

# Annual Report

2024 – 2025



*Presbyterian Support*  
Southland

Our Services

*enliven*



**Family Works**

MAKING A DIFFERENCE TOGETHER FOR OVER 100 YEARS



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**Presbyterian Support  
Southland**

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



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



The Family Works philosophy is the understanding 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**

We reinvest back into our local community through our Family Works and Enliven Southland services.

# Message from the Board Chair & Chief Executive

At PSS the work we do puts us in a privileged position of walking alongside people, often in their hour of need. While the past year has been filled with the usual challenges we've come to expect from our sectors, we have not been deterred from our purpose. We want to acknowledge and thank our fantastic team which has continually striven to deliver our services with heart and safety.

Our two major funders – Te Whatu Ora and Oranga Tamariki – are fatigued and resource poor, and the political environment demands that each dollar invested can demonstrate social impact and outcome. This has translated to a climate of uncertainty and recalibration. Against this backdrop, and despite these challenges, we have much to celebrate as we reflect on the year that has been.

Of particular note was the generosity from our community to raise over \$400k to undertake a renovation of our dementia care facility at Peacehaven and the introduction of six additional psychogeriatric beds. As the region's only provider of psychogeriatric care, and with growing demand, this service is incredibly important. We also celebrated the commencement of our Peacehaven Retirement Village redevelopment, a large, multi-year programme of construction involving 38 new ORA villas and a new residents' lodge. This is an exciting project for the region involving a significant number of local contractors and suppliers positively impacting the local economy as well as ensuring Peacehaven remains a vibrant retirement community into the future.

Our Family Works team continues to focus on delivering high quality services tailored to the needs of Southland's tamariki and rangatahi, in a contracting environment where financial pressure is impacting on all providers. The support from several key community funders in particular, enables us to continue this valuable work.

We recognise the importance of being prepared to innovate, adapt, upskill, and collaborate as we look to a future where we will need to meet increasing demand. As we enter the final year of our current Strategic Plan period, we're excited to explore and consider a future that may look different to our past, but continues to keep our mission, values, and ideals squarely in focus.

Thank you to all of our donors, supporters and volunteers who make the work that we do possible.

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 more than **4000 people**, which we wouldn't have been able to have achieve without your support.



Bequests,  
Donations  
& Grants Total

**\$945,288**

# Thank you to our major community funders



Te Tari Taiwhenua  
Internal Affairs



Thank you to all of our donors  
and regular givers.

# Key Financials\*

## Consolidated results at a glance

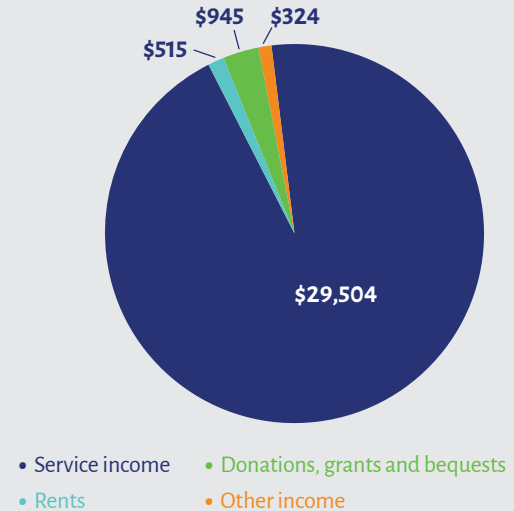
\$000	2023/24	2024/25
Operating Revenue	\$30,709	\$31,288
Operating Expenses	\$30,600	\$31,084
Operating Surplus/ (Deficit)	\$109	\$204
Non Operating Income	(\$2,468)	\$3,438
Net Surplus/(Deficit)	(\$2,359)	\$ 3,642
Total Assets	\$68,429	\$74,381
Total Liabilities	\$24,811	\$27,121
<b>Equity</b>	<b>\$43,618</b>	<b>\$47,260</b>

The consolidated financial statements for the year ended 30 June 2025 include an operating surplus for PSS Trust of \$65,107 compared to a surplus of \$262,165 for the previous year.

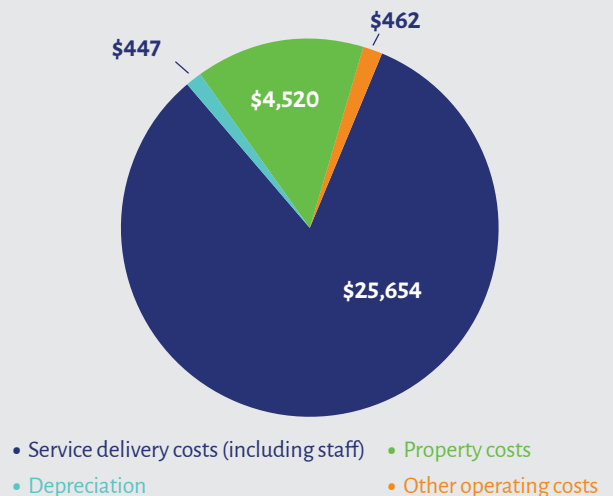
PSS Trust operates the Enliven Aged Care (excluding Retirement Village operations) and Family Works services in the Southland area.

