over many years the organisation has honed its services to meet the needs of vulnerable families, however funding levels have not matched the required growth of the service.

The PSS Trust is supporting the work of the service by \$700,000 annually, allowing Family Works to maintain service levels. Even this does not meet the need fully, as clients are waiting for services such as social work support and counselling for up to three months.

Ideally, Family Works would not only meet the demand of those on the wait list but grow its services to meet specific needs, however funding would need to increase substantially to do this.

Family Works is hugely appreciative of existing external funding which allows it to support as many families as it does (1280 families in 2015-16, including 731 new families and 549 carried over from the previous year). The Community Trust of Southland has increased its funding by \$20,000 annually and the CHRC Trust has contributed new funding this year. This will contribute to some of the shortfall and allow Family Works to continue current service delivery.

A Wraparound Service

Funding and resource aside, Family Works continues to have a positive impact for the families it works alongside.

Supporting 1280 families who accessed 1608 areas of service delivery has been a challenge, but it is a pleasure to see the positive changes families have made. The agency appreciates families letting them into their lives and the hard work parents do to make a difference for their children and young people.

The unique nature of Family Works' wraparound service certainly contributes to these positive outcomes.

A child could be in the Buddy Programme, with a mother involved in the Parenting Programme, both parents could attend a Strengthening Families meeting and social work support could also be offered.

It is a holistic approach and one that needs to continue for the benefit of families Southland-wide.

To achieve great outcomes is a team effort. Without a dedicated team, including the Trust Board, Chief Executive, Staff, Big Buddies and Foster Parents, as well as the assistance of those who support the organisation and those who work with it professionally, Family Works could not achieve all that it does with the families they work alongside.

Together, we are making a positive difference to the lives of children and young people in Southland.



Supporting
1280
families in
2015-2016



53
staff creating
effective outcomes
for our community



96%
of adults found
Family Works
services easy to
access



94% of adults
96% of children
said they were satisfied with
the relationship with their worker



83% of adults
92% of children
said Family Works staff
helped them meet their goals



82% of adults
84% of children
said they felt better
prepared for the future

"My worker was great and caring and went the extra mile for us."

Family Works Client

"(Staff) were amazing supporters. They helped me with my obstacles I had and would definitely recommend them."

Family Works Client



New App for Young Parents

Young parents told Family Works it was difficult to get information they needed. To help ease this, Family Works staff worked alongside young parents and community professionals to develop a new App – Baby&You.

Supported by The Tindall Foundation funding, the App is a tool to access a significant amount of information that young parents and new parents of all ages need to find easily and regularly.

The App has earned positive responses from young parents and professionals in Southland. The Family Works New Zealand (FWNZ) Federation and The Tindall Foundation acknowledge that the App is a great example of work completed regionally that, with some adjustment, could be used across New Zealand.

FWNZ National Work

Family Works works closely with the FWNZ Federation.

In 2015-16 collaborative work has included the development of a national Family Solutions Model for complex family

situations, which will be marketed to Government; focussing on working with families in a wraparound services way.

A communications project is underway to raise the profile of Family Works. Although services are well known locally, at a national level the work of the Federation is not as well known as it would like. This project includes telling clients' stories through print and video to demonstrate what Family Works does and outcomes that can be achieved through Family Works services.

Results Based Accountability (RBA) work continues with pre and post assessment tools being trialled by Federation members with clients to add to the current RBA Framework.

Buddy Programme

The Buddy Programme continues to go from strength to strength and its success is testament to the commitment of volunteer Big Buddies.

In 2015 the Wakatipu Buddy Programme won the Education and Child/Youth Development category at the Queenstown Lakes District Trustpower Community Awards.

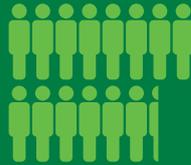
Services

Foster Care

Short-term, emergency, respite and longer-term care for children who are unable to be cared for by their own families/whānau



34
Foster Families



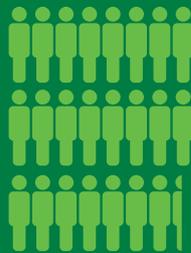
29
children and young people



received
3214
nights of care



222
sessions of care provided to



47
children



from
37
families to allow parents to access parenting programmes

Buddy Programme

A mentoring programme for children aged 4-12 years whose life circumstances indicate the need for extra adult support



