

Making Hearts Smile



Adversity is no stranger to Katrina Taplin but it's ignited in her a zealous love of life and a deep desire to give vulnerable children the opportunity to experience happiness and wellbeing growing up.

She's also always wanted a big family so when Katrina went along to a Family Works Southland information evening about its Buddy Programme and instead signed up for Foster Care, it wasn't a complete bolt out of the blue for her husband David and their two adult-age children.

"Dave's always known I have a lot more love to give," says Katrina, "but the kids did take a bit longer to get on the same page."

Having sailed through the rigorous vetting process and taken up every training and support option offered, the Winton family have opened up their hearts and home to over eight children on their 14-month fostering journey to-date.

Currently, Katrina and Dave care for pre-school siblings, two at a time, on alternative weekends and holiday breaks. They find respite care especially fits well with their rural lifestyle and means they can dedicate quality time and attention to the youngsters when they stay.

"We don't really do any special activities per se," says Katrina, "Just taking part in what we would consider 'normal' farm

and family life is often a huge change and challenge for these kids."

Indeed, some of Katrina's most cherished moments of caregiving come in the form of small acts of trust or achievement, like: eating at the kitchen table; taking a shower without mayhem; touching a pet lamb; the unprompted holding of a hand; first smiles; an enthusiastic greeting ... an unexpected hug.

"We gain as much as we give," says Katrina, "They make my heart smile."

Katrina will admit it's not all easy but says empathy, loads of patience, positivity and a healthy sense of humour gets them through most challenging situations.

Then there's always the full back-up, specialised support, training and networks provided by Family Works Southland to depend on.

Presbyterian Support Southland Family Works Director Judith McInerney says she is proud of her team and the work they do alongside community carers, such as the Taplins.

"Together we are making a real difference."

"We are helping to transform lives by giving these children and young people the safe, happy and healthy experiences and opportunities they so deserve."

Full training and support is offered to anyone interested in becoming a foster parent, and there are opportunities to provide respite, mid or long term care.

To find out more about Foster Care please contact Nicola at Family Works on 03 211 226 or email FC@familyworkssld.nz

***Read more about the Taplins' foster care experience at:**
www.pss.org.nz/family-works/news



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Celebratory Tukutuku Panel Unveiled

A special Tukutuku panel has been created by Presbyterian Support Southland (PSS) staff to mark the organisation's 100th year milestone and as part of their team-building and Matariki activities.

The taonga (treasured possession) was unveiled by staff member Tania Kereama Sutton and blessed by Awarua Rūnanga representative, Dean Whaanga, at a recent ceremony held at PSS's Invercargill office in July.

PSS Family Works Director Judith McInerney said around 50 staff from both Central Office and the Family Works service teams, along with board members and Chief Executive John Prendergast, gathered for the celebratory event which included the unveiling and karakia, waiata, speeches, shared kai and a movie.

Inspiration for the project had followed visits to the Murihiki Marae where Family Works staff had learnt about the Maori art form in its traditional setting. Working in small groups, staff had come up with their own design elements, that were later skilfully merged into a cohesive whole.

"Staff were absolutely delighted and proud of their finished Tukutuku panel," said Judith.

"Having come up with the idea and design, staff then learnt how to weave and spent countless hours working together in partnership under the excellent guidance and direction of

Tania Sutton and PSS Cultural Advisor, Louise Fowler."

Judith said many staff had taken part in the 3-year project, but two staff members in particular, Kimberly Smith and Julie Tippet, had "really stepped up" and taken on leadership roles. She considered it a resounding success in terms of a team-building exercise and staff had learned a great deal about, and embraced, Te Ao Māori and the reciprocal process of tukutuku weaving.

"It created such a lovely feeling," said Judith.

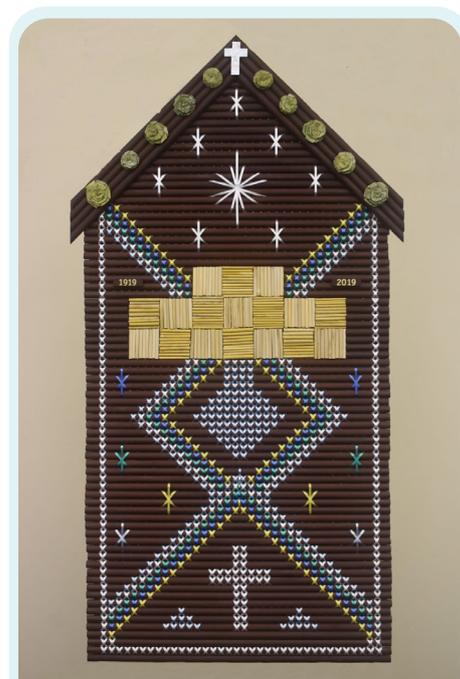
"Staff bonded as they got to know each other better and were buoyed by the meaning behind their creation and the common goal of getting it finished ahead of the centenary celebrations."

