



Presbyterian Support
Southland

2014 - 2015 Annual Report



Making a difference together

"Other facilities seem to always talk about money and financial things - here it is about care and quality."

- Jan

"Family Works provides only one of a few services where professionals walk alongside families long enough to make a difference."

- Family Works Client Referrer

"My sisters and I, and our families, were all made so welcome, and the liaison between the staff and us in relation to our father's care was so appreciated."

- Nancy

"Family Works is helpful, supportive, awesome and friendly."

- Family Works Client

"I have been to many facilities all around the world and what you have here at Vickery is world class."

- Susan

"Outstanding delivery that has really impacted on my clients."

- Family Works Client Referrer

More than
450
staff

Approximately
300
people accessing
residential care

1141
families
supported by
Family Works

More than
500
volunteers, Big
Buddies and
Foster Parents

124
people living in
purchased or
rental housing



Presbyterian Support Southland

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.

CONTENTS

What We Do	4
Chairman & Chief Executive	6
Family Works	8
Services for Older People	10
Financials	12
Community Support	14
Help Make a Difference	15

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VISIT OUR WEBSITES

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

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 whānau/Hāpori**

Communities that make a difference.

Accountability **Whakatau tika**

Holding ourselves accountable.

What we do & why we do it

Presbyterian Support Southland

Presbyterian Support Southland (PSS) is here to make a positive difference in the lives of all those we work alongside. Through our Services for Older People and Family Works, we support people and families on a daily basis.

Family Works

We offer a widespread range of support services to families/whānau, children and young people in the region. From counselling and social work support through to parenting programmes, we work alongside families as they face challenges and support them to flourish.

We provide essential services today for tomorrow's generations in our community.

At the heart of our work is understanding that:

- Life is challenging
- The role of parents is crucial and the most important job anyone will ever have
- Families are the best places to grow happy, healthy children and young people
- Families are the backbone of each and every community

Services for Older People

PSS is well-known for its high quality standard of residential care for older people. We operate five aged care facilities – Peacehaven Village, Resthaven Village, Vickery Court, Walmsley House and Frankton Court Cottages.

PSS provides an environment where the respect, privacy and dignity of older people is valued, an environment where they can enjoy security and companionship.

Everyone is encouraged to:

- Maintain independence for as long as they are able
- Continue former and develop new hobbies and activities
- Express their individuality
- Contribute ideas and suggestions that may help us with running their home

We also offer community services for older people through our SupportLink service that provides support and companionship, supporting older people to remain in their own homes.

Thank You

Thank you to everyone involved across the organisation, your dedication and commitment to the work you do makes a real and positive difference in the community.

PSS Trust Board

We are fortunate to have a Trust with a broad range of expertise, experience and a real passion for our organisation. Thank you for your continued guidance, input and dedication.

Staff

We cannot thank our staff enough for the work that they do. The way they retain all five of our core values – respect, compassion, family, community and accountability – through thick and thin is truly admirable. Thank you for your ongoing commitment.

Volunteers

Our organisation would not be able to achieve nearly as much as we do without the continued support of our Foster Parents, Big Buddies and volunteers. The time, enthusiasm and dedication you continue to offer our organisation is truly valued and appreciated by all.

Residents and Clients

Thank you to our residents, our clients and the families we work alongside. To be part of your lives is truly a privilege.



PSS Trust Board
as at June 2015

Graeme Gardyne

Merle O'Donnell

Stan Tiatia

Kirsty Robertson

Nyalle Paris

Bruce McKerchar

Warwick Cambridge
Deputy Chairman

Elizabeth Roy

Tim Loan
Chairman

*Note: Robin Campbell retired October 2014

PSS Executive Management Team



Julia Russell
Director
Services for Older People

Bev Chesney
Financial Controller

Peter Wards
Chief Executive

Jenny Peachey
Personal Assistant

Shelley Erskine
Marketing and Communications
Manager

Judith McInerney
Director
Family Works

Presbyterian Support Southland

1919

Established

PSS is one of seven organisations nationally. Collectively, Presbyterian Support is one of the largest providers of social services in New Zealand.