75
Big Buddies



94
Little Buddies

In Gore, Invercargill and Wakatipu

Parenting Programme

Covering child development and relationships between children/young people and parents/caregivers



73
parents

Young Parents Service

Support for those aged up to 20 years who have a child in their care or are pregnant



20
families

Incredible Years

Support for parents of children aged 3-8 years with practical suggestions for everyday situations and challenging behaviours



62
parents

Family Start Programme

Working alongside parents/caregivers for positive health, education and social outcomes for children up to 5 years old



344
families

Strengthening Families

Collaborating with families and agencies on a plan to achieve change



53
families

Cool Families

Supporting families with children aged 7-10 years to learn ways to better manage strong emotions



9
families

Out of Gate

A reintegration service for women who have been released from prison



7
women

Circle of Security

Assisting parents, caregivers and children with attachment issues



9
parents

Family Dispute Resolution Services

For parents/caregivers who have been through separation/divorce and need assistance to resolve conflict around the care of children/young people



61
cases

Families Accessing Other Family Works Services



372

used the Dedicated Intake Service



231

accessed social work support and counselling services



10

involved in the Fresh Start programme



38

accessed the Services Unit Contract



Small Steps Lead to Big Change

In two short years a Family Works client turned her life around. Now she wants to help others in a similar position.

Trapped and Scared

In early 2014 Pia* was in a dysfunctional marriage with one child.

Working part-time in a minimum-wage job with a low level of education, living in a tiny flat with no transport and not receiving any assistance from WINZ, she suffered debilitating anxiety and low self-esteem.

She felt trapped and scared.

Making Change

Pia didn't want to repeat cycles of abuse, dependency on government and family addictions she had seen throughout her upbringing.

She also wanted to address the way she parented her daughter.

Through involvement with the Family Start programme at Family Works, she was also able to access our general and Incredible Years Parenting programmes.

She fully participated in the Family Start programme, accessing appropriate help and taking all opportunities offered by her Family Start Family/Whānau Worker.

A Family Start Family/Whānau Worker's View

Nerida worked alongside Pia* as she made changes to her life and is hugely proud of the person she is today.

“What has been so pleasing for me, along with all of the changes she has made, is other people's observations.

When Pia* first started parenting classes, she would come in and wouldn't even look the receptionist in the eye.

Now, she is so evidently happy and makes time for big chats. She has that confidence now to hold her head up high.

She's also prepared to advocate for herself. With one agency in particular she told them straight – they were not going to pigeon hole her or make assumptions based on her appearance. She told them they would treat her with respect and with dignity because she deserves that – and she does. Straight away the whole conversation changed.

Previously she wouldn't have stood up for herself. Now she is prepared to challenge and hopefully even create change for others.

I'm so proud of her but, more importantly, Pia is proud of herself and that mana is a huge catalyst for maintaining change.”

A New Start

In 2016, Pia is a full-time student studying towards a degree in Social Work.

Her relationships with whānau have strengthened, she maintains a successful co-parenting relationship with her now ex-husband, and she is positive and confident.

Pia takes pride in her parenting skills and is an active, hands-on mother. She has learnt to make changes in her parenting and her daughter is enrolled in Early Childhood Education.

She encourages the use of Te Reo in the home, assisted by resources from Family Works.

Pia knows how much her Family Start Family/Whānau Worker helped her.

Now, essentially, she wants that job.

She knows that is possible and is working hard to make her goal a reality.

**Names have been changed to protect the identity of those involved*



Finding a Home at Peacehaven Village

Peacehaven Village has played a large part in the latter stages of Fred Monks' life. Now, he's making a home there and is happy, comfortable and safe.

Fred Monks moved to Peacehaven Village in early 2016.

It was a place he knew well.

His wife, Colleen, had a stroke at age 58. Fred looked after her in their Invercargill home for as long as he could, but eventually she moved to Peacehaven Village.

Fred was a regular visitor; often joining Colleen and the staff on outings, and visiting as often as he could right up until Colleen's passing.

For a time afterwards, Fred remained in his own home.

A self-confessed stubborn Irishman, he wanted to stay as long as he could.

When the time came, he knew Peacehaven was where he wanted to make a new home.

It was a big decision, but it's one Fred is pleased he made.

"This is one of the best places in Invercargill, and one of the safest," he said.

