



# Annual Report

2016 – 2017



*Presbyterian Support*  
Southland

Our Services



Making a difference together



**436**  
staff in six  
locations  
across  
Southland



**476**  
people  
accessing  
residential  
care



**126**  
people  
living in  
purchased  
or rental  
housing



**1223**  
families  
supported  
by Family  
Works



**500+**  
volunteers,  
Big Buddies  
and Foster  
Parents



(It showed me) how to be happy and get on with other kids.

**Family Works Client (child)**

Family Works is an amazing service. I have seen amazing progress with clients.

**Family Works Client Referrer**

The level of service was 110%.

**Family Works Client**

They've got everything. There are exercise classes, craft classes, a gym, medical check-ups, and you're living alongside people of the same age, some who have been through what you've been through... I'm happy here and my family know I'm happy here.

**Peacehaven Village Resident**

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## 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

Presbyterian Support Southland (PSS) is a Charitable Trust and the parent organisation for Enliven and Family Works in Southland.

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

To achieve this, PSS provides a range of health and social services that are available to all Southlanders, no matter their age, gender, religion or background.

## Enliven

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Enliven offers community-based services, retirement living options and residential aged care, and is focussed on healthier, happier living no matter what your age or ability.

Enliven offers you choice, provides you with quality care and keeps you at the centre of its focus.

In 2017 Presbyterian Support (Enliven) was named New Zealand's Most Trusted Brand in Aged Care and Retirement Villages, an accolade the organisation is immensely proud to receive.

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

[www.enlivensld.nz](http://www.enlivensld.nz)

## Family Works

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Family Works supports children, young people and their families through challenging times in their lives.

Family Works offer a range of social services, including counselling and social work support, parenting programmes, the Buddy Programme and provides Foster Care for children in need. Some of the Family Works services operate from Invercargill, Gore, Queenstown and Te Anau/Manapouri.

Family Works services are confidential, mostly free of charge and available no matter what your gender, religion or background.

[www.familyworkssld.nz](http://www.familyworkssld.nz)

## PSS Trust Board (as at June 2017)



**Tim Loan**  
Chairman



**Warwick Cambridge**  
Deputy Chairman



**Tony Dawson**  
Trustee



**Graeme Gardyne**  
Trustee



**Bruce McKerchar**  
Trustee



**Nyalle Paris**  
Trustee



**Kirsty Robertson**  
Trustee



**Elizabeth Roy**  
Trustee



**Stan Tiatia**  
Trustee

## 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 in the community is credit to a huge number of people.

We would like to say a huge thank you for your input over the year and look forward to another year of making a real difference together in our community.

### PSS TRUST BOARD

We are fortunate to have a Trust Board featuring people with a wide range of experience and expertise, and who each have a real passion for the work PSS carries out.

Your contribution to the organisation is significant, as is your work, your guidance and your continued dedication.

It is with sadness we acknowledge the passing of former PSS Trustee and Chair, Cliff Broad. Cliff was on the Trust Board from 1979 to 1998 and was Chair from 1990 to 1992. Cliff contributed a huge amount to the organisation.

### STAFF

We have an unwavering appreciation for everything that you do.

The way that you put your heart and soul into working alongside residents, clients and families is admirable. You come to work to make a difference, and the difference you make is invaluable.

### VOLUNTEERS, BIG BUDDIES & FOSTER PARENTS

Thank you to our Big Buddies, Foster Parents and hundreds of volunteers. You so generously give your time, your enthusiasm and yourselves – and because of that, make a huge and positive difference in the lives of so many.

We would not be able to achieve nearly as much as we do without you. Our thanks and appreciation is immense.

### RESIDENTS & CLIENTS

To residents living within Enliven facilities and to clients and families we work alongside – thank you for allowing us to be part of your lives. Working alongside you is a privilege.



**Tim Loan**, Chairman (L) and  
**Peter Wards**, Chief Executive (R)

## Chairman & Chief Executive

The 2016-17 year has brought with it significant events and decisions that will play a large part in the way we move forward.

From the Equal Pay Settlement, through to funding increases and the expansion of services, it has been another big year for Presbyterian Support Southland, Enliven and Family Works.

With so much change we have taken the opportunity to engage an external consultant to review our operations. This has been a thorough process, and we will see the impact of it over the coming year as we look to address certain recommendations.

The historic pay equity announcement in April 2017 will have a huge impact on our organisation, however the real ramifications are likely to be felt in the 2017-18 year and beyond.

The Care and Support Workers Pay Equity Settlement was signed off in May, meaning from 1 July, care and support workers received substantial pay increases.

