

Governance changes for Presbyterian Support Southland

At the 2021 AGM our long standing 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 been 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

He had this to say about his new role: "As incoming Chairman, my focus is on maintaining the current strategic direction of PSS to ensure the organisation remains strong and can continue to support the people and families of Southland and Queenstown Lakes."

He summed up Tim Loan's contribution to PSS as setting a strategic framework for the next decade.

"On behalf of the Board I would like to convey our grateful thanks to Tim. He has provided PSS with strong governance, both locally and at a national level for over the last eight years. He has guided the Board's strategic pathway and has provided the organisation with strong leadership and focus. We are indebted to Tim for all he has done and are grateful that he will continue in this work as a Trustee."

Long-standing Board member Kirsty Robertson resigned from the Board in February after twelve years in the role



Top: Departing PSS Board Chair Tim Loan,
Above: Incoming Board Chair Craig Smith

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.



Presbyterian Support
Southland

Our Services

enliven

Family
Works

In this issue



Mum reaps benefits from Parenting Programme



Christmas wrap



Collaboration video technology gives Enliven residents improved connections

✉ Please sign up to our e-newsletter by emailing our Marketing & Promotions Coordinator Liam Poole at liam.poole@pss.org.nz

Mum reaps benefits from Parenting Programme

PeopleMatters

Invercargill Mum Sarah got so much out of the Family Works Parenting Programme she attended last year she has persuaded her husband to attend one too.

“The big things I got out of it were learning about the different ways of effective parenting and new parenting techniques. Understanding that is massive. There was loads of other useful information too, so much so that I am making my husband go to the next one. I’ve told him all about what to expect and he’s okay with it.”

Sarah was one of more than 70 parents who attended the Parenting Programme in Invercargill last year. Family Works runs four annually – one in the evening and the rest during the day. Each programme is a two hour session weekly for eight weeks.

She and her husband have a 3-year-old daughter Indi* (name changed to protect privacy).

“Indi has behavioural problems coming through because, you know, she’s three. So we’re getting tips about how to get her to sleep in her own bed, getting her off her bottles, toilet training, her separation anxiety when she’s away from me, and that sort of thing.”

Talking with other parents was reassuring, she says.

“The first week when we discussed why we were there, my first thought was how good it was that there were other people

going through the same things I was. Their stories were different but they were struggling with the same stuff. That gave me a lot of relief.”

One of Sarah’s parenting challenges was a tendency to over-protect Indi.

“Indi is so important to us because she was a miracle child - I was told I was basically infertile. She also had birth complications.

“At the course I learnt about different types of parenting techniques. They used colours. Red was basically ‘my way or the highway’ - no flexibility - and it went through the colours until it got to the complete opposite of red – a parent who let the kid do whatever they liked and didn’t give any guidance or protection.

“Before the group I was basically working in the red parenting zone because I wanted to protect Indi. The class showed me how I could still be protective but have some flexibility that’s good for both me and her.

“The class taught me that there are certain things you can let a child do to learn but you can’t let it go so far as being unsafe. I have discovered how far I can let Indi try things and test her boundaries without it becoming a danger.”

Sarah was invited to join the Parenting Programme by her Family Start Whanau worker. The Family Start Programme works alongside parents of children up to the age of five who face particular life challenges ranging from housing issues or low incomes to health problems or difficult pregnancies or births. In most cases, families are referred when their



children are under the age of one.

Sarah and her husband were living in Tauranga when Indi was born and Family Start was recommended to them there.

When Indi was about two months old the family moved to Invercargill - Sarah and her husband both want to become nurses and were attracted by SIT’s Zero Fees scheme. Sarah is not studying at present but her husband is in his final year of study.

Once here they transferred to Family Works, which delivers Family Start in Southland.

Sarah says Family Start is “brilliant”, and the Parenting Programme was “the icing on the cake”.

What’s her advice to other parents thinking about attending?

“When you’re there in class and in the moment, try to be open minded and listen. Go there with no expectations, because what you get out of it is different for everyone.”

Group Parenting Programme Dates

There are spots now available for our group parenting programmes, covering a wide range of topics including parenting skills, support/information and strategies.

Our Parenting Services are FREE of charge

Parenting Programme - Wednesday 11 May and Wednesday 3 August
Incredible Years Programme - Monday 15 August and Tuesday 16 August

Visit <https://pss.org.nz/family-works> to sign up or learn more



Gratitude Corner

Back in August Vickery Court held a grand opening for the brand new bird aviary - Rex's Roost.

Our resident Rex Morton had dreamt of having a bird aviary in Vickery Court's courtyard for quite a while, so his son-in-law Ian decided to surprise Rex by building and donating the bird aviary for him and our other residents to enjoy.

The aviary features many different birds such as budgies and canaries. Ian, Rex, and some of our other residents have donated these birds to fill the aviary.