Made from both traditional Māori and contemporary materials, the Tukutuku design, colours and patterns all have significance to the organisation's history of care and service in Southland.

"... Every single detail, every stitch, has meaning and tells the story of our identity, of our journey," said Tania who led the many hands involved with the weaving.

"In the top section, for example, the largest white 'star' is a tribute to the spiritual love and inspired actions of our founding father, the Very Rev Dr Andrew Cameron."

"And we've incorporated the kaokao pattern in the middle section. This represents the shelter, protection and



A close up of the Tukutuku Panel in its final form

PSS roof". It is symbolic of the arms and hands of our staff, volunteers and foster parents and how they embrace, hold and support those involved with us in their journey."

Set to take pride of place in the Central Office reception area, Chief Executive John Prendergast said the taonga was the result of a tremendous amount of commitment, collaboration and kinship.

"... Not only does it cleverly and creatively capture Presbyterian Support Southland's story over the years, it also serves as an enduring reminder of our bi-cultural heritage and our continuing commitment to the Treaty of Waitangi and developing the cultural competencies we need to better serve the culturally-diverse communities of Southland."



PSS Central Office and Family Works service team members who worked together to create the Tukutuku Panel

Gratitude Corner

This edition we would like to give our gratitude to Willie Peddie.

Local lad Willie Peddie was very excited and proud to donate \$40 to Family Works on the 22nd of October 2019. Willie raised this money through his school pride challenge and one of the challenges was to raise money for a chosen charity.

Willie decided he wanted to donate to families in the local community who need extra support and earned the whole \$40 by way of a roadside stall – and he didn't take long to sell out! What an awesome display of community participation and support.

We are very grateful to all of those in the community who think of Family Works as their chosen charity.

Thank you for thinking of us Willie and keep up the wonderful work.

#makingadifferencetogether



PSS Marketing Assistant Liam Poole (right) receiving a donation from Willie Peddie (left) for Family Works services in Southland.

Getting to Know PSS staff



Meet... Courtney Forde

Role with PSS: Marketing and Communications Manager.

Started: 20th August 2018.

Overview of role:

Anything and everything Marketing, Communications and Fundraising across the organisation. Some examples are: I create newsletters and annual reports, brochures, posters and many other forms of printed marketing materials for PSS and our services Family Works and Enliven. I manage campaigns, sponsorship, the website, PR & media, all of our community funding as well as events throughout the year. And much more.

What's the number one thing you love most about your job?

The creativity! No day is the same.

What do you enjoy outside of work?

Spending time with friends and family. I like keeping fit so outdoor walks and also taking my puppy Milly on adventures.

What's the one thing you can't live without?

Good food!



Annual Report

Our 2019 Annual Report is now available. Read it online at www.pss.org.nz. Printed copies are also available from our Head Office at 183 Spey Street or contact our Marketing and Communications Manager, Courtney on 03 211 8252.

Walmsley House rest home in Invercargill has officially exceeded the aged care sector's highest quality standards, for the second time running.

Raewyn Healey, Enliven Quality Manager for Presbyterian Support Southland said in late October they had received confirmation from the Ministry of Health advising Walmsley House had achieved four-year certification, following a recent audit. This the second successive time the rest home has been awarded maximum renewal status - making it only one of two in the region to hold back-to-back four-year certifications.

All rest homes and aged residential care facilities in New Zealand are subject to audits and certification every one to four years to ensure they provide safe, appropriate care for residents and meet national standards set out in the Health and Disability Services (Safety) Act 2001. A spot, or 'surveillance' audit also occurs around the middle of the certification period, with certification length dependent upon how well the rest home performs against 50 standards and 101 criteria set by the ministry and the (local) District Health Board contract.

Mrs Healey said the standards were far from easy to attain which is why four-year certification for an aged care service provider was seen as excellent.

She said it was a robust procedure that

had involved two independent auditors spending a day and half at Walmsley House in mid-August reviewing records, systems and policies; observing and meeting with staff, residents and family members; and assessing everything from building upkeep and medication protocols, to fall prevention and meal nutrition, infection control, adverse incident management, staff education and so on.

However, Mrs Healey said, attaining and maintaining the 'gold standard' level of care attested to in the audit report was not a day and a half endeavour - the achievement represented "365 days of hard work and ongoing commitment to best practice and betterment" by staff at Walmsley House.

"It is very satisfying for all involved and I know the staff are proud to have had official endorsement that they're doing a great job".