Our care and support workers have always been an immensely valued part of our workforce and the

settlement not only means that they are better rewarded financially for their work, but it also highlights care and support work as a career.

The Enliven brand was rolled out across Southland in 2015-16 and over the past year we have continued to strengthen this through site signage, vehicle branding and extensive advertising.

The benefits of this have already been seen at local and national levels.

In May 2017, Presbyterian Support (Enliven) was named New Zealand's Most Trusted Aged Care and Retirement Village brand; an accolade that means a lot to us as an organisation.

Trust is vital to working in aged care, and the recognition – which came through the Reader's Digest NZ Most Trusted Brand survey – is really credit to a team of dedicated, loyal and genuinely passionate staff.

Our Family Works staff, too, continue to show immense dedication and passion as they work alongside Southland families.

In 2017 further Ministry of Social Development (MSD) funding saw the expansion of the Family Start programme. Eight families from Te Anau and Manapouri and eight

families living within 30 minutes of the Invercargill boundary were included in the programme, which was previously only operating in Invercargill.

Family Start is a home visiting programme that assists parents with health, welfare and education needs of their children, as well as assisting with issues they may face in daily life.

Additional increased funding for the 2017-18 year also means the amount funded per family would increase substantially if particular criteria is met.

This is apt recognition for a service that shows evidence of real and positive impacts for families.

We are fortunate to work alongside a dedicated and committed team of staff, volunteers and supporters. These people make such a difference in the lives of those we work with. While many go the extra mile every single day, there are two of note from the past year who we have presented with Extra Mile Awards.

Sue McAnelly, a Family/Whanau Worker, received an award late in 2016, for bravely sharing her story of transitioning from Family Works client to staff member. Sue's courageous story of change was shared nationally, through a video created by Family Works New Zealand, to show others what is possible.

The other Extra Mile Award – and only the 10th such award we have given out – was to H&J Smith, recognising their continuing contribution to Family Works families through the H&J Smith Christmas Tree Appeal.

For almost 10 years H&J Smith has helped make Christmas a little more special for hundreds of Southland families, with generous shoppers and the store itself donating hundreds

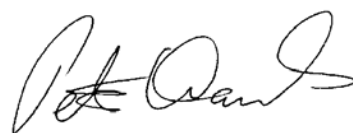
of presents. The award was received by H&J Smith Office Administrator Robyn Colvin, whose extra personal time and effort put into the initiative made it all the more successful.

While PSS is first and foremost about people, it's an unenviable truth that we need to be operating successfully financially to support as many people as we can.

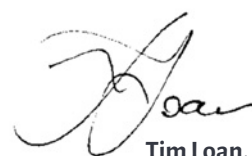
The group financial results are a pleasing improvement from the previous year. The combined operating deficit of \$241,186 has improved by \$663,618 from the 2016 year, largely due to bequests and the profits of PSS Retirement Villages Ltd, the company that operates the villages.

Community funders, including the Invercargill Licensing Trust, ILT Foundation, Community Trust of Southland and Central Lakes Trust all re-committed their support for the next year, with the ILT and ILT Foundation increasing funding levels by \$10,000 between them.

Many of the significant events that occurred in 2016-17 will impact the way we operate in 2017-18. We look ahead to a year of exciting new opportunities and challenges, but mostly to continuing to positively impact all of those we work alongside.



**Peter Wards**, Chief Executive



**Tim Loan**, Chairman



## PSS Retirement Villages Ltd: The Company

Now in its 10th year, the Company is a subsidiary of the Trust which operates the villages where people live independently of our care facilities.

During the 2016-17 year we have had a large number of units change hands and the next financial year will be no different. As the units turn over we have been looking at refurbishments, and will be looking at ways to streamline this in future.

In the year ahead we will be converting some of the rentals at Peacehaven and Resthaven to Occupation Right Agreements (ORAs), where people can purchase the units.



# Enliven

**The staff at Enliven are its strength. Every day they go to work to make the lives of residents and their families that much better. Emotionally and physically the work is both tough and rewarding.**

The Care and Support Workers Pay Equity Settlement that was signed off in May 2017 has had a huge impact, not only on the staff it affects, but on the sector in general.

It is a game changer.

From July 1, care and support workers nationwide received substantial pay increases; some of more than \$5 an hour.

What it also means is that care and support work has been highlighted as a career with a pathway, and the well-publicised rates of pay mean it should also impact positively on the recruitment and retention of staff.

While the Settlement only took effect on 1 July, a huge amount of work was done in the 2016-17 year to prepare for it, and that work is far from over.

