

Annual Report

2023 – 2024



Presbyterian Support
Southland

Our Services

enliven



MAKING A DIFFERENCE TOGETHER FOR OVER 100 YEARS



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**Presbyterian Support
Southland**



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.

Our Charitable Purpose

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 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.

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

Despite increasing head winds for both the social services and aged care sectors, PSS has had another successful year supporting the most vulnerable within our community. It is important to acknowledge the wonderful team across our organisation that has again risen to the numerous challenges over the last 12 months and ensured continuity of the critical service provision our organisation prides itself on.

To our supporters who generously donate funding, time, and services, thank you. Your commitment and contributions underpin the work that we do and enable us to make a difference in the lives of many.

Throughout the year one of our key focuses has been strengthening our corporate services and increasing efficiency in the way that we operate. We have introduced a new financial management system, shored up our recruitment processes and placed significant emphasis on improving our health and safety management system.

To enable PSS to continue to invest in the community, it is necessary to strengthen our revenue generating activities. A key component of this strategy is the redevelopment of our largest retirement village located at our Peacehaven Village in Invercargill. Progress is tracking well, and we look forward to commencing construction in the coming months.

We continue to invest in our facilities, beyond standard maintenance and refurbishment. Some of the more interesting projects over the past 12-months include; the complete exterior repaint of Frankton Court, the refurbishment of our dedicated Iona psycho-geriatric wing and creation of 6 additional care beds, and a new therapeutic interactive console that provides a variety of sensory games and imagery for residents living with dementia – we are again grateful to the funders who generously supported these projects.

Financially speaking, this has been a year of anomalies. It is the first year in many where the Trust has achieved an operational surplus. At a consolidated group level, a minor operational surplus was also achieved. However, the RVL finished the year with a small operational deficit. This deficit was due to fewer than anticipated ORA turnovers, which are inherently inconsistent in nature. Unfortunately, we experienced further softening in the revaluation of our property portfolio this year, though much of the reduction was attributable to the units that are set to be replaced at Peacehaven as part of the upcoming redevelopment. We look forward to the upside value returning to this site in short order.

Looking forward, we are not expecting relief to those head winds any time soon. As such, strategically our focus continues to prioritise efficiency of operation and opportunities to maximise revenue while still prioritising our ability to focus on our mission to serve the community.

Lastly, we acknowledge the wider governance team that continues to guide PSS through these challenging times. We continue to work towards our vision 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

\$709,196

Thank you to our major community funders



**Te Tari Taiwhenua
Internal Affairs**



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

Key Financials*

\$000	2022/23	2023/24
Operating Revenue	\$26,707	\$30,709
Operating Expenses	\$27,116	\$30,600
Operating Surplus/ (Deficit)	(\$409)	\$109
Non Operating Income	(\$2,773)	(\$2,468)
Net Surplus/(Deficit)	(\$3,182)	(\$2,359)
Total Assets	\$70,212	\$68,429
Total Liabilities	\$22,863	\$24,812
Equity	\$47,349	\$43,618

The consolidated financial statements for the year ended 30 June 2024 include an operating surplus for PSS Trust of \$262,164 compared to a deficit of (\$1,092,102) for the previous year.

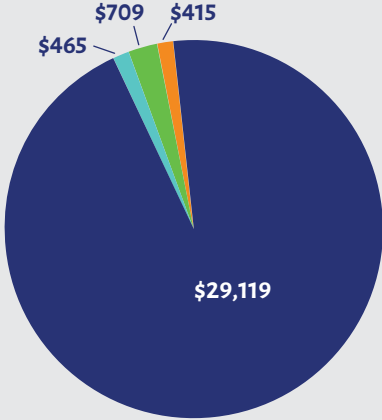
This year's results reflect a drop in the valuation of retirement village assets. The majority of the reduction is associated with the Peacehaven Development and the vacant units that are due to be removed from this site. These assets no longer hold any value. It is anticipated this issue is short-term in nature.

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 2024. A full set of the audited financial statements can be made available upon request.