Organisational Pillars

We hold ourselves accountable for:

Quality Service

advocate for the right service
at the right time

Profile

promote PSS as a leading organisation
in the work we do

People

respect all people in accordance
with our Charter

Treaty

value and support our relationship
with Maori

Organisational Robustness

future proof our organisation

Chairman & Chief Executive

Changing family dynamics and an ageing population have impacted the way PSS has worked over the past year and will continue in the year ahead.

The needs of our community are changing

Local and national trends show we have an ageing population. People are living longer than ever before. While many older people retain independence through active and healthy lifestyles, others are facing increased health needs and that is often when they come to us.

Staff working within this area are fully qualified and well-equipped to deal with complex health needs. We are proud to see the continuation of the highest quality standards of care across all PSS aged care homes. However as care and support requirements are more complex there is added pressure to our staff's daily work, and to our systems and processes.

Within Family Works we are also seeing families dealing with more complicated issues. This is now becoming the norm for families we work alongside. Most are requiring more intensive longer term support and this presents new challenges for Family Works.

There is no doubt that PSS is making a real difference in the lives of the people we work alongside. The positive stories we continue to hear from residents, clients, families and staff is testament to a dedicated and passionate workforce.

The past year has been tough

Amongst the challenges, we exited hospital level dementia care at Resthaven Village in Gore, leaving Peacehaven Village as the only provider of this type of care in Southland. While demand is not particularly high for this service area, in the immediate future we are committed to providing this level of care.



Tim Loan
Chairman

Peter Wards
Chief Executive

The PSS Trust has funded Family Works by approximately \$828,000 over the past year. As always, it is a balancing act to provide as many services as we can and help as many people as possible while retaining our financial viability.

Over 2014-15 most of our service areas across the organisation have continued to see high demand as the needs within those areas grow.

Despite changes and an increased workload, we are making a difference in the lives of a large number of people. We have worked directly with 1141 families in the past year alone and will continue to meet a strong community need as years go on.

The way we manage our business

PSS is governed by the PSS Trust. The Trust's activities include the operation of aged care facilities and support of the Family Works service.

The Trust also has a wholly owned subsidiary – PSS Retirement Villages Limited, which operates the villages where folk live independently of our facility care.

PSS Retirement Villages Limited is chaired by Warwick Cambridge and has three other Directors – Graeme Gardyne, Robin McCall and Peter Wards. The Company has been very active in progressing a significant development at Vickery Court and will continue with work to progress this further in the coming year.

Over the past year, the Trust has implemented the use of an Audit, Finance and Risk structure; establishing a new committee which comprises four Trustees and Graham Dick as an independent member. The purpose of the committee has been to better share workloads and to ensure we are putting emphasis on this area of the business.

Looking ahead

During the 2015-16 year we have four key objectives:

1. To maintain high quality services across the organisation
2. To increase communication with you. We are changing our style and way of communicating with staff, volunteers, supporters and clients, and will enhance this during the year ahead
3. To improve our financial viability. We need to ensure what we do is within our financial capability
4. Progress the Vickery Court development. Planning is well advanced for building accommodation for older people.

We will also be looking to strengthen existing and establish new partnerships and joint ventures as we see collaboration as a key way to move forward.

We anticipate another challenging year ahead, however with the support of the trustees, management and all staff, there is no doubt we will achieve plenty more in the next 12 months.

Thank you

A huge thank you to our supporters, trustees, staff and volunteers for the commitment to the work you do. You are what makes our organisation such a positive one to be involved in.



Supporting
1141
families
in 2014-15

54 staff creating effective outcomes for our community

95% of people found Family Works services accessible

97% were satisfied with their relationship with their worker

91% improved relationships with family

Family Works 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

30
Foster Families

35 children and young people received 3048 nights of care

291 sessions of care provided to 61 children from 47 families to allow parents to access parenting programme

Buddy Programme

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

78
Big Buddies

89
Little Buddies

Family Works

At Family Works we are privileged to have a dedicated and committed team working alongside so many families, children and young people. We know families are facing constant challenges but with support and services that constantly evolve to meet these needs, we know people can flourish, resulting in strong families and a strong community.