Some issues have arisen which will take time to address, and the suggested sustainability and implementation plans will require further work.

However, staff are already stepping up and showing a real desire to gain new qualifications and work in a different way, and this approach is welcome.

At the heart of it is something truly positive – care and support workers now get paid much more for the invaluable work that they do.

The role of care worker, though, will look quite different in the coming years. Change is only beginning and no doubt there will be more to come over the next year.

It is a time of opportunity and development.

## Trusted Brand Award

Over 2016-17 a lot of emphasis was put on new branding. Presbyterian Support Southland's Services for Older People rebranded to Enliven in early 2016 and already this has had a marked impact on the way staff work and the way facilities and services are marketed locally.

It has not taken long to have an impact.

In May 2017 Presbyterian Support (Enliven) was voted New Zealand's Most Trusted Aged Care and Retirement Village Brand; an accolade that was widely celebrated throughout the organisation.

Coming from the independently commissioned Reader's Digest NZ Most Trusted Brand Survey, it was a mark of real confidence that staff are doing a wonderful job.

Enliven's not for profit values, genuinely caring nature and quality of care were







all highlighted as attributes that earned the trust of Southlanders and New Zealanders.

Now, there is a real focus on living the Trusted Brand and ensuring that level of trust continues to grow.

## Staff Development

After more than a year of planning a new integrated orientation package was launched within Enliven in early 2017.

The package is about developing new carers and includes the development of resources that explain what the work is and why it is required. There is also more structured support from managers for new staff around career goals, study options and other development opportunities.

A more formalised buddy system is now in place, where new carers are matched with staff that have at least a Level 3 CareerForce qualification.

A lot of work has gone into ensuring the package is integrated with CareerForce and the new package will have positive implications for those starting out in care work.

Time has also been spent projecting what the education programme might look like at all levels, and work continues in this space.

## Recruitment

Although the Pay Equity Settlement, combined with the new orientation package, should have some impact on recruitment in the coming year, employment has been a challenge over 2016-17.

New managers across several Enliven homes will bring fresh ways of thinking and working, however some stability in this area will be welcomed.

In Gore, in particular, there have been recruitment issues which are simply reflective of a changing environment.

## Health and Safety at Work Act

It is a challenge across the organisation to ensure health and safety requirements are met. Enliven has worked closely alongside WorkSafe to ensure the organisation is doing all it can in this area. This is another area that will see the impact of technology in coming months and years.

## Technology

Technology continues to play a large part in improving efficiencies.

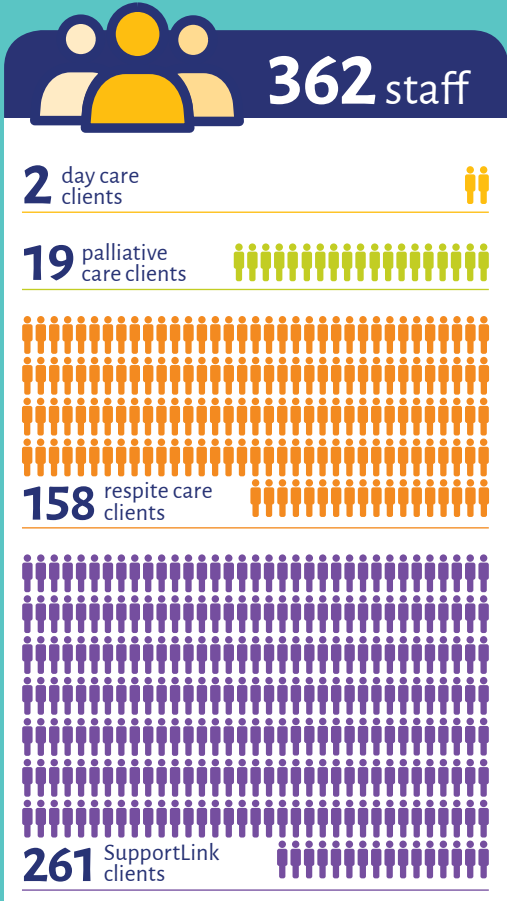
While the implementation of MediMap has been a big part of work in recent years, the move to electronic files will complement that. Recent audits have further highlighted the need for electronic files. Work has started on this and should be completed by Easter 2018.