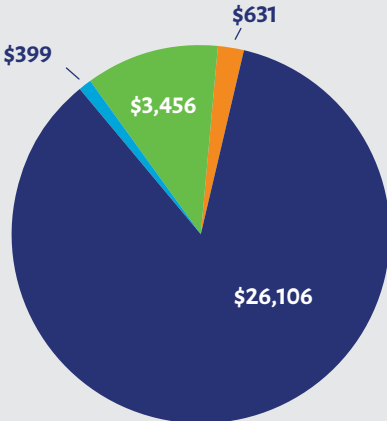
Consolidated results at a glance

2023/24 Income was derived from: (\$'000)



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

2023/24 Income was applied to: (\$'000)



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



Community's biggest supporter

Helping the community to thrive is at the heart of Family Works Southland's ethos.

"We are always looking at how we can add value to the community outside of the services we deliver," Family Works director Judith McInerney says.

"We have our eye on the community to see what is needed. We look for ways we can meet that need or partner with others to address the need."

Family Works delivers a broad range of educational and social support services, from early intervention to crisis intervention for children, young people and their families. The services, which are confidential and mostly free of charge, include social work support and counselling, foster care, Family Start, Buddy Programme, parenting programmes, and the Strengthening Families Service.

Alongside these services, Family Works is heavily involved in the community, collaborating with many service providers, agencies, groups and individuals.

“ We look for ways we can meet that need or partner with others to address the need.”

These include, but are not limited to, Oranga Tamariki, GPs, education providers, Police, lawyers, Work and Income, Women's Refuge, Whangaia Nga Pa Harakeke family harm prevention network, Respect Network, Well Child Network and SIT Social Services Advisory Committee.

“As one of the largest NGO service providers in Southland, we are aware we have a responsibility to our community and contribute to community networks and relevant initiatives, and advocate for the community at every opportunity,” Judith said.

In one such example, staff working with former Colombian and Congolese refugee families identified they needed parenting assistance, so Family Works partnered with the Red Cross to deliver a parenting programme tailored to their needs.

Family Works was also involved in the establishment of the Southland Migrant Settlement Network.

Judith said their staff discovered migrants in Southland were experiencing barriers when seeking support from social services, so Family Works brought other relevant service providers together to find ways to overcome those barriers.

Recently representatives from the Colombian and Congolese communities joined the Network, bringing their real-life experiences to the group.

Judith and the manager of Red Cross met with each group to explain what the Network was about and what a representative would need to do as a member of the Network. The representatives were selected at the meetings.

These meetings and the first Network meeting the selected representatives attended recently truly demonstrated ensuring meaningful participation for former refugee people and we were privileged to have been part of making that happen, Judith said.

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

WHAKATIPU BASIN

Family Works



Frankton Court



TE ANAU

Family Works



GORE

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.



409 Total team



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



45 Family Works staff creating effective outcomes for our community



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



20 Ethnicities make up our team

Health & Safety



100% Health and Safety pre-qualification completed for our contractors



234 Hours of de-escalation training completed in Family Works



1079 H & S completed trainings for the year



Annette Allen

CARE WORKER

Peacehaven Village senior health care assistant Annette Allen with resident Winnie Grant.

On April 30 this year senior health care assistant Annette Allen celebrated 37 years working for Peacehaven Village care home.

“I have never wanted to leave. I just love the residents and the staff.

“A highlight of my time working at Peacehaven has been the many friendships I have made, many of whom have become long-lasting, lifetime friends.”

Annette began her career at Peacehaven working in the laundry, a role she enjoyed for 12 years.

The team was really friendly, often socialising outside of work, she said.

It was following a restructure of the laundry that Annette decided to try her hand as a care worker and, although she missed the laundry team, she has not looked back.

“I love seeing the residents happy. It just melts my heart when I see them enjoying activities.”

She also enjoyed working alongside the young people on the staff and the physical work.

“It keeps me fit... and the young staff keep me young.”

As a senior health care assistant, Annette looks after residents requiring hospital-level care, assisting with their day-to-day care needs as well as being responsible for the training and orientation of new staff.

