

Annual Report

2022 – 2023



Presbyterian Support
Southland

Our Services

enliven



MAKING A DIFFERENCE TOGETHER FOR OVER 100 YEARS



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**Presbyterian Support
Southland**

Our vision is a community where all people can make the most of their strengths and feel included, valued and safe. We provide a range of services through our brands Family Works and Enliven in response to the changing needs of individuals and whānau, both young and old in the wider Southland community.



The Enliven philosophy embraces a person-centred model of care that supports holistic wellbeing for elderly in the community, in Enliven supported living villages and Enliven aged care homes. We work alongside clients, residents and families to ensure everyone has a sense of community, companionship, meaningful activity, a sense of contribution, real choices and the ability to make decisions for themselves.



The Family Works philosophy is the understanding that family life can be challenging, no matter what your experience and resources. We work from the basis that strong, self-sufficient families are the best places to grow happy and healthy children, and that family is the backbone of each and every community.

Our Charitable Purpose

Any profits generated from our Enliven supported living and aged care homes are given back to the local community through our Family Works and Enliven SupportLink services.

Message from the Board Chair & Chief Executive

We want to start by acknowledging the passing of our previous Chief Executive, Michael Parker. Michael, a member of the Presbyterian Support family for nearly two decades, passed away in June this year following a long battle with leukaemia. Michael's contribution to Presbyterian Support nationally was immense, with involvement in key initiatives including the Eden Alternative model of care, the re-branding of our national 'Family Works' directorate, and providing a steady set of hands through the COVID-19 pandemic. Michael was also a key member of the National Executive Group, taking the reins as Chair for a time. Michael will be missed by all who knew him.

Whilst the 2022/23 financial year was challenging for several reasons, there are a number of positives on which to focus. As we reflect on the year it is evident that the tide is slowly turning on what has been a difficult period for our organisation, our sector and our nation.

In recent years, resource constraints, exacerbated by COVID-19, have at times significantly impacted our capacity to deliver consistently in our rest homes, our social services, and our day-to-day maintenance activities. However, 2023 has seen our headwinds easing slightly, resulting in a more positive outlook as we focus on the future.

In relation to our Enliven directorate, there is a growing sentiment within the aged care sector that we are indeed at, or near crisis point. This acknowledgement itself is significant and marks a move away from the apparent apathy that has previously hindered resourcing and funding. We have seen pay parity processes commence for nurses and health care assistants, a national marketing campaign regarding the crisis, traction in pre-election messaging and subsequently the largest uplift in Te Whatu Ora bed day rates through contract re-negotiations for the upcoming 2023/24 year.

Further, the relaxation of immigration settings coupled with a very successful recruitment campaign targeting internationally qualified nurses has eased pressure on our service provision throughout the year.

It is fantastic to note that despite recent challenges, our service performance has continued with excellence. Over the 12-month period from August 2022 to August 2023, all four of our Enliven rest home facilities were audited. Each of the four accreditation audits returned zero findings—a first for PSS and a significant milestone.

An external review of the Family Works directorate has similarly identified a positive outlook, with client satisfaction consistently high and PSS being portrayed as the provider of choice for social services in Southland amongst both funders and contracting partners.

We are proud to have announced a significant redevelopment of our Peacehaven Retirement Village this year. This investment will involve the replacement of older village stock, renewed amenities for the site and a refresh of landscaping ensuring a modern, vibrant, and fit for purpose facility for today and into the future. PSS is extremely proud of its long history of aged care provision in Southland, and we consider the development signals a long-term commitment to continued service.

Lastly, we would of course like to acknowledge our wonderful staff who stand with us in the critical provision of service to those who are most vulnerable in our community. We continue to work towards our vision of a community where all people can make the most of their strengths and feel included, valued, and safe.

Best wishes

Craig Smith
& Matt Russell



Craig Smith

Trust Chairman



Matt Russell

Chief Executive

Making a difference together

Thank you to all individuals, families, trusts and businesses for supporting our work in Southland.

Together we have supported over **3,600 people** and we wouldn't have been able to achieve that without your support.