The past year has been another challenging, yet successful year for Family Works. We have had the privilege of working with 1141 families; 735 new referrals and 406 previous families.

Our services

Family Works offers a widespread range of services, which is continually growing to meet the needs in our community. All services we provide achieve great outcomes and a positive impact with families.

Over the last year Family Works have

- **Commenced Family Dispute Resolution (FDR) Services** – mediation services designed to support families and guardians, through preparatory coaching and mediation, to resolve issues around the care of children and young people. To carry out these services six staff have become accredited mediators and three staff have become preparatory coaches.
- **Family Works New Zealand Trust** was established to work with the seven Family Works regions to create and develop a common practice framework with a continuous service development and improvement focus, national contract tendering for national contracts and to provide national representation for common services and areas of work. This is a unique situation as regions benefit from collective strength whilst maintaining regional autonomy to make decisions about what is best for their local communities and to maintain local management.

Ongoing and new projects

- **Transitioning Young People to Independence** – via extensive focus groups, we aim to create a model and tools for staff working with youth. The goal is to better equip young people with the skills they need to transition into independence.
- **Young Parents Information Pack** – the outcomes of last year's focus group have led to developing and trialing new resources to support young parents; digitally (through a new app) and print (an information resource). Over the next six months we will trial the material before it becomes available to the community.

These initiatives have been made possible through Tindall Foundation funding.

“Working with Family Works has shifted my perspective – it has given me strength and courage to step up as a parent.”

- Family Works Client

■ Collaboration and Partnerships – a few examples include:

- We partnered with the 1000 Day Trust on a collaboration model to ensure best outcomes for parents and children regarding attachment. The Trust, in collaboration with Family Works, made a successful application to the Working Together More Fund which will enable staff from both organisations to train in a specific model of working on attachment issues, ensuring consistency across services.
- Invercargill hosted the national conference for Social Service Providers Aotearoa Inc, with 170 delegates attending where very positive feedback was received.
- Family Works New Zealand - integrating our local service operations manual with that of the national operations manual, and looking to progress national work on Results Based Accountability.

Looking ahead

It can be difficult to predict what the year ahead will look like given decisions at a national and government level heavily impact our services.

We will

- Continue to provide quality services delivered by our exceptional team
- Maintain a positive can do Southland attitude, and continue to find ways to progress exciting new initiatives to benefit Southland families
- Maintain and further develop partnerships and collaborations with other agencies
- Be guided by insights, through focus groups and local research, ensure we are meeting community needs

To achieve all that we do and support such a large number of Southland families, it is credit to our dedicated and passionate staff and our valued Big Buddies and Foster Parents.

In the year ahead, we look forward to continuing our work to make a positive difference in the Southland community.

Parenting Programme **55** families
Covering child development and relationships between children/young people and parents/caregivers

Young Parents Service **24** families
Support for those aged up to 20 years who have a child in their care or are pregnant

Incredible Years **31** families
Support for parents of children aged 3-8 years with practical suggestions for everyday situations and challenging behaviours

Family Start Programme **367** families
Working alongside parents/caregivers for positive health, education and social outcomes for children up to 5 years old

Strengthening Families **78** families
Collaborating with families and agencies on a plan to achieve change

Cool Families **12** families
Supporting families with children aged 7-10 years to learn ways to better manage strong emotions

Out of the Gate **5** referrals
A reintegration service for women who have been released from prison

Circle of Security **12** families
Assisting parents, caregivers and children with attachment issues

New Service - Launched in April 2015

Family Dispute Resolution Services **8** families
For parents/caregivers who have been through separation/divorce and need assistance to resolve conflict around the care of children/young people

