

Annual Report

2021 – 2022



MAKING A DIFFERENCE TOGETHER FOR OVER 100 YEARS



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 family/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

At the 2021 AGM our long-standing Presbyterian Support Southland (PSS) Board Chairman Tim Loan stepped down after eight years in the role. Craig Smith has been appointed as the new Board Chair and Leanne Illingworth as Deputy Chair. Tim will stay on the Board and lend his institutional knowledge and valuable governance skills to PSS going forward.

Originally from an accounting and business background, Craig has worked as a lawyer for more than 20 years and is a managing partner at French Burt Partners. He specialises in employment law. He has contributed to numerous community organisations over many years and joined the PSS Board in December 2020 before becoming Chair in October 2021.

Long-standing Board member Kirsty Robertson resigned from the Board in February after 12 years in the role to take up a nursing position at Vickery Court (Board members are not allowed to be employees under our Constitution). She served on the Clinical Governance Committee and Audit, Finance and Risk Committee as well as the Trust. The vacancy left by Kirsty will be filled in due course.

As we look back over the past year, the words that spring to mind are gratefulness and resilience. The Board and leadership team are grateful that we have such committed and skilled staff and managers who have been able to effectively navigate the various COVID outbreaks and associated lockdowns. It is with gratitude that we acknowledge that there has been very little severe illness amongst our residents and clients due to vaccinations and very well managed care from our Enliven and Family Works teams. While we are very aware that we are not past the safe point in this pandemic, we have honed our systems so that we are well prepared for any future outbreaks and new variants.

The other challenges we have been facing over the past year is the legislative settings that are impacting on our ability to attract and retain our nursing and social worker staff. We rely on overseas staff coming into New Zealand to fill the gaps when existing staff move on to Te Whatu Ora or offshore. There have been significant staffing issues in all health services across the country, with little acknowledgement from government ministers of the 'crisis' facing the sectors. We are again, very grateful to our committed staff who are working to the max to support our vulnerable

residents and clients. We would like to acknowledge our staunch supporters, especially the ILT Trust, ILT Foundation, Community Trust South and Central Lakes Trust who have supported us all through this journey, but also those individuals and charities that know the difference we make and want to help out their fellow Southlanders by making a donation or leaving a bequest. We couldn't do it without your support.

We want to acknowledge and thank the Board for so willingly lending their time and skills to ensure we are able to meet the challenges facing the organisation in a positive and pro-active manner. The Board has provided support to the leadership team and staff when it has been needed most. The strength of the Board is a testament to the attraction to support the work that Presbyterian Support undertakes in the Southland community. The desire to assist our children, young people, whānau and seniors in times of need. We are proud to be your Southland charity.

While we are committed to the services we provide, we are always checking in to test the changing needs of our most vulnerable and ensure our service offering is tailored appropriately. We seek to innovate and remain relevant to the changing expectations of our client group. It is this resilience that has driven our strength over the past 102 years.

Best wishes

Craig Smith & Michael Parker



Craig Smith

Trust Chairman



Michael Parker

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 **3,500 people** and we wouldn't have been able to achieve that without your support.