\* The financial information contained in this report was extracted from our audited financial statements for the year ended 30 June 2025. A full set of the audited financial statements can be made available upon request.

### 2024/25 Income was derived from: (\$000)



### 2024/25 Income was applied to: (\$000)





## The good fight

Solo mother Casey Howat pulls no punches when she talks about her experience attending the Family Works' parenting programmes.

"All of the tutors were so supportive and encouraging. When I felt like I had no one in my corner, I had them."

When she and her son moved from Nelson to Southland about 12 months ago, life had been "a bit unsettled". They had lots of friends but no family support close by.

"It was the moment when you realise you need a village [to raise your child] and start building one."

Casey reached out to Family Works for support and signed up for the Incredible Years Parent and Parenting programmes.

Casey said she had learned a lot from the programmes, including the importance of regular child-led play, creating a calm-down space and when to use it, following through with consequences and providing her young son Taimana with opportunities to make choices for himself.

On May 3, Casey competed in the Ōtepoti Boxing Club's Punch with Purpose 4 corporate and professional charity boxing event at the Dunedin Town Hall, with Family Works Southland her chosen charity.

She raised an impressive \$1255 through a Givealittle page and raffles.

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"It was the moment when you realise you need a village [to raise your child] and start building one."

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Casey said she chose Family Works as her charity because she wanted to promote the Buddy Programme, and the parenting programmes which had been so beneficial to her family.

"I want to get the word out there that these programmes are available.

"I believe in them. They were so helpful for me."

Casey said she was inspired to compete in the boxing event after seeing it advertised on social media.

"I wanted to be an advocate for solo mothers and show them physical fitness is key to the mental game. That release I get helps me keep calm with Taimana.

"I also wanted to be a positive role model for my son. The discipline and consistency from the training camp transfers into my everyday life, which has a ripple effect to Taimana. He saw first-hand what determination, resilience and discipline look like."

Family Works director Judith McInerney said – "we are very proud of what Casey has achieved for herself in her life and feel so humbled she chose Family Works as a recipient acknowledging the support she received from Family Works for herself and her son."



Casey Howat and her son Taimana (5) with Family Works Incredible Years Parenting Programme tutors Julie Tippett (left) and Chris Broere.

# Services & Locations

## ENLIVEN SOUTHLAND



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

## WHAKATIPU BASIN

Family Works



Frankton Court



## TE ANAU

Family Works



## CORE

Family Works



Resthaven Village



## INVERCARGILL

Peacehaven Village



Vickery Court



Family Works



Walmsley House



SupportLink





# Our People

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



**415** Total team



**341** Enliven staff making a difference in the lives of our elderly



**39** Family Works staff creating effective outcomes for our community



**35** 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



**1345** Health and Safety trainings completed for the year



# Our Cultural Haerenga

Continuing to build on our Cultural Haerenga saw the Enliven Southland teams at our sites start Cultural Kete Training and have now achieved over 80% completion. This is a huge undertaking and displays their commitment to increasing cultural confidence and competence.

The training helps the team to have a deeper understanding of best practice and further strengthens our use of Te Whare Tapa Whā Model across the organisation.

The normalisation of te reo Māori and tikanga has been evident in rituals of encounter such as the blessings of our whānau rooms, our D6 Dementia wing opening and the celebration of Matariki, Māhuru and Te Wiki o te Reo Māori over the year.

A special moment during Matariki was listening to the kōrero in the care homes. It was heartwarming to hear the voices of residents centred on the three Principles of; Matariki Hunga Nui (remembrance), Matariki Ahunga Nui (celebration), and Matariki Manako Nui (looking to the future).

Tales were shared of hiding in and around Ocean Beach with their friends, riding horses into town and thinking about new escapades they can have with the Lifestyle team.

Our Haerenga offer residents the opportunity to have a cultural consult. This aligns beautifully with our values, acknowledging their experiences, memories and life before making their home with us. It is an opportunity for whanaungatanga, mānaki, aroha, tautoko and awahi to be demonstrated and shared.



CTS chief executive Jackie Flutey (left) and Family Works director Judith McInerney.

## Lifting each other up

### No one can go it alone, and Family Works Southland is no exception.

Family Works receives government funding to run some of its services and programmes but relies on corporate sponsorship, grants from community funders, donations from businesses and the public, both monetary and much-needed items for families and the work of our foster parents and Big Buddies to meet any additional needs its families have.