Bequests,
Donations
& Grants Total

\$682,575

Thank you to our major community funders



**Te Tari Taiwhenua
Internal Affairs**



**Thank you to all of our donors
and regular givers**

Key Financials*

Consolidated results at a glance

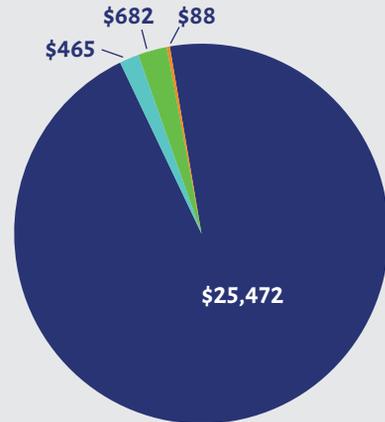
\$000	2021/22	2022/23
Operating Revenue	\$27,261	\$26,707
Operating Expenses	\$26,492	\$27,116
Operating Surplus/ (Deficit)	\$769	(\$409)
Non Operating Income	\$7,144	(\$2,773)
Net Surplus/(Deficit)	\$7,913	(\$3,182)
Total Assets	\$73,305	\$70,212
Total Liabilities	\$22,775	\$22,863
Equity	\$50,530	\$47,349

The consolidated financial statements for the year ended 30 June 2023 include an operating deficit for PSS Trust of (\$1,092,102) compared to a deficit of (\$764,945) for the previous year.

PSS Trust operates the Enliven Aged Care (excluding Retirement Village operations) and Family Works services in the Southland area.

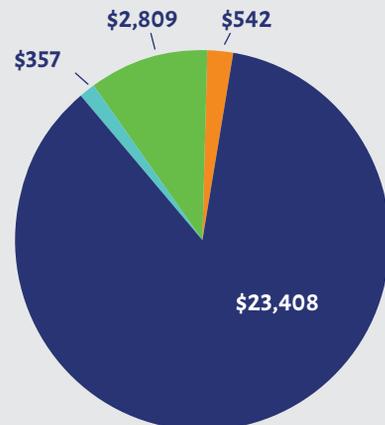
*The financial information contained in this report was extracted from our audited financial statements for the year ended 30 June 2023. A full set of the audited financial statements can be made available upon request.

2022/23 Income was derived from: (\$000)



- Service Income
- Donations, Grants and Bequests
- Rents
- Other Income

2022/23 Income was applied to: (\$000)



- Service Delivery Costs (including Staff)
- Property Costs
- Depreciation
- Other Operating Costs



Invercargill mother Sarah Hare with her daughter

Parenting Programme, the icing on the cake

Invercargill Mum Sarah benefited so much from the Family Works Parenting Programme she persuaded her husband to attend one too.

“The big things I got out of it were learning about the different ways of effective parenting and new parenting techniques. There was loads of other useful information too, so much so that I made my husband go to the next one.”

Family Works runs four Parenting Programmes annually. Each programme is a two-hour session weekly for eight weeks.

“When you’re there in class and in the moment, try to be open-minded and listen. Go there with no expectations because what you get out of it is different for everyone.”

At the time of attending the programme, Sarah and her husband had a three-year-old daughter Indi* (name changed to protect privacy).

We got tips about how to get Indi to sleep in her own bed, getting her off her bottles, toilet training, her separation anxiety when she’s away from me, and that sort of thing.

Talking with other parents was reassuring.

“Their stories were different, but they were struggling with the same stuff. That gave me a lot of relief.”

One of Sarah’s parenting challenges was a tendency to over-protect Indi.

“Indi is so important to us because she was a miracle child - I was told I was basically infertile.

“The class showed me how I could still be protective but have some flexibility that’s good for both me and her.”

Sarah was invited to join the Parenting Programme by her Family Start whānau worker. The Family Start Programme works alongside parents of children up to the age of five who face particular life challenges ranging from housing issues or low incomes to health problems or difficult pregnancies or births. In most cases, families are referred when their children are under the age of one.

Sarah said Family Start was “brilliant”, and the Parenting Programme was “the icing on the cake”.

Her advice to other parents thinking about attending -

“When you’re there in class and in the moment, try to be open-minded and listen. Go there with no expectations because what you get out of it is different for everyone.”