We would like to thank both Rex and Ian for their thoughtful contribution to our home. The rest of our



Vickery Court residents are enjoying watching all the birds who have now made themselves at home in the aviary.

Getting to know PSS staff and volunteers

Meet... John Beckham

What is your role:

A volunteer driver and SupportLink carer.

How did you get into your role:

By reading an article in a People Matters newsletter about 18 months ago where they were looking for more volunteer drivers. It appealed to me because I had not long retired and thought that driving a van at a rest-home was something I could do and would like to do. I liked the idea of helping people and being there when they needed me.

What do you do in your role:

Every Wednesday I have a client I take to get his groceries, and from time to time I take him to medical appointments. I also have another client I take to medical appointments. These are people who don't drive for medical reasons. Every Thursday – if COVID allows - I take Peacehaven Village residents who live in their own apartments and townhouses to the supermarket to get their groceries. Those passengers have become friends and we enjoy each other's company. I always unpack their groceries when we get back and offer them my arm. I say no-one is going to fall over on my watch! Before the 2021 lockdown I was taking some of the residents from the Iona Dementia Unit at Peacehaven on weekly outings but I'm not certain if or when that will restart.

What do you like about your role:

For some reason I have always connected better with people older than myself. I think it comes from when my grandmother used to come and stay with us and I always used to help her in and out of the car and with other tasks. It's a joy to be helping people by driving them. There's always a unanimous thank you when I've taken clients or residents out and that is appreciated.

Tell us a little about yourself:

Invercargill is my home town – I've lived here all my life. I worked for NZ Post for 43 years, and more recently worked as a storeman until I retired.



What do you like to do when you are not volunteering:

One of my lifelong passions has been photography. I especially enjoy the challenge of photographing wildlife. I also enjoy a bit of recreational cycling, even more so now that I have an e-bike – you don't have to work quite as hard. I'm very involved with my church, the Salvation Army. On my father's side I can go back six generations of worshipping at the Salvation Army, and about three on my mother's side.

Christmas Wrap



There's no doubt Christmas 2021 had a different feel to it as everyone coped with the uncertainties of COVID-19. It added yet another worry for many of our vulnerable Family Works families already facing financial struggles and other stresses.

But the Southland families we support were not forgotten. The community stepped up, donating generously to help us make Christmas easier and more memorable for hundreds of children and their families.

Thank you from the bottom of our hearts. Your donations really do make a difference. Read about the 2021 Christmas appeals and projects below.

Christmas hampers

Since 2005, Family Works has been giving Christmas hampers to families it supports. Last year, with the help of more businesses and individuals, the number of hampers was increased from 50 to 55, and the hampers were larger.

Hamper co-ordinator Kate Sparrow, an administrator with Family Works, is delighted.



“Because of COVID we wanted to make last year's boxes extra special. We had a bit of cash left over from 2020 and more new cash donations which meant we could buy other items outside the standard list we work on. Every family gets a frozen chicken, eggs, milk, cream, yoghurt, butter, fruit and vegetables and treats, and last year we were able to give everyone things like toiletries, sanitary items and laundry powder as well.

“The number of donors and their generosity is amazing. We've got many long-time regular donors such as Fonterra, Focus Technology, Craigs Poultry, Goodman Fielder and Sanitarium. Regal Flooring doubled its donation of cash last year just because they could, and we had new donors this year too, including a wonderful anonymous donation of \$500 from an individual.”

Kate works with Family Works team leaders to decide what families they work with that could do with some extra help.

The hampers are tailored for the size of family and ages and genders of children.

Some families receive presents too. The boxes are packed in a warehouse with help from Malloch McClean staff and either picked up by the families or delivered to them.

“When the Malloch McClean volunteers come over I always show them the presents too and explain how needy some of the families we work with are. As one of the volunteers was leaving he asked about how he could donate. It's getting that awareness out there – that we are here and what we do.

“Some of the situations families are in are very sad and our workers deal with that reality on a daily basis. For example, a mother was using rags for her monthly periods because she couldn't afford sanitary items. Most people don't realise that this happens in the world, and this happens in Southland.

The lead up to Christmas is a busy time for Kate and her team, but she says it is humbling to be involved.

“One staff member took a box to a family and the mother cried. That's why we do it – to relieve the pressure of Christmas and to make sure they have enough food for a lovely Christmas dinner should they choose to do that. If we can give our donors some joy by giving those families some joy it's worth it.

And there are success stories, like the progress of the family who received a hamper in 2020.

“Last year, just before Christmas, that same family was signed off from our programme in a better place. What a difference a year makes.”

Christmas hamper business donors



Asaleo Care Christchurch, Chadderton Valuations, Craigs Poultry, Department of Corrections, First Church, Focus Technology, Fonterra, Goodman Fielder,

GWD, Lions Club Invercargill Central, Lions Club Invercargill Host, Majestic Horse Transport, Malloch McClean, Miele Apiaries, Paul Wood Fire Protection, Plaza Supervalu, Regal