“I’d like to acknowledge and extend a huge thank you to all our regular donors, foster parents and Big Buddies,” Presbyterian Support Southland (PSS) chief executive Matt Russell said.

“Their ongoing support and contributions have a big impact on the lives of many individuals and families across Southland, and it is their support that enables PSS to amplify its services and support where it is needed most.”

Community Trust South (CTS) is one of Family Works’ valued long-standing supporters.

CTS has been supporting Family Works’ services and programmes since 1996, contributing more than \$3 million in that time.

Family Works director Judith McInerney said the ongoing support from CTS was greatly appreciated and needed to

assist Family Works to deliver vital services to families in Southland.

“Without their assistance we would need to reduce services in Southland which would have a significant impact on our community given the recent reduction to services following significant funding cuts from Oranga Tamariki (OT) last year.”

CTS chief executive Jackie Flutey said the Trust was a proud supporter of PSS.

“The services offered by PSS help to build a stronger, more connected community and closely align with the Trust’s purpose of empowering communities to fulfill their aspirations.

“By nurturing wellbeing, fostering resilience and helping to ensure everyone has access to the care and support they need – PSS is encouraging people to make the most of their strengths and ultimately build a thriving future for us all,”

Family Works is fortunate to have strong relationships with several other community funders which also recognise the need for and the value of its services. Among them, Lottery Community Grant run by the New Zealand Lotteries Commission, ILT and ILT Foundation, Tindall Foundation and Olive Hutchins Charitable Trust. Without their support, there would be a significant impact on service delivery in Southland.

“Families continue to present with complex needs and often come to us in crisis, with an urgent and immediate need for support.



Family Works staff look through the selection of bras donated by Rose & Thorne Lingerie.

These are increasingly complex situations, which can require lengthy involvement, and more often than not families will need to access more than one of our services.

“These grants and donations mean those who need support are able to continue to access our services and programmes free of charge.”

The support from individuals, community groups and businesses throughout the year also made all the difference to the families supported by the service.

The community’s support for Family Works’ annual Christmas gifts and hampers appeals is a prime example of this, with their success solely reliant on the community getting behind them. Every year the team at Family Work is overwhelmed by the sheer number of gifts it receives, including about 500 new children’s books from Kiwi Christmas Books’ appeal.

Kindness Collective is another example. For several years, Family Works has been fortunate to have been selected as a recipient of the nationwide charity’s annual PJ project and Christmas gift appeals, receiving new children’s pyjamas and Christmas toys for children of families in need it supports.

Recently, Family Works received 390 new bras to pass on to its female clients courtesy of online lingerie business Rose & Thorne NZ. These were beautiful and a real treat for our mums who often put themselves last, including the purchasing of a new bra, Judith said.

“Each year, the generosity of the community is overwhelming and leaves us as an organisation feeling very humbled and supported. We know we are not alone in the work we do as we have a community team behind us and our clients.”

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“These grants and donations mean those who need support are able to continue to access our services and programmes free of charge”

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**95%**  
of adults would recommend the service to others

**3,426**  
people supported  
by Family Works in  
2023/24



**95%**  
of children were satisfied with their relationship with their worker

**6486**  
hours were donated  
by Big Buddy volunteers



**1220**  
nights of foster care  
provided





Peacehaven care home cook Lynne McAnelly places a dish to cool in the newly-acquired blast chiller.

## Ready-made meal service to support wellbeing of Southland kaumatua

Hearty and affordable take-home meals are now on the menu again for vulnerable members of the community courtesy of Enliven Southland.

The meal service was launched in September.

Enliven Southland has reestablished its frozen meal service halted during the COVID-19 pandemic thanks to a Stewart Family Charitable Trust grant towards the purchase of a blast chiller. The chiller, which can hold 50-60 meals at a time, cools product down faster than a normal fridge and freezes food without the risk of contamination.

“It is a real asset, and we wouldn’t have it without our funders,” Enliven Southland food services manager Rochelle Copeland said.

As part of the Ministry for Primary Industries (MPI) regulations around safe food handling practices, businesses are required to cool certain foods rapidly to prevent

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“We see providing affordable, nutritious meals is a key part of supporting the physical well-being of our kaumatua and our wider community as a whole.”

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contamination. A blast chiller is one method recommended. “The people we are hoping to help within the community are vulnerable so we need to ensure our food is as safe as possible, and using this piece of equipment gives me the confidence we can provide not only delicious and nutritious meals, but also safe meals,” Rochelle said.

The general public can purchase the frozen meals from Peacehaven Village’s Elms Café. The range of hearty, home-cooked favourites will include roasts, casseroles, stews and soups. Depending on demand and feedback, this could be tailored in the future and the offering extended. Main meals cost \$9 with other future and seasonal dishes to carry similarly competitive pricing.