Bequests, Donations & Grants Total

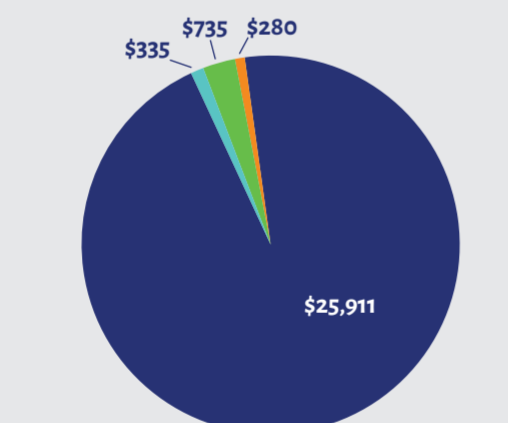
\$735,054



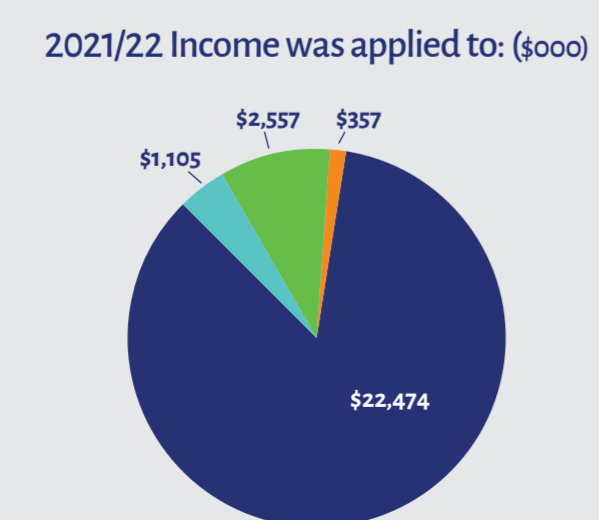
Key Financials* Consolidated results at a glance

\$000	2020/21	2021/22
Operating Revenue	\$25,609	\$27,261
Operating Expenses	\$24,775	\$26,492
Operating Surplus	\$834	\$769
Non Operating Income	\$4,801	\$7,144
Net Surplus	\$5,634	\$7,913
Total Assets	\$67,275	\$74,695
Total Liabilities	\$24,657	\$24,164
Equity	\$42,618	\$50,530

2021/22 Income was derived from: (\$000)



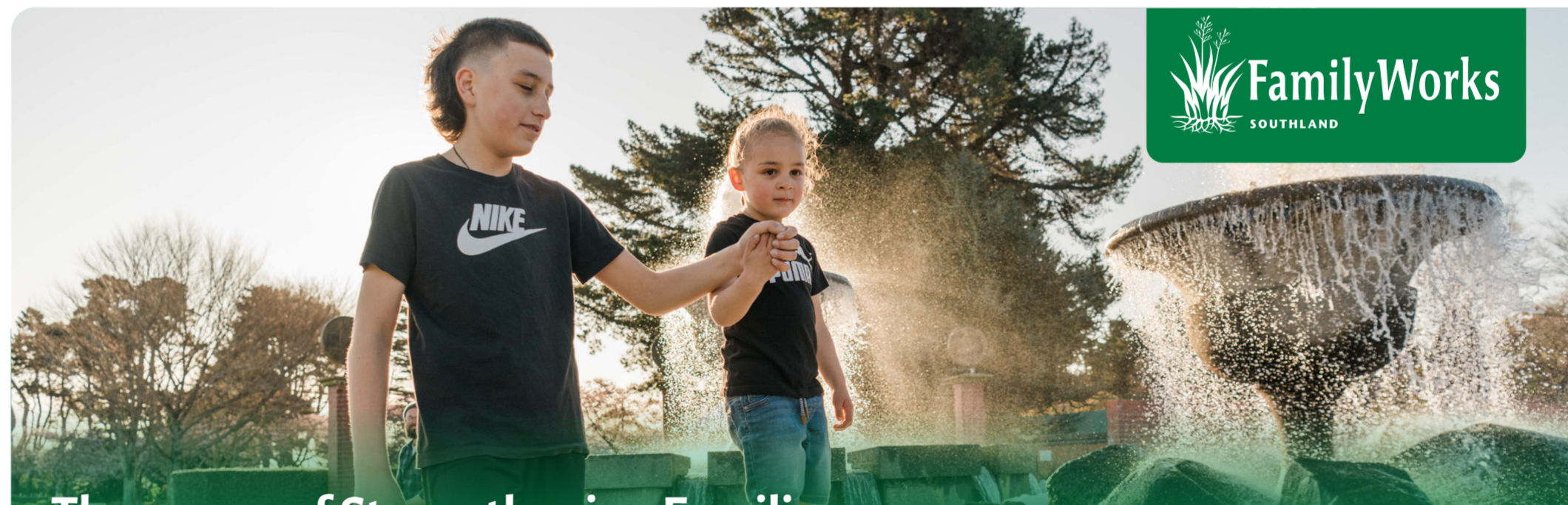
2021/22 Income was applied to: (\$000)



The consolidated financial statements for the year ended 30 June 2022 include an operating deficit for PSS Trust of (\$764,945) compared to a surplus of \$423,814 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 2022. A full set of the audited financial statements can be made available upon request.