Families Accessing Other Family Works Services

450 used the Dedicated Intake Service
14 working with Family Works Psychologist
270 accessed social work support and counselling services
8 involved in the Fresh Start programme
47 accessing the Services Unit Contract

Family Works
PRESBYTERIAN SUPPORT
SOUTHLAND

395 staff

Resident and Family Satisfaction Survey

Overall major strengths

90% maintaining community contact
89% wellbeing and overall satisfaction
88% care approach

Services for Older People

160 day care attendances
221 SupportLink clients
14 palliative care clients
92 respite care clients

Accommodation Services

124
independent living units

300 total number of beds
102 rest home
148 hospital
50 dementia

PSS Locations



Services for Older People

Providing high quality services for more than 500 people requires a passionate, dedicated and qualified workforce. PSS's Services for Older People is fortunate to have just that across all five of its facilities as well as its community services provided through SupportLink.

The past year has been another big one across PSS Services for Older People.

Along with perennial issues, attention has been focused on a number of key areas including:

- **Falls Prevention**
Work to decrease the number of falls has been undertaken in all areas, with excellent national resources available
- **Implementation of interRAI**
A Government mandated assessment tool which is being embedded across all PSS homes
- **Stop and Watch Early Warning Tool**
A monitoring tool for care workers that assists with rapid identification of changes in health status. This has already shown a reduced dependence on out of hours services and ambulance transfers
- **Implementation of Medimap**
A medication administration system. This has improved medication management which is a large component of residential care

As always, residents and clients are front of mind at all times. There are a number of initiatives, strategies and developments in place to ensure PSS continues to provide the very highest quality of services for all.

Our staff

PSS staff is really what makes the organisation stand out from other providers of similar services. Our staff are not only caring and compassionate but they continue to bring new ideas and initiatives, and are constantly embracing new opportunities for learning.

Over the past year we have said goodbye to old faces and welcomed new ones in managerial roles across three homes; Walmsley House (Jennifer de Jesus), Peacehaven Village (John Boleyn) and Vickery Court (Melissa Harris).

Our development

Professional development opportunities are consistently provided to staff and this is reflected in an increasing number of Registered Nurses obtaining post-graduate qualifications. PSS's goal is to ensure every staff member has a national qualification. Industry training organisations including Careerforce and Service IQ are proving to be excellent partners as we look to achieve this.

Over the past year we have implemented care training online which allows more staff to access development opportunities as and when it suits them. We also have the opportunity to undertake international training, such as that provided through University of Tasmania's massive open online course focusing on Understanding Dementia.

Staff require annual or biannual training in more than 30 topics relating to medical competencies, so this requires a continued focus.

Along with Presbyterian Support Otago, we have engaged in a Careerforce project to see if new learning really does transform the way we work, as it is important to ensure staff training is practical and of benefit to residents.

Looking ahead

It is an exciting time to be involved with PSS Services for Older People. It is an area of real growth as our population ages.

There are a number of focus areas for the year ahead, including:

- Maintaining occupancy rates in all PSS homes
- Increasing and improving staff engagement which is paramount to the wellbeing of residents
- Embedding goals around quality at every level so staff understand why we do what we do, to continue our reputation for the care we provide
- Ensuring residents know that we work in their home and working hard to keep that home an enjoyable place where they can feel supported and secure

A major initiative will see all of PSS's Services for Older People including villages, rest homes and SupportLink services come under the Enliven brand. This is a nationally recognised brand which has been introduced across all Presbyterian Support regions around NZ. Its philosophy is that some things make for happier, healthier living no matter what your age or ability;

- A sense of community
- Friends, family, whānau
- Being able to give and receive
- Being able to make decisions for yourself
- And, most of all, practical support when you need it