## Food Certification

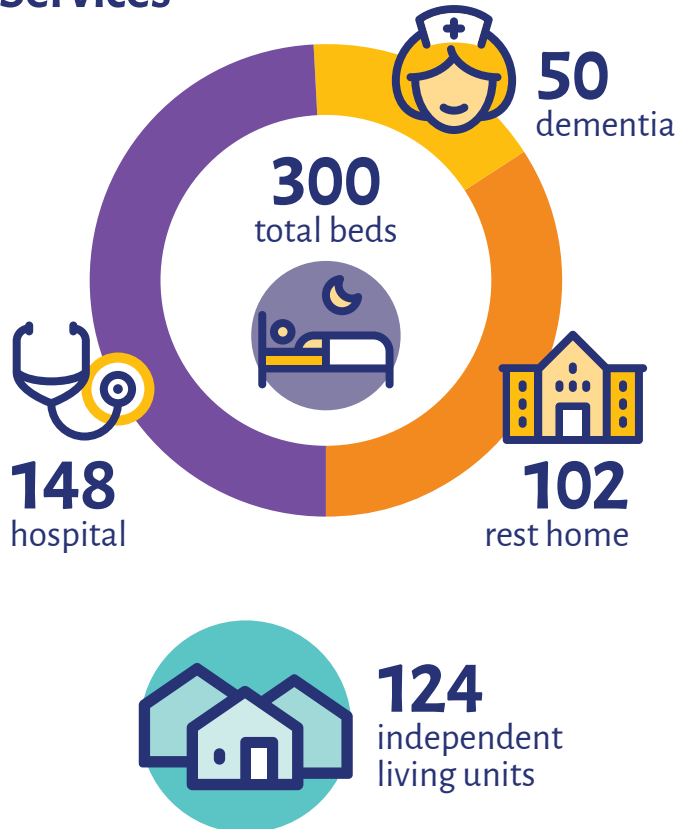
Enliven homes underwent Food Safety Certification over 2016-17. All menus were reviewed by a dietician and new food plans put in place. This continues to be one of many areas of strength for Enliven.

## SupportLink

There remains a strong need for a home based support service. The number of providers of home support is decreasing nationwide, due to funding, so there may be increased demand for SupportLink, with fewer providers offering the type of support it provides.



**Accommodation Services**



**Locations**

- INDEPENDENT LIVING UNITS
- REST HOME
- HOSPITAL
- DEMENTIA CARE

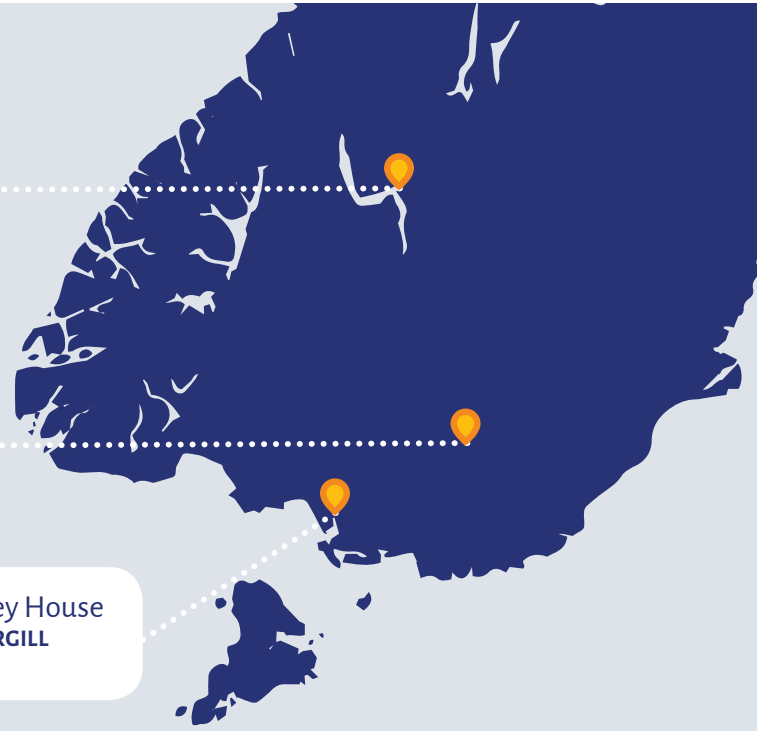
Frankton Court  
QUEENSTOWN

Resthaven Village  
GORE

Peacehaven Village  
INVERCARGILL

Vickery Court  
INVERCARGILL

Walmsley House  
INVERCARGILL



# Village Life Proves a Positive Experience

## A move to Resthaven Village is having plenty of positive outcomes for Dick Voss and his family.

“(It’s) a good place... nice and warm and plenty of tucker.”

Dick Voss’s assessment of Resthaven Village is an honest one.

The 87-year-old moved into hospital care at the Gore based home in 2016, while his wife moved into an independent unit onsite. It didn’t take long for Dick’s health to improve and he then moved to a room in residential care.