"Staff have been here 15 to 20 years – and that's a good sign. Other places they might stay six months, but here, they seem more permanent."

A talented artist, the walls of his room are adorned with his paintings; his laptop is set up so he can browse the internet, and he is comfortable in the living areas with other residents, or in his room painting in the sun, looking out onto a bright, grassy area.

"There's plenty of room, plenty of things to do, and the hallways are so wide," he said.

"Every one of the staff here are just great. There's nothing to worry about here."

A Daughter's View

For Fred's daughter, Jo, there's nothing better than knowing her Dad is safe – and the move to Peacehaven has given her that assurance.

"When my Mum was in Peacehaven she and Dad loved the community there. They were included and always made to feel so welcome. The service we got when Mum was there was just the best care ever, it was beautiful.

When my Dad became unwell and needed to move, there was never a question about where he would go.

I'm so happy with him at Peacehaven because he's safe. I know he's looked after and he's being fed well.

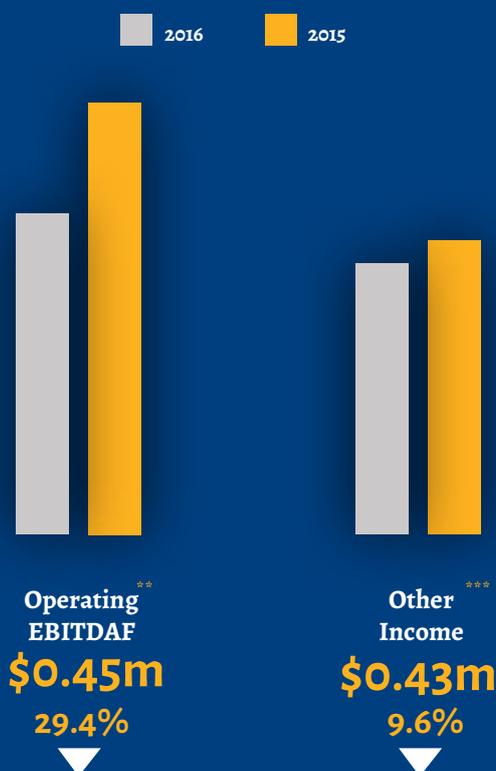
He's gained weight, he's living his life and getting on with things. It's not an issue for him to get in a taxi and go into town or out for lunch. His quality of life is just wonderful.

Everything is available, he can do whatever he wants when he wants, but if he doesn't want to do anything he can shut his door and be comfortable and happy in his room.

It's a great place to be.

2016 Financial Summary

Group



* Less bequests, grants & donations and less other income

** Earnings before tax, depreciation, amortisation & net unrealised fair value movements on investment properties

*** Bequests, grants & donations

Statements of Comprehensive Revenue & Expense

For the year ended 30 June 2016

	Group	
	2016	2015
REVENUE		
Services for older people	15,690,794	15,715,725
Service fees from occupiers	407,548	442,762
Family Works Government grants	2,054,099	1,953,290
Village contributions	224,198	371,126
Bequests, donations and grants	431,444	477,349
Other indirect income	589,004	360,538
TOTAL REVENUE	\$ 19,397,087	\$ 19,320,790

LESS OTHER EXPENSES		
Auditors' remunerations - Audit fees	26,680	28,300
Depreciation	1,273,200	1,307,798
Employee benefits	13,767,569	13,617,207
Energy	575,710	598,983
Finance costs	284,373	316,619
Property related expenses	444,286	419,883
Repairs and maintenance	1,144,498	1,109,986
Service delivery	2,992,865	2,915,538
TOTAL OTHER EXPENSES	20,509,181	20,314,314
OPERATING SURPLUS (DEFICIT) FOR YEAR	(1,112,094)	(993,524)
Change in fair value of Investment Property	2,829,027	-
Add Net gain from financial instruments designated at fair value	6,945	15,689
NET SURPLUS (DEFICIT) FOR YEAR	\$ 1,723,878	\$ (977,835)

This summary is extracted from the full, audited financial statements, issued by the Trust on 21st of September 2016. Those statements were prepared in accordance with NZ GAAP, as they apply to a not-for-profit public benefit entity, and they comply with IPSAS. The auditors' report on the full financial statements is unmodified.