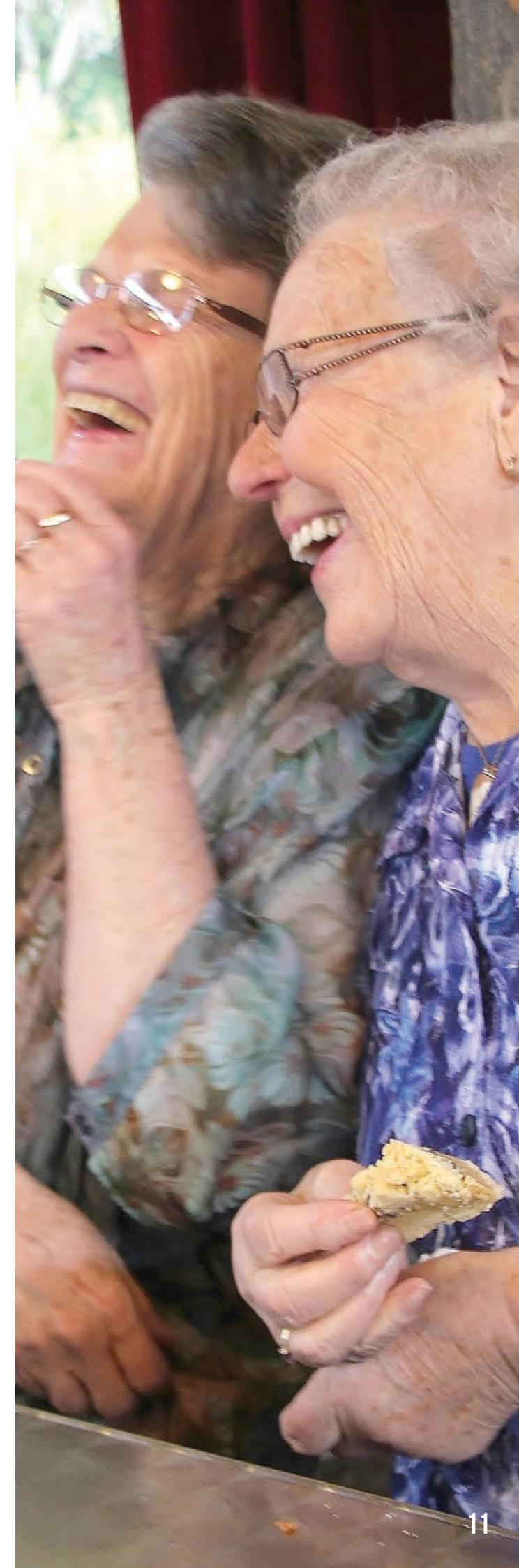
We look forward to another positive year ahead for our staff, residents and all of those we work alongside.

"I haven't been here in the Village long, but I feel very comfortable and just like I am part of a big family."

- Alex

"Our family wish to formally record our gratitude to Resthaven for their wonderful care for the six months we required this for our Dad. Of course everyone would prefer to remain at home, but realise once they get there that it is the best place. The staff were so good and went out of their way to ensure that his needs were met, even to the extent of readying him to attend the Dawn Parade on Anzac Day."

- Nancy



2015 Financial Summary Group

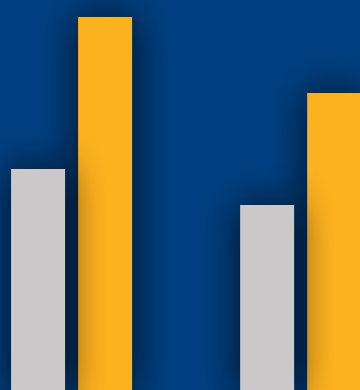
Operating Revenue

\$18.84M

▲
0.5%

2015 2014

2015 2014



Operating EBITDAF**

\$0.63M

60%

Other Income***

\$0.48M

62.9%

Statements of Income

For the year ended 30 June 2015	Group	
	2015	2014
REVENUE		
Services for older people	15,715,725	15,718,011
Service fees from occupiers	442,762	409,731
Family Works Government grants	1,953,290	1,975,202
Village contributions	371,126	255,020
Bequests, grants and donations	477,349	1,287,842
Other indirect income	360,538	389,075
TOTAL REVENUE	19,320,790	20,034,881