While it all took some getting used to, Dick is now comfortable and content, and is pleased the couple made the move.

An outdoors man, with a love of fishing and hunting and a past including careers in both shearing and power supply, he visits his wife in her unit as often as he likes, where the couple enjoy tending to the small garden and planting vegetables.

Not one to sit still, if Dick isn’t visiting his wife, he is often found enjoying the music therapy programme, receiving plenty of praise for his singing abilities – although he wouldn’t tell you that. “I kill a good song or two,” he says with a chuckle.

A creative and skilled artist, he paints and carves, and enjoys every chance to do so.

His mobility scooter (which he proudly states can go up to 30 miles an hour) allows him to head into town each week for his lotto ticket and while he hasn’t struck the jackpot yet, he knows he is lucky in many other ways.

Indeed, the man who once fixed the faults of power lines Southland wide, is now at a loss to find fault with his new surroundings: “I love it really... there’s not a fault I can find with it,” he says.

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## A Daughter's View

For Cate Thomson, the knowledge that her father is happy, safe, warm and well looked after at Resthaven Village takes a weight off her shoulders.

“Mum and Dad were living in their own home, but Dad was often sick. He’d been in hospital a number of times,” she explained.

When a unit became available at Resthaven for her mother, alongside a place in the hospital wing for her father, the decision was made for the couple to move – and it’s been a move that has been positive for all concerned.

“Since Dad’s been there he hasn’t been sick at all... he hasn’t had pneumonia, which is what was knocking him previously,” Cate said.

“It’s so good to know he is so well looked after and he still has that independence; he comes and goes as he pleases. It’s been a really great arrangement with mum in the unit as well. As a family, we are very grateful that they can be there together.”





# Family Works

**From parenting programmes to social work support, there is a real need in the community across all areas of Family Works service delivery.**

Over 2016-17 Family Works worked alongside 1,223 families; including 405 families carried over from the previous year and 818 new referrals (new referrals were up 10% on the 2015-16 year).

There are significant wait list times for social work support and counselling, averaging up to four months, and referrals to both remain high.

Although the wait time is far from ideal, once engaged with services, families are reporting consistently positive outcomes and the impact staff have across the community is truly invaluable.

Client surveys constantly report satisfaction levels of at least 82% and above and referrers also note particularly high satisfaction levels with the service, with 98% stating they would recommend Family Works services to others.

Demand is also increasing and expanding for the Family Start programme.

Forming a significant part of Family Works' holistic and wraparound service, Family Start is a home visiting programme that assists parents with the health, welfare and education needs of their child/ren, and assists with issues they may face in their day to day life.

Funding for the programme was previously targeted at Invercargill families only, however in early 2017 new Ministry of Social Development (MSD) funding enabled 16 further families to join the programme; eight living in the

Te Anau and Manapouri area and eight families who live within 30 minutes of the Invercargill boundary.

The expansion proved instantly positive – demand for the programme highlighted a clear need for additional support in these areas, with all 16 places easily filled and a wait list already in place in Te Anau and Manapouri.

In May 2017 MSD also announced an increase in funding for Family Start nationwide, meaning from 1 July 2017 further funding will be available if certain criteria is met. While this will certainly help with the shortfall, the service will still operate with a deficit, albeit a much reduced one.

MSD also advised there would be additional funding to expand Family Start to other areas. Locally, that means a reduction of 16 families in Invercargill, and an addition of 16 families from Gore and Matakura. The Invercargill reduction is disappointing, however there has been a need for Family Start expressed in Gore and Matakura in past years, so it is positive to be able to work in this area from 1 October.

With 222 families now within the programme at any one time, there is a clear need for Family Start in the south and the consistently positive outcomes from involvement with the programme continuing to prove its worth.

The overall acknowledgement of the evidence-based and positive impact Family Start has on families and children is fantastic.

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## Reaching Out

Family Works has always worked closely alongside the community where need is identified.

An example in 2016-17 includes working closely alongside the Pacific Island Advisory and Cultural Trust (PIACT) and

others, looking at ways to remove barriers for Pacifica families accessing mainstream services.

The work stemmed from insights PIACT and Strategies for Kids – Information for Parents (SKIP) gained from a project with Pacifica parents, which identified this as an issue.

A number of representatives from organisations then came together to discuss ways to address this.

Family Works contribution to date has been about providing information, building connections and removing barriers. The agency will deliver the Incredible Years programme at the PIACT Invercargill rooms, alongside a Ministry of Education co-deliverer who is of Pacific Island heritage and Pacifica content will be used. Holding the programme at PIACT will also build the profile of this programme and the work Family Works does which will be seen by those visiting the centre.