Services & Locations

ENLIVEN



INDEPENDENT LIVING UNITS



DEMENTIA CARE



REST HOME



SUPPORTLINK



HOSPITAL

FAMILY WORKS



BUDDY PROGRAMME



STRENGTHENING FAMILIES



FAMILY START



FOSTER CARE



GROUP PARENTING PROGRAMMES



FAMILY DISPUTE RESOLUTION



SOCIAL WORK AND COUNSELLING



DEDICATED INTAKE SERVICE



YOUNG PARENTS SERVICE

TE ANAU

Family Works



WHAKATIPU BASIN

Frankton Court



CORE

Family Works



Resthaven Village



INVERCARGILL

Peacehaven Village



Vickery Court



Family Works



Walmsley House



SupportLink



OUR PEOPLE

are at the heart of everything we do within the community.



TOTAL TEAM
407



342
Enliven staff making a difference in the lives of our elderly



48
Family Works staff creating effective outcomes for our community



17
PSS Central Office staff supporting the work of Enliven and Family Works

PSS Pūrākau

Pūrākau is a traditional form of communication used to share our stories and maintain the integrity of our culture.

The PSS Pūrākau shares our story and empowers our organisation as we move forward on our cultural haerenga (journey).

For more than 100 years, Presbyterian Support Southland has been committed to working in our community supporting vulnerable people from all cultures and belief systems.

Our future involves navigating our cultural haerenga together 'Kia Kotahi Tātou'.

Our desire is to honour and acknowledge the importance of tangata whenua and embrace a Te Ao Māori perspective to increase participation and inclusion with Māori partners and whānau. Presbyterian Support Southland understands that whānau support is important for whānau wellbeing and has a commitment to creating a workforce that is respectful and responsive to both Māori and all other ethnicities that make up the communities we work and live in.

We are committed to ensuring the spirit of Te Tiriti o Waitangi is weaved into how we operate and in our mahi in the community.

As we embrace and respect inclusion and cultural diversity, it reflects in our values and approach of being a learning organisation, leading to better outcomes.

Our waka represents who we are from Te Ao Māori perspective, our tikanga (how we do things), kawa (what we do) and uara (our values).

Our four hoe (paddles) represent who we are as a Presbyterian Support Southland whānau working together to ensure we are successful in achieving our visions, empowering each other to pursue our distant horizon together.



96%
of adults would
recommend the
service to others

3,216
people supported
by Family Works



100%
of children were satisfied
with their relationship
with their worker

7,848
hours were donated
by volunteers



Giving back

Little Buddy becomes a Big Buddy,
a legacy of volunteering

Family Works Southland Big Buddy Gemma Wells-Todd

The experience of being a Little Buddy had such a profound impact on Gemma Wells-Todd's young life that as an adult she was determined to give back.

"I remember how much I always looked forward to being picked up and going to do fun activities. Those few hours a week meant so much as I got to have one-on-one time with someone I could talk to," she said of being a Little Buddy.

Gemma joined the Invercargill Buddy Programme as a troubled 12-year-old after she started having problems at home and at school.

"The first time I met my Big Buddy I was so excited.

"She wasn't my mother's friend or my siblings' friend, she was just for me. Someone I could confide in and do fun things with."

"I know how it feels being in that place. I know how my Little Buddy feels."

The programme matches children between the ages of four and 12 with an adult who can offer them friendship, support, guidance, and encouragement.

Buddy Programme team leader Helen Goatley said through the Buddy relationship, Little Buddies' self-esteem and confidence grow and they develop social skills, not to mention it brings them joy and they have loads of fun together.

Gemma and her Big Buddy developed a strong friendship. As a result of that positive experience, the young Gemma decided that when she was old enough, she would become a Big Buddy and give back to another child.

And she has done just that.

Gemma joined the Buddy programme two years ago.

Gemma said she was matched with a young girl who was experiencing similar challenges to what she had experienced as a child.

“I know how it feels being in that place. I know how my Little Buddy feels.”

As a result, the pair had formed a strong bond.

One thing which had surprised Gemma about becoming a Big Buddy was the positive impact it had had on her own life.

“I thought it would be rewarding for my Little Buddy, but it is just as rewarding for me.

“My Little Buddy has taught me things and really made an impact on my life.

“We have such a strong friendship. I hope she will still be part of my life after the Buddy Programme.”

Gemma recommended the Buddy Programme to others.

“It is so much fun. Not just for your Little Buddy, but for yourself, and you know you are making a difference in their life.”

Volunteer as a Big Buddy and make a tangible difference in the life of a child.