Statement of Financial Position

As at 30 June 2016	Group	
	2016	2015
ASSETS		
Bank overdraft	0	269,776
Trade and other receivables	738,562	248,552
Inventories	48,954	51,630
Property, plant and equipment	27,041,232	23,133,447
Investment Property	18,392,828	15,161,164
Other Assets	3,202,063	3,080,474
NET ASSETS	\$ 49,423,639	\$ 41,945,043

LIABILITIES		
Bank overdraft	116,580	0
Trade and other payables	1,432,703	1,125,810
Employee entitlements	1,489,502	1,348,784
Borrowings (secured)	4,860,000	4,900,000
Other liabilities	11,288,891	10,554,006
TOTAL LIABILITIES	19,187,676	17,928,600
NET ASSETS	\$ 30,235,963	\$ 24,016,443

EQUITY		
General funds	14,412,151	15,202,440
Revaluation reserve	16,016,970	8,814,003
	\$ 30,429,121	\$ 24,016,443



\$34.3m

investment in property
(net of Occupation Right Agreements)



\$4.9m

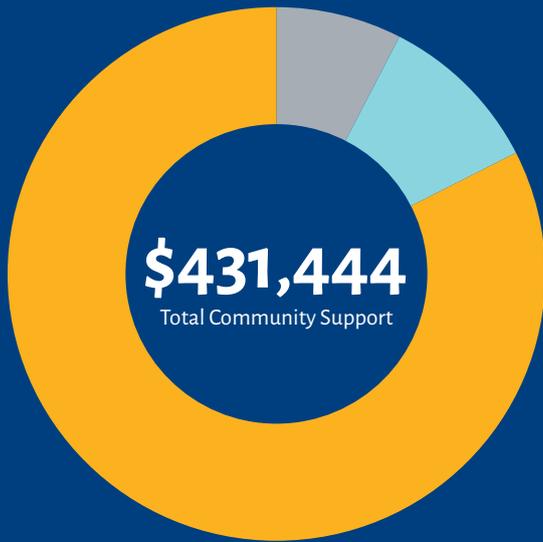
external debt level
(as at 30 June 2016)



15.97%

debt to equity ratio

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 2016 are available for inspection at our Central Office, 181/183 Spey Street, Invercargill.



-  Bequests \$32,646
-  Donations \$42,858
-  Grants \$355,940



Community Support

PSS relies on the community to help support those in need.

We truly appreciate the support we receive

- Through bequests that help with ongoing provision of services that are more difficult to fund
- Through grants that are usually for services that are underfunded and support us in providing a broad range of community services
- Through the wide range of general donations, from financial support through to entertainment, food and household goods

Thank You

Thank you to all individuals, trusts, businesses and everyone who supports PSS and our work in Southland

Bequests

- | | | | |
|--------------------|------------|----------------------|-----------|
| G L Bell | P H Barber | S R Hillis | G Murdoch |
| JD McGruer | P D Kerr | H A Stark | A E Wixon |
| W & G S Dick Trust | | PCANZ Property Trust | |

Grants

The W D Bickley Trust, Counselling and Human Relations Centre Charitable Trust and other larger supporters:



Donations and other assistance

We greatly benefit from a large number of donations, monetary support and other assistance from a wide range of individuals and businesses. These donations continue to ensure our clients and residents receive greater support and overall wellbeing.

Help Make a Difference in Your Community

Your support of PSS makes a big difference in your community, and for hundreds of Southlanders.

We appreciate every bit of support.

Donations

Financial support, however large or small, is always appreciated and can be tagged to specific programmes or used generically to benefit Southlanders.

Bequests

Bequests have a major impact on our services and facilities. Their value is immense and hugely appreciated. Without this form of support our organisation would not be able to have the positive impact it does for so many Southlanders.

Volunteering

A few hours here and there can have a huge impact for you, for us and for people that need a little time. If you can spend a few hours or spend time on a regular basis, the benefits of volunteering are immense.

If you'd like to help, we'd love to hear from you

- Give us a call on** 03 211 8200
- Come and see us at** 181/183 Spey Street, Invercargill
- Drop us a note to** PO Box 314, Invercargill, 9840
- Email us at** enquiry@pss.org.nz
- Visit our website** www.pss.org.nz

Any money received is used in Southland and the Wakatipu Basin





Presbyterian Support
Southland

Our Services

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