It is hoped this will increase referrals to Family Works for Pacifica people and it will be interesting to note where this initiative leads the agency.

## Staff, Big Buddies and Foster Parents

To achieve positive outcomes for more than 1,200 Southland families over 2016-17 is testament to a team of staff, Big Buddies and Foster Parents who are skilled, trained and passionate about creating the very best future they can for families, children and young people.

They continue to play a vital role in the community and make a truly positive and lasting difference in the lives of Southland families.

Family Works is achieving great results with clients but can only do so because of its most valuable resource – its people; those mentioned, the Chief Executive and Trust Board.

## Baby&You App

The Baby&You App, developed by Family Works in conjunction with young parents and community professionals, earned community praise when it was rolled out in 2015-16. In 2016-17 the app was also developed for iOS (previously it had been for Android only) and continues to be a useful tool not only for young parents but for all new parents and professionals to access information.

## Incredible Years Having Positive Impact

The Incredible Years programme has continued to impact positively on families.

The programme supports parents of children aged 3 to 8 years with practical suggestions for everyday situations and challenging behaviours.

In 2016-17, 52 families completed the programme and the Ministry of Education has noted its high level of satisfaction with this area of service delivery.

## Family Works New Zealand (FWNZ)

Family Works continues to work closely with the FWNZ Federation.

There are many developments nationally, including a Family Solutions Service which focusses on intensive and longer term work, and pre and post tools for Results Based Accountability should be finalised soon.

A lot of work is carried out nationally to advocate for who Family Works is and what the agency does; raising the profile of the Federation and the work involved to Government and non-Government agencies, including funders.

“The organisation understands the importance of working together with other services.”

- Family Works Client Referrer

“Valuable... life changing for all of our family.”

- Family Works Client

**94%** of adults **94%** of children

said they were satisfied with the relationship with their worker

**86%** of adults **92%** of children

said Family Works staff helped them meet their goals

**84%** of adults **86%** of children

said they felt better prepared for the future

Supporting  
**1223**  
families in  
2016-17

**56**

staff creating effective outcomes for our community

**88%** of referrers said they were satisfied with the service their client received

**98%** of referrers said they would recommend our service to others

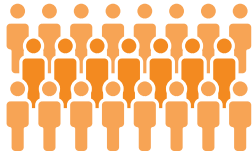


## Foster Care

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

**23**

children and young people



received

**2525**

nights of care



from

**39**

Foster Families



**211**

sessions of care provided to



**45**

children



from **11** families allowing parents to access parenting programmes



## Cool Families

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

**7**

families



## Strengthening Families

Collaborating with families and agencies on a plan to achieve change

**78**

families



## Family Start

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

**378**

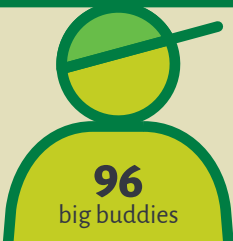
families



## Buddy Programme

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

Runs in Gore, Invercargill and Wakatipu



**96**

big buddies



**85**

little buddies

## Circle of Security

Assisting parents, caregivers and children with attachment issues

**7**

parents



## Parenting Programme

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

**64**

parents



## Out of Gate

A reintegration service for women who have been released from prison

**12**

women



## Families Accessing Other Family Works Services

**303**

families used the Dedicated Intake Service

**54**

families accessed the Services Unit Contract

**5**

families involved in the Fresh Start programme

**145**

new families received social work support counselling services



## Young Parents Service

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

**29**

parents



## Incredible Years

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

**52**

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

**63**

cases



# Buddy Programme Leads to Lasting Friendship

**The Buddy Programme is a mentoring programme that matches adult volunteers (big buddies) with children (little buddies) in need of additional adult support.**

For Lloyd Esler and Luke Langford it's paved the way for a firm and lifelong friendship that is having benefits for all concerned.

Cindy Langford says getting her son Luke, now 12, involved with the Buddy Programme is one of the best things she ever did.

Several years ago, Cindy separated from her now ex-husband and moved with her four children to Invercargill.

What followed was, says Cindy, an "extremely rough time" and she found herself dealing with multiple family issues.

As a solo mother of four – her youngest was not even one at the time and Luke was seven – Cindy was involved with the Family Start programme. It was her family/whānau worker who suggested Luke get involved with the Buddy Programme.

Enter Lloyd Esler; Luke's Big Buddy turned friend-for-life.

"Luke in many ways is a mini Lloyd, with his mannerisms and their interests," Cindy says with a laugh.