For the year ended 30 June 2015	Group	
	2015	2014
LESS EXPENSES		
Auditors' remunerations - Audit fees	28,300	17,764
Depreciation	1,307,798	1,339,104
Finance costs	316,619	325,049
Employee benefits	13,617,207	13,376,242
Energy	598,983	645,345
Property related expenses	419,883	436,750
Repairs and maintenance	1,109,986	1,065,335
Service delivery	2,915,538	2,987,853
TOTAL EXPENSES	20,314,314	20,193,442
OPERATING SURPLUS (DEFICIT) FOR YEAR	(993,524)	(158,561)
Add Net gain from financial instruments designated at fair value	15,689	23,786
NET SURPLUS (DEFICIT) FOR YEAR	\$(977,835)	\$(134,775)

Balance Sheet

As at 30 June 2015	Group	
	2015	2014
ASSETS		
Bank account	269,776	(291,549)
Trade and other receivables	248,552	898,310
Inventories	52,093	45,945
Property, plant and equipment	38,294,617	37,825,661
Other assets	3,080,011	4,331,655
TOTAL ASSETS	41,945,049	42,810,022

As at 30 June 2015	Group	
	2015	2014
LIABILITIES		
Trade and other payables	1,125,810	1,262,378
Employee entitlements	1,348,790	1,122,447
Borrowings (secured)	4,900,000	5,000,000
Other liabilities	11,304,852	11,181,765
TOTAL LIABILITIES	18,679,452	18,566,590
NET ASSETS	\$23,265,597	\$24,243,432

As at 30 June 2015	Group	
	2015	2014
EQUITY		
General funds	14,451,594	15,429,429
Revaluation reserve	8,814,003	8,814,003
TOTAL EQUITY	\$23,265,597	\$24,243,432

Environmental Highlight

7.2%

Reduction in energy costs

Financial Position

Investment in property, plant & equipment **\$29.9M**

(net of Occupation Right Agreements)

External Debt Level **\$5.7M**

As at 30 June 2015

Debt to Equity ratio of **24.5%**

This summary is extracted from the full, audited financial statements, issued by the Trust on 23rd of September 2015. Those statements were prepared in accordance with NZ GAAP, as they apply to a public benefit entity, and they comply with NZ IFRS. The auditors' report on the full financial statements is unmodified. 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 2015 are available for inspection at our Central Office, 181/183 Spey Street, Invercargill.

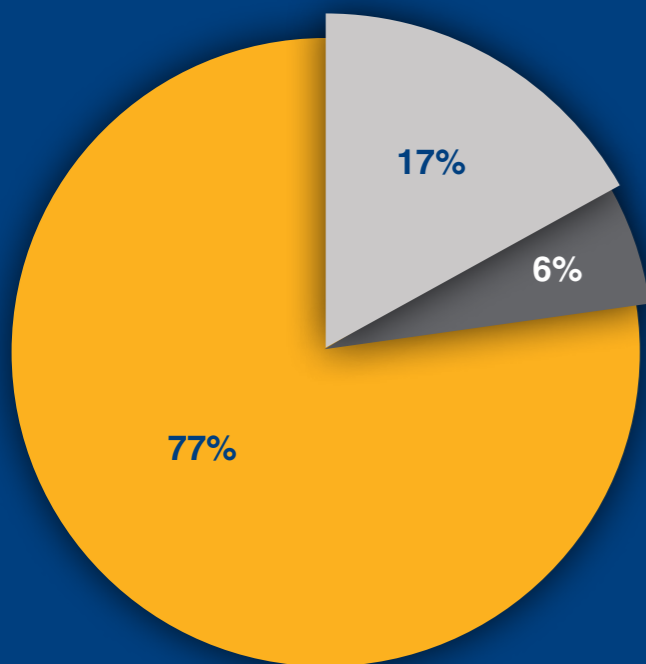
* Less bequests, grants & donations

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

*** Bequests, grants & donations

Total Community Support

\$477,349



- Donations
- Bequests & trust income
- Grants

Thank You

To all these individuals, trusts, businesses and many others who have helped.