The power of Strengthening Families

We received a referral to our Strengthening Families service through a Family Works social worker last year. The concerns in the referral were immense and extremely complex. The child at the centre was a nine-year-old girl living with her paternal grandparents and aunt. She was barely five years old when she was rescued by her grandparents who now provide her with a loving and safe home. Her story is one of incredible survival and resilience as her early years were full of neglect, abuse and violence.

Her grandparents and extended family love her dearly, however the abuse she has endured means that life is scary and unpredictable. All the issues that an abused child could possibly have now rest upon her strong shoulders. Her behaviours at school were also typical of trauma often perceived by others as naughty and attention seeking. She had been identified as difficult to teach and immensely difficult to form a relationship with. She was seen by her peers as weird, strange and someone to avoid.

We had our first Strengthening Families meeting and the team was able to pull together a large group including four family members and a range of professionals in the education

and health industries. The opportunity to bring all these professionals together with the family enabled us to develop a good plan. It was very clear to us that there was little knowledge of her background of abuse amongst most of the attendees at the meeting. We opened the meeting with an acknowledgement of this amazing young person, asking attendees to keep her in their thoughts as we discussed issues, remembering her behaviour was trauma-driven. The importance of people understanding why she presents with certain behaviours was the key that opened discussions and strategies.

The family received financial assistance for her to have a full Cognitive and Educational assessment which supported the school in developing her learning strategies. We were also able to get a further appointment at Paediatrics to review her medication and diagnosis. We have had a further Strengthening Families review and it was a pleasure to see the progress this lovely child has made both at school and at home. The education is tailored to her needs, and she has built some strong relationships with adults and her peers. She is achieving great results and got her first 'excellence' in her last school report. She shared with her teacher that she never believed that would ever be possible. She is involved in sports and is quite a talented athlete, and is beginning to fit into her community.

Her family is feeling understood and supported. The social worker continues to guide and advise them, although the level of support they need has reduced. However, she remains a stable influencer for the family, grounding them and reminding them what the child's behaviour is telling them. The family has on-going struggles in keeping their grandchild safe. They must be strong and remain vigilant in protecting her from her parents. There is a real threat hanging over them all from her father who is a dangerous individual and unpredictable. Life for this child will always be a challenge due to the extreme abuse she has experienced. She will always see the world through her own lens. It has been a real privilege to be a very small part of changing her circumstances and opportunities. The Strengthening Families team that supports her and her family are a great group clearly committed to supporting the ongoing positive changes in her life.

We will continue to provide the Strengthening Families process for this family for as long as it continues to be effective.



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

Services & Locations

- ENLIVEN**
- INDEPENDENT LIVING UNITS
- REST HOME
- HOSPITAL
- DEMENTIA CARE
- SUPPORTLINK
- FAMILY WORKS**
- BUDDY PROGRAMME
- FAMILY START
- GROUP PARENTING PROGRAMMES
- SOCIAL WORK AND COUNSELLING
- YOUNG PARENTS SERVICE
- STRENGTHENING FAMILIES
- FOSTER CARE
- FAMILY DISPUTE RESOLUTION
- DEDICATED INTAKE SERVICE



OUR PEOPLE

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

- 350** Enliven staff making a difference in the lives of our elderly
- 47** Family Works staff creating effective outcomes for our community
- 19** PSS Central Office staff supporting the work of Enliven and Family Works

TOTAL TEAM 416



"Family Works built my self confidence."

"It really helped me be a more caring father and gave me direction to help improve my relationship with my two daughters."

"The programme made me feel supported and prepared for the future. It helped with overcoming the hard time of parenting."

"The social workers advice, tips and ideas made our family stronger."

"I learned how to help myself when I get angry."



"My volunteer is like a lifeline allowing me to continue living at home. I would be lost without her." - Marion*

"My volunteer is one of a kind and goes above and beyond for me, taking me out when I feel like getting out of the house and spending time with me at home when I don't." - Peggy*

The staff in the Iona D3 unit at Peacehaven are such special, loving, and caring people. They treated Murray* with dignity, love, and patience right to the end. They have supported my family and I with understanding, lots of information we didn't think about and such love." - Michelle*

"The love, kindness and compassion shown to Dad was outstanding. All the staff were just so kind and caring and we will be forever grateful for the dignity and love given to Dad during his time at Vickery Court." - Meg*

*Names changed to protect privacy