“We know there is demand for affordable, nutritious and delicious meals, not just for kaumatua, but for people from all walks of life.

“Enliven Southland has always had a really good reputation for good quality, home-cooked meals, so I’m very confident people will really enjoy them.”

Enliven Southland supported living and community services manager Juliana Baxter said as a charitable trust Enliven Southland was actively looking for ways to provide support services and enhance the quality of life of others in the community.

“In particular, we are working towards being able to provide a holistic model of support around the physical, emotional, social and spiritual needs of our kaumatua.

“We see providing affordable, nutritious meals is a key part of supporting the physical well-being of our kaumatua and our wider community as a whole.”

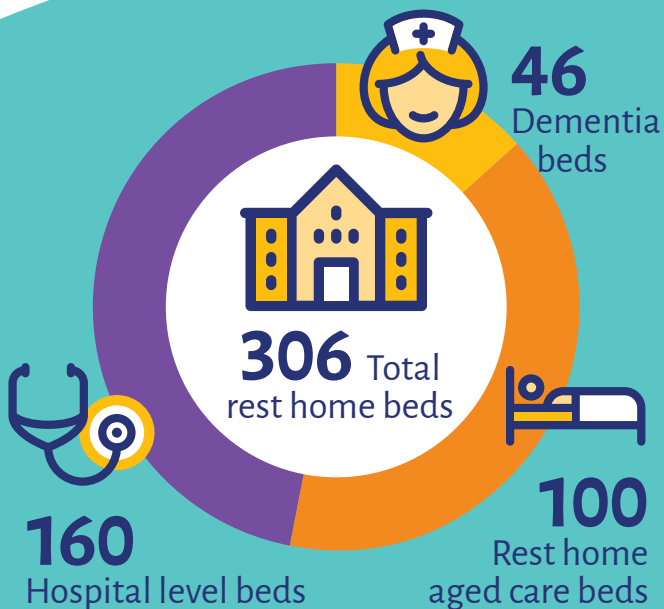
If there was sufficient demand, Enliven Southland would consider making the meals available for purchase at its other facilities in the future.





# enliven

— Southland —



**724**  
Older people received services from Enliven Southland



# New Zealand first: pilot project trialling pneumatic pumps in Enliven Southland care homes

With backing from the Stewart Family Trust, Enliven Southland is conducting a wound treatment pilot project, one which is expected to be ground-breaking for the country's aged residential care sector.

Over 12 months, clinical nurse specialist: wound care for the Southern district Mandy Pagan and senior managers in Peacehaven and Vickery Court care homes are identifying patients they believe would benefit from pneumatic pump treatment, prescribing and carrying out the treatment and compiling data around its effectiveness in the care home setting.

Mandy said the therapy had advanced over the years and was now accessible for use in people's homes, including rest homes.

"Whilst working with Dawn Acker, Enliven nurse practitioner, it has become evident to me the high need for this therapy at point-of-care to improve resident wound healing and reduce symptoms associated with oedema."

Enliven Southland director Carol Riddle said working collaboratively with nurse specialists from Te Whatu Ora was essential to share skills and learnings.

"This gives me great confidence in achieving clinical excellence as we navigate increased clinical complexity in our resident population."

Pneumatic compression pumps are electric devices which gently massage a limb for a period of time.

They are used to treat conditions such as oedema (fluid retention), lymphoedema, neurovascular impairments,

lipoedema (abnormal fat build up usually in the buttocks, thighs and hips), and the treatment of wounds and ulcers associated with diabetes and other chronic illnesses.

The treatment assists with faster wound healing, reduced swelling, softening of the skin, improved mobility due to reduced leg pain and swelling, reduced incidence of cellulitis and therefore reduced need for antibiotics, reduced hospitalisations and less nursing time spent on wound care.

Mrs Riddle said an increasing number of people were entering aged care with complex and multiple health concerns requiring a high level of expertise and care. This included an increasing number of presentations of upper and lower leg oedema with complex wounds that were difficult or unable to heal if oedema was not managed effectively.

Currently, pneumatic pumps are not provided or routinely used by any aged care facility providers in New Zealand.

At present, the pneumatic pumps are prescribed in Southland by the specialist wound service. Pumps and sleeves are rented by patients, including a small number of elderly people living in aged care homes, but for many aged care residents, the cost is prohibitive, she said.

Vickery Court manager Janet Stevens (left) and clinical nurse specialist Mandy Pagan connect resident Peter Shepard to a pneumatic pump.





## 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](mailto:enquiry@pss.org.nz)

**Visit our website** [www.pss.org.nz](http://www.pss.org.nz)