Community Support

PSS is a community based charitable trust. We rely on the community to help us support those in need. Without these gifts our impact would not be as wide spread.

Support of our services is truly appreciated and comes in a variety of ways:

Bequests & trust income

We are grateful for the foresight of those who make provision for our work in their will, particularly money left for general purposes as it helps with the ongoing provision of services that are more difficult to fund.

G L Bell	H A Stark	D Graham
P H Barber	A E Wixon	M L Todd
J C Thomson	H N Dunn	W & G S Dick Trust
G Murdoch	A Roby	PCANZ Property Trust
J D McGruer	L Tuffley	
P D Kerr	H M Brown	

Grants

This income is usually for specific services that are underfunded. These funding partnerships provide us with the ability to develop a broad range of sustainable community services.

The W D Bickley Trust, Gore Hospital and Community Health Trust and other larger supporters:



Donations and other assistance

We receive a large number of donations, monetary support and other assistance from a wide range of individuals, organisations and businesses. This support ranges from providing monetary donations, to volunteering time and expertise, to supplying goods and services or assisting and entertaining clients.

This level of support is vital to really make an impact in the community.

Making a difference in your community

Your support of PSS makes a big difference in your community.

It enables us to maintain and grow services that support thousands of Southlanders every year.

There are a number of ways you can contribute.

Donating money

Donations are always appreciated. They can be tagged towards specific programmes or projects, used to investigate and set up new services where there is community demand, or put towards the growth of existing services. How your donation is used is entirely up to you.

We would love to hear from you to discuss ways you may be able to help.

Making a bequest

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

Volunteering

Volunteering does not have to be a huge time commitment, but it does make a huge difference in the lives of many others. If you can spare a few hours, or spend time on a regular basis, the benefits of volunteering are immense. Whatever time you have available we are always happy to discuss ways you can help.

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

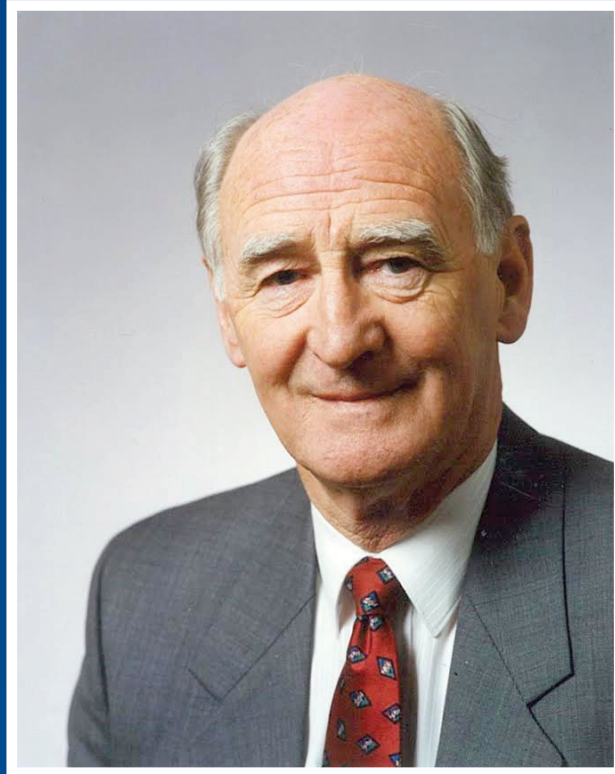
PRESBYTERIAN SUPPORT SOUTHLAND CENTRAL OFFICE

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E enquiry@pss.org.nz

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ALAN SMITH

3 APRIL 1932 ~ 5 AUGUST 2015

Alan Smith spent 25 invaluable years at the helm of Presbyterian Support Southland.

From 1970 to 1995 he led the organisation as Chief Executive growing it considerably and achieving much, due to the dedication he poured into the role.

His contribution to PSS will always be remembered; not only for his public contributions but for the impact he had on many people's lives.



Presbyterian Support
Southland

Making a difference together