Walmsley House manager Jenifer de Jesus said it was pleasing to have achieved consistently high ratings over, what was effectively, an eight-year period.

She was particularly pleased the home had been awarded three 'continuous improvement' ratings - where all standards had been fully met and exceeded - in areas of service relating to good practice, staff education and waste management initiatives. Other successes include less trips to hospital,

low staff turnover and high resident satisfaction.

Walmsley House is one of three Presbyterian Support Southland Enliven rest homes to hold 4-year certification. PSS Chief Executive John Prendergast attributed the success, in part at least, to "a resident-centred approach to care and sustained investment in empowering staff through enabling technology and quality education and training programmes."

Mr Prendergast said the fact that the rest home had held the accreditation - and therefore maintained the highest level of care - for two consecutive periods was a credit to Walmsley House staff who worked tirelessly and collaboratively to make incremental improvements to the services and care they provided, every day.

The Enliven rest home is centrally located and provides a homely environment and personalised care for 31 residents.

Staff follow the Enliven philosophy which espouses the principles of caring, enabling and supporting the elderly to live rich, full lives. It recognises the importance of respect, independence, meaningful activity and enduring connections with, and to, family, friends, the wider community and nature.

Audit reports and summaries for all New Zealand aged care facilities and retirement villages are available on the Ministry of Health website.



Walmsley House staff get together during a celebratory afternoon tea

Volunteer Special: A win-win situation

When early-childhood teacher Gayle Thornton began volunteering with *Enliven SupportLink Wakatipu three years ago, she had no idea it would lead to an about-turn career change which would see her working with people from the opposite end of the age spectrum.

“Volunteering for SupportLink has given me the chance to see the world through others’ eyes.”

- Mahatma Gandhi

Gayle says she signed up with Enliven SupportLink - a free community service which matches volunteers with older people in the community needing some companionship or support - because she wanted to do something “meaningful”, alongside her home duties, as she settled the family into Queenstown.

“As it turns out, that’s a good part of why Elaine, the Wakatipu SupportLink Coordinator, matched me with Don. He and his wife were also newbies to the district and had no family down here.”

Gayle said Don’s loneliness and relative social isolation was compounded by some hearing loss, progressing physical frailty - meaning he couldn’t drive anymore - and the fact that his wife was out of the house a lot as she strived to get her new business up and running.

“Things didn’t get off to the speediest of starts,” recalls Gayle.

“While SupportLink gave great training and support, I’d had no previous experience with older people and I

almost got the impression, during our early fortnightly outings, that Don could take it or leave it!”

Gayle says that all changed one particularly hot Lakes District day, when she declared her wish to partake of a certain cold beverage, rather than their usual coffee and cake.

“Well, I think he may have been a bit surprised but he was super quick to agree to that one,” says Gayle, “And the rest, as they say, is history”.

Indeed, not only do the two now thoroughly enjoy a valued and growing friendship, but Gayle credits the newfound skillset, experience and drive she acquired with SupportLink, as having landed her a “very fulfilling” new job with Alzheimer’s Otago.

“Who would have believed I’d be in such a win-win situation by helping out our seniors citz?!” asks Gayle.

They would, no doubt.

Afterall, they are living proof that, just like Gayle and Don’s relationship, ‘good things take time.’

*** The Enliven SupportLink Wakatipu service is proudly supported by Community Trust South and Central Lakes Trust.**

Without this support, Presbyterian Support Southland Enliven would not be able to deliver this life-changing community programmes.

Enliven nurses receive significant pay increases

Around 40 residential aged-care nurses employed by Presbyterian Support Southland Enliven are delighted to have received significant pay increases, affording them parity with their DHB counterparts.

Presbyterian Support Southland (PSS) Chief Executive, John Prendergast, has released details of the new remuneration levels, which puts PSS nursing staff wage rates on par with the DHB Multi-Employer Collective Agreement (MECA) pay rates.

The new pay deal sees registered nurses’ pay go up an average of 10.1 percent across all grade steps and there was a further 3 percent increase for top-tier senior nurses.

Enrolled nurses on all wage steps would see an average increase of 4.1 percent, with the new salary step giving another 3 percent. The new pay deal was effective as of 5 August 2019.

Mr Prendergast said the reasons behind the move were three-pronged.

He said the pay increases were in recognition of the fact that Enliven nursing staff were valued highly and considered “absolutely pivotal to the business”; and investing in the workforce was a top priority.

“We have also been conscious, for some time now, that while a considerable gap remained between the wage rates paid to DHB nurses, compared to what we were paying ours, we were always going to be vulnerable to losing nurses to DHBs.”