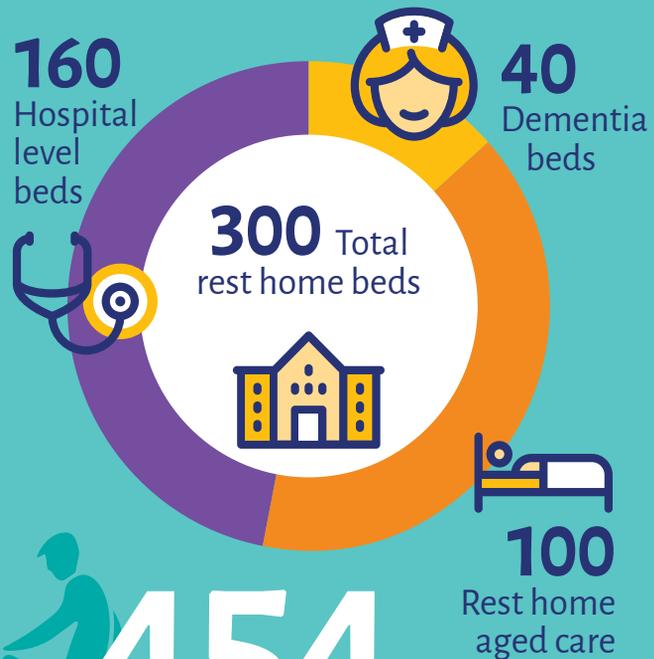
Family Works runs the Buddy Programme in Invercargill, Gore and Whakatipu.

To find out how you can get involved visit familyworkssld.nz or phone 03 211 8200



enliven

Positive Ageing Services
Maximising Independence



454

Older people received services from Enliven in Southland



Top marks for Enliven's care homes

In a first for Enliven Southland, all four of its care homes achieved top marks following recent intensive and comprehensive audits.

“This result demonstrates our facilities as exemplars in the aged care sector,” Presbyterian Support Southland chief executive Matt Russell said.

Auditors BSI Group New Zealand completed three certification audits and one surveillance audit of Enliven Southland's care homes, against the Ngā Paerewa Health and Disability Services Standard 2021, which started with a certification audit of Resthaven Village in August last year.

They looked at all levels of the organisation from the programmes offered and governance to health and safety and clinical diligence across all levels of care at Vickery Court, Peacehaven Village, Resthaven Village and Walmsley House.

The audit also had a strong focus on ensuring positive outcomes and achieving pae ora, healthy futures for Māori.

The auditor's report stated – “there are quality systems and processes being implemented. Feedback from residents and family/whānau were positive about the care and the services provided.”

“This achievement has taken an absolute team effort from everyone...and shows how invested our staff are in providing the best care possible for our residents.”

Not only did Enliven pass each of the four audits with all standards met, but audits of Peacehaven Village and Walmsley House identified initiatives which went above and beyond what was required. This shows Enliven is not just meeting the standard but is continually improving its services for the benefit of residents.

One such initiative was Peacehaven's recent project to improve residents' dining experience. Earlier this year the kitchen team expanded the menu and set up a bain marie so residents serve themselves. These changes were introduced to give the residents more independence and encourage them to eat in the dining room, thereby increasing their social interactions.

Matt said the result was good news given the extensive amount of work required to prepare and undertake the audits on top of day-to-day operations.

The success of the audits was even more pleasing given the challenging environment over the past three years, which could be characterised as the most difficult period for the sector because of resourcing shortages, the global pandemic and funding, he said.

“Despite the workforce challenges, we are building resilience and service delivery to be proud of.”

Enliven director Carol Riddle said the result gave the team confidence it could grow to meet the increasing care needs of its residents who were coming into care with more complex health conditions.

“This achievement has taken an absolute team effort from everyone...and shows how invested our staff are in providing the best care possible for our residents.”

As part of Enliven's contractual obligations with Te Whatu Ora, its care homes are audited every 12 months to four years depending on the findings of the previous audit.



You can help us make a difference

Whether you can offer monetary support, your time, goods and/or services, we appreciate every bit of support.

It really makes a big difference in your community for hundreds of Southlanders.

Get in touch

If you'd like to help in any way, we would love to hear from you.

Give us a call on 03 211 8200

Come and see us at 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