Annette said she was very happy in her work.

“Enliven is a good employer...otherwise I wouldn't still be here.

“It is kind of like a second home. I feel safe here.”

Celebrations are in full swing

“Kei te kamakama te tikanga”

(To be joyful and full of spirit)

Our cultural haerenga is gathering momentum and there have been some significant milestones.

We have honoured our commitment to being a learning organisation with the successful undertaking of our cultural competency training with our Family Works team. The training consists of three kete focussing on tikanga, kawa, te reo and supporting resources.

The training cements our understanding of best practice when working with Māori whānau leading to engagement and best outcomes. The completion of all three kete for the team was celebrated at Murihiku marae. The celebration began with a ritual of encounter, a pōwhiri.

A special moment during the presentation that followed was when the team members being celebrated received a Certificate of Achievement and a beautiful taonga crafted by local artist Rata Shearer. The kai was lovingly prepared by his sister, Tiriana. The mana of this event was further enhanced by our Kaiwhakahaere, Matt Russell leading the whaikōrero fully in te reo.

We have begun the kete training with our Enliven team and are excited to continue the competency training across the organisation.





As part of building and gathering momentum on our haerenga, we launched our Poi Rere initiative in our care homes during Matariki.

This was a fantastic programme which was easy to integrate into daily life and as part of existing exercise programmes.

Using poi also provided an opportunity to engage with and share part of Te Ao Māori (the Māori world view) and was an effective social activity providing an opportunity for rich interaction and celebration.

Residents, whānau, staff and the community were involved, and we see it as another way for our residents to remain connected and feel part of our local hāpori (community).





97%

of adults would recommend the service to others

3,525

people supported by Family Works in 2023/24



100%

of children were satisfied with their relationship with their worker

6486

hours were donated by Big Buddy volunteers



1706

nights of foster care provided





Strength Through Support

Family Start family whānau worker Danielle Abey talks with a client.

Georgia* said she was at the end of her tether when she came to Family Works for help.

Her eldest child had become very defiant, and Georgia and her husband had very different ideas of how to parent their children.

“My husband was very strict, whereas I was more laid back.”

Georgia said she had found the Parenting Programme very useful. She learned different parenting styles and techniques and developed more clarity around what behaviours were acceptable and unacceptable.

After her marriage broke up several years later, Georgia struggled to parent her children on her own, particularly because the children were unhappy with the shared custody arrangements and had become confrontational.

It was during this time, Georgia self-referred to Family Works for social work support.

“My social worker was my lifeline...my saving grace.”

The social worker was very direct when it was needed, she said. He helped her gain confidence in her parenting, encouraged her to stand up for the truth and establish boundaries around her children’s behaviour.

“The social worker was a listening ear and someone I could offload to.”

“My social worker was my lifeline...my saving grace”

The eldest child had become extremely angry and violent, to the point of punching Georgia and kicking holes in the wall. With the guidance of the social worker, the next time her child became violent, she called the police.

Although calling the police had been an incredibly difficult thing to do, it had taught her eldest child and the younger ones the behaviour was not acceptable, and the violence had stopped, she said.

She used to be very reactive to her children’s behaviour, often resulting in her yelling at them, but through Family Works she had learned how to calm herself before addressing her children’s behaviour.

Another positive change to have come out of working with Family Works was she and her children were now able to have more fun together.

“We do have a lot of fun times together now that we didn’t have before. I feel like we are all more relaxed and we don’t have the violence in the home anymore, particularly with the eldest child.

“I would 100% recommend Family Works to others. I can’t fault them. I am just so grateful.

“Family Works is not just for the under-privileged. It is for everyone.”

Family Works’ Social Work Support Service provides families with advice, parenting strategies to manage children’s behaviour, advocacy and other support for issues families may be facing.

Social work support can be provided to any family or situation where a child or young person is being cared for, up the age of 17 within the wider Southland area.

Social workers work with individual family members and with families as a whole - whatever is in their best interests.