"They think along the same lines and they just hit it off straight away."

"Lloyd always makes such an effort to encourage Luke and he has widened his scope and his knowledge ten-fold. I just feel so lucky that Luke has such a constant, stable and positive male role model in his life."

Cindy describes Luke as a sensitive, kind and quiet boy with a love of books. Through his involvement with the Buddy Programme he has come into his own.

Luke has gained confidence to meet new friends and has started playing hockey. He has developed a wide set of interests and a huge amount of knowledge, and is also showing signs of a real sense of responsibility.

But one of the best things about it, says Cindy, is that when he's with Lloyd he just gets to be a boy.

"It's something I can't really give my boys, but it's truly one of the most valuable things... he's a pre-teen, maturing and growing into a young man and the chance to just be a boy, or a man, really is a crucial component of that."

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## A Big Buddy's View

Lloyd Esler doesn't think of himself and Luke Langford as Big and Little Buddies anymore.

Though they met through the Buddy Programme, they're now firm friends.

For the past two years the two have spent countless hours together, enjoying what they term "expeditions", which range from beach walks to tramping, to fishing, to owl hunts and everything in between.

Lloyd said: "I really enjoy it... it's got me doing things I wouldn't usually do... I even got on a bike for the first time in 30 years! I really like that he just goes along with the idea of an expedition. I'll tell him we'll get cold, wet and bitten by sand flies and it won't phase him a bit."

When Lloyd met Luke it was at a tough time in Luke's life; he and his family had just moved to Invercargill from Golden Bay, his parents had separated and he had to leave behind friends he had grown up with.

Lloyd won't take the credit for the way Luke has matured – he says it's natural progression and part of growing up – but there is no denying the pair have forged a special bond.

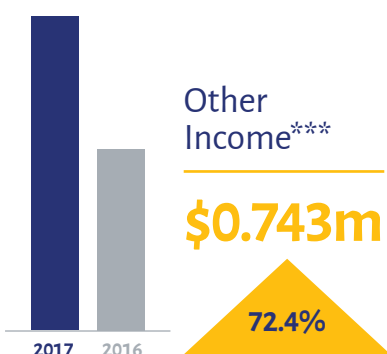
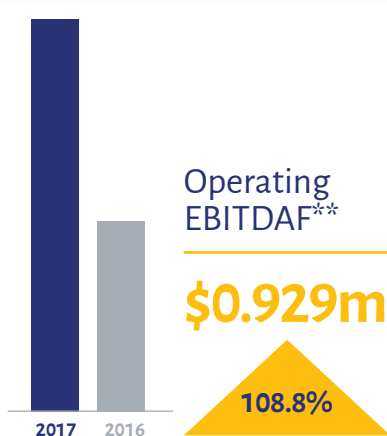
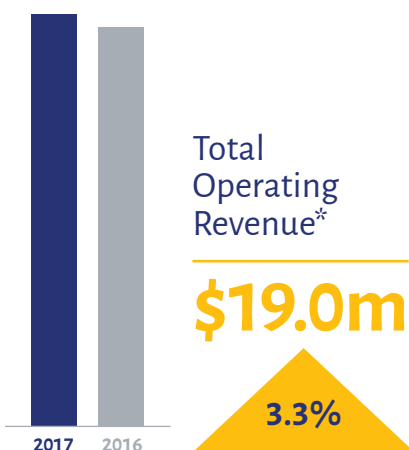
Alongside friends, Luke and Lloyd will even tackle the Milford Track over the Christmas break this year.

"I think we've outgrown that Big/Little Buddy tag... we're friends now and that's just what it is."



# Finances

## 2017 Financial Summary



\* 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

REVENUE <small>For the year ended 30 June 2017</small>	2017	2016
Services for older people	15,998,776	15,690,794
Service fees from occupiers	424,807	407,548
Family Works Government grants	2,103,804	2,054,099
Village contributions	472,558	224,198
Bequests, donations and grants	743,932	431,444
Other indirect income	560,925	448,120
<b>TOTAL REVENUE</b>	<b>\$ 20,304,802</b>	<b>\$19,256,203</b>

### LESS OTHER EXPENSES

Auditors' remunerations - Audit fees	27,677	26,680
Depreciation	939,262	925,026
Employee benefits	14,032,588	13,767,569
Energy	575,416	575,710
Finance costs	231,125	284,373
Property related expenses	460,258	444,286
Repairs and maintenance	1,174,742	1,144,498
Service delivery	3,104,921	2,992,865
<b>TOTAL OTHER EXPENSES</b>	<b>20,545,989</b>	<b>20,161,007</b>
OPERATING SURPLUS (DEFICIT) FOR YEAR	(241,187)	(904,804)
Revaluation applicable to ORA residents	(847,313)	(661,140)
Change in fair value of Investment Property	1,685,067	2,499,021
Add Net gain from financial instruments designated at fair value	-	6,945
<b>NET SURPLUS Operating (DEFICIT) FOR YEAR</b>	<b>\$ 596,567</b>	<b>\$ 940,022</b>

This summary is extracted from the full, audited financial statements, issued by the Trust on 21st of September 2017. 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

ASSETS	For the year ended 30 June 2017	2017	2016
Bank		517,808	-
Trade and other receivables		718,410	738,562
Inventories		36,608	48,954
Property, plant and equipment		26,789,230	27,459,737
Investment Property		20,537,644	18,359,643
Other Assets		2,938,626	3,014,570
<b>NET ASSETS</b>		<b>\$ 51,538,326</b>	<b>\$ 49,621,466</b>

LIABILITIES		2017	2016
Bank overdraft		-	116,580
Trade and other payables		1,646,154	1,432,703
Employee entitlements		1,470,507	1,489,502
Borrowings (secured)		3,986,000	4,860,000
Other liabilities		13,872,572	11,762,538
<b>TOTAL LIABILITIES</b>		<b>20,975,233</b>	<b>19,661,323</b>
<b>NET ASSETS</b>		<b>30,563,093</b>	<b>29,960,143</b>

EQUITY		2017	2016
General funds		16,865,988	16,269,420
Revaluation reserve		13,697,105	13,690,723
<b>TOTAL EQUITY</b>		<b>\$30,563,093</b>	<b>\$29,960,143</b>

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 2017 are available for inspection at PSS Central Office, 181/183 Spey Street, Invercargill.



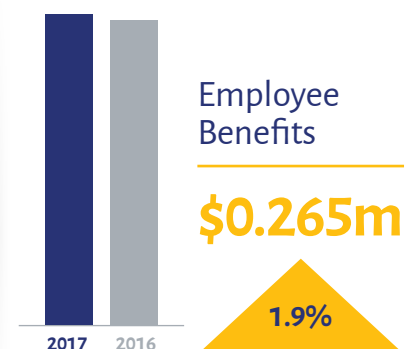
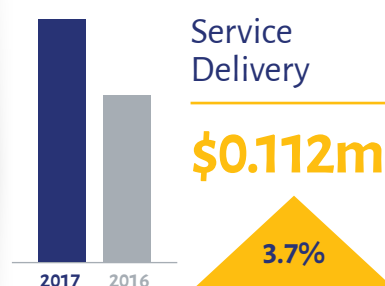
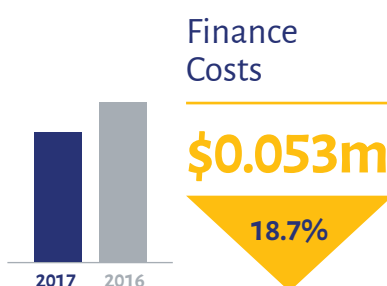
**13.04%**  
debt to equity ratio



**\$36.9m**  
investment in property  
(net of Occupation Right Agreements)



**\$3.986m**  
external debt level



# Thank you

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

## 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
- **Grants** that are usually for services that are underfunded and that support us to provide a broad range of community services
- The wide range of **donations**, from financial support through to entertainment, food and household goods

## Bequests

PH Barber      JD McGruer      PCANZ Property Trust  
PD Kerr      FA Golightly      W & GS Dick Trust  
WA & EM Anderson Memorial Trust

## Grants

Thanks to the WD Bickley Trust, Counselling and Human Relations Centre Charitable Trust, Southland Medical Foundation, Vernon Hall Trust and other larger supporters:



## Donations and other assistance

The Southland community benefits from a large number of donations made to PSS, 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.



- Bequests \$357,009
- Donations \$29,271
- Grants \$357,652



# Help make a difference in your community

**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.

## Donations

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Financial support, however small or large, is always appreciated. It can be tagged specifically or used generically to benefit Southlanders.

## Bequests

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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.

## Volunteering

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If you can spend a few hours or spend time on a regular basis, this can have a huge impact for you, and for people that need someone to simply spend a little time to help them. There are a huge range of ways to volunteer within PSS and we greatly appreciate those who are able to offer their time to help.

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** 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



## We're on Social Media

 Enliven Southland

 Presbyterian Support  
Southland

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Southland

**Join the conversation.**  
Find us, like us and share us.

## Presbyterian Support Southland

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