Pressure on retaining residential aged care nurses had also been exacerbated by the decision last year that DHBs would recruit an additional 500 nurses to hospitals.

Mr Prendergast said he and the board were grateful that the vast majority of their nurses had stayed loyal to PSS and they were “very pleased” to now be in the position to reward that loyalty, and put them on a par with their DHB nursing peers.



Admiring the view

Shared Testament Shines Light on Family Violence

Presbyterian Support Southland (PSS) recently partnered up with * PresCare NZ and Invercargill's First Presbyterian Church to host its first-ever White Ribbon event aimed at raising awareness of, and encouraging community-based action to end, family violence.

PSS Enliven Pastoral Care and Retirement Villages Manager Karl Lamb said the two-day event included a special church service and members of the public planting a white ribbon 'stake' in the lawn or tying a white ribbon to the Church fence to symbolically pledge their support of the cause.

As one of the region's largest social services provider and a responsible employer, PSS's inaugural involvement with the global movement focused predominantly on spreading the anti-violence message across its diverse workplace and service settings and making sure prevention resources and assistance information was available to anyone affected by family violence.

Karl said that while it had been heartening to get such a positive response from staff and the wider community, a quick glance at local and national headlines over the past month painted a frightening picture of just how prevalent the issue of men's violence against women really was.

"Grace Millane, Amber-Rose Rush and our own Azalia Wilson, have recently become household names, but the sad reality is they could have just as easily have been your, or my, next-door neighbour, a work colleague, or



Young boys place their White Ribbon stakes in the ground at First Church in November.

the mum-of-three who lives down the street.

With a proliferation of official sources backing this up, Karl said it was not hard to see why the White Ribbon messages and avenues of assistance, had garnered considerable traction and why action was vitally important to the future wellbeing of Southland families.

Karl - also an ordained minister - and Reverend Nyalie Paris of First Church cleverly interwove key messages into the Sunday service.

But, as many attested to, the most poignant message of the weekend was not delivered by sermon, nor by symbolic stakes in the ground - but rather it came with the presence and brave testament of an unnamed survivor of serious domestic assault, who came to reclaim back power over

Karl said the woman - who had no ties to PSS or First Church - had been the first person he met on Saturday and was one of the last to leave.

"She touched us all with her story of turmoil, escape and hope for a better future ... free from violence, for herself and all her family."

Now surely that's the future worth working towards.

****PresCare is a partnership between the Presbyterian Church of Aotearoa New Zealand and all Presbyterian Support regions. It is aimed at caring for communities by focusing on the wellbeing of children and families.***



White Ribbon stakes are placed in the ground by local supporters at First Presbyterian Church as a symbolic stand against violence

COMMUNITY CONNECTIONS



Frankton Court residents enjoyed a day out in the sun during their 'lunch in the park' outing followed by a duck race in October.

The Southern Steel making reindeer bookmarks with Little Buddies at the Family Works Buddy Programme Christmas Party in November.



A Big and Little Buddy match having fun during their talent skit at the Family Works Buddy Programme Christmas Party.



PSS staff had fun at the Invercargill Santa Parade on the 30th of November. Mr Bear was dressed in 1920's theme to mark the end of our Centennial year.



John Prendergast's Departure



It is with a degree of sadness that we let you know our Chief Executive; John Prendergast will be resigning. John has valued and appreciated the year and a half he has led PSS; however, he has decided it is the time to move on. John has accepted a role as General Manager of the Catholic Archdiocese of Wellington. His final day at PSS will be Friday 14th February 2020.

We are grateful for your support

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Email:.....

Donation Purpose:.....

To make an online donation go to pss.org.nz/get-involved/donate
All donations are retained within the Southland region

Post to:

Marketing and Communications Manager,
Presbyterian Support Southland
PO Box 314, Invercargill 9840



Presbyterian Support
Southland

All donations over \$5 are receipted. Presbyterian Support Southland is a Registered Charity. Our Charities Commission Registration is CC22363. Please make cheques payable to Presbyterian Support Southland. Presbyterian Support New Zealand will preserve the confidentiality of all personal information it holds in accordance with the NZ Privacy Act 1993.

Making a difference together

Thank You Southland

As the year comes to an end we would like to thank you for joining us in our pledge to make a difference in the local community.

Many people help us in many ways, from individuals and local businesses who donate money and non-monetary goods, to our Guardian Angels, Foster Parents and Volunteers, community funders, and to those who plan ahead and make provision for our work in their wills.

We couldn't achieve what we do, without you being on this journey with us.

Merry Christmas.

Christmas Closure

Our Head Office (183 Spey Street) will be closed from midday on Tuesday the 24th of December 2019 and will not re-open until 8.30am on Monday the 6th of January 2020.



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