*not her real name. Name has been changed for privacy reasons.



enliven

Positive Ageing Services
Maximising Independence

160
Hospital
level
beds



40
Dementia
beds



300 Total
rest home beds



100
Rest home
aged care beds



86
Independent
Living units



759

Older people received
services from Enliven
in Southland



Concept plans unveiled for Peacehaven Village

Concept master plans for Peacehaven Village's redevelopment have now been completed, unveiling units and amenities that will support a vibrant retirement community now and into the future.

"The redevelopment is a key component of ensuring Peacehaven remains a vibrant retirement community, offering stylish, modern and competitively priced accommodation to meet the needs of its current and future residents for years to come," Presbyterian Support Southland (PSS) chief executive Matt Russell said.

Completed over multiple stages, the redevelopment would see construction of at least 35 new two-bedroom occupation right agreement (ORA) units, replacing 50 existing, ageing single room cottages in the west and central zone of Peacehaven Village.

A mixture of standalone, duplex and triplex units would be constructed, offering a range of pricing and product



A high-level concept of the Peacehaven Village redevelopment looking south towards Tweed Street.

“The redevelopment is a key component of ensuring Peacehaven remains a vibrant retirement community, offering stylish, modern and competitively priced accommodation to meet the needs of its current and future residents for years to come”

options. Floor layouts were modern, spacious, and optimised to allow a variety of furniture layouts.

“The size of the grounds and sense of space onsite is unique to Peacehaven Village and something we’ve retained in our plannings.”

Matt said flexibility had also been built into the design so that as the project progressed, they would be able to adjust the types of units built in the later stages to respond to the market demand.

A new communal building for residents would also be built during the second stage, which would house amenities and provide space for social activities.

Completion of the project was anticipated to take three-to-five years, with work on stage one due to begin in the latter part of this year and expected to take 18 months to complete, he said.

As part of the redevelopment, PSS is working with community partners to repurpose the existing 50 units to ensure these facilities are not lost to the regional housing stock.

Construction of a standalone show unit is planned to begin construction as soon as possible to allow perspective buyers to experience the units. Registrations of interest in purchasing the new ORA units will open soon. People can register their interest in purchasing a unit by emailing enquiries@enlivensld.nz.



New dementia beds for the community's most vulnerable

Additional, much-needed beds will be provided for the most vulnerable of Southland's elderly population as part of an upgrade of Peacehaven's Iona dementia care unit.

"With an aging population and average age expectancy continuing to rise, demand for dementia level care is increasing in terms of demand and complexity," Presbyterian Support Southland (PSS) chief executive Matt Russell said.

"It is critical that as a region we are poised to respond to this challenge and ensure Southland is able to care for its residents now and into the future."

The project, expected to cost about \$386,000 excl GST, involves creating the six additional beds by repurposing office and storeroom space within the existing building footprint.

The project also includes fire safety compliance work, equipping and furnishing each new room, creating a new nurse station and nurse call system and refreshing the lounge and kitchen.



PSS operates the Enliven Iona Dementia Care Unit at Peacehaven Village in Invercargill, one wing with 20 beds for less severely impacted dementia patients (known as D3), and the other with 20 beds for those requiring specialised hospital-level care (known as D6 psychogeriatric care). D6 is the highest level of dementia care available in New Zealand.

PSS is the sole provider of psychogeriatric care in Southland.

Matt said due to a lack of D6 beds in Southland, there were times when residents had to leave the region while they waited for a space to become available in Iona. The nearest D6 facility to Invercargill is in Dunedin.

“When these very vulnerable residents needed to leave the region for D6 level of care it creates a huge amount of stress and anxiety for the residents and their families.”

The project had been funded with a combination of support from individuals, community and external funders and donors.

Matt said private aged care providers like PSS did not receive government funding for capital expenditure projects, so they needed to seek support from external funders to help finance capital improvement work in their care homes.

If you wish to support the Iona D6 project, you can donate online at pss.org.nz/get-involved/donate or email fundraising@pss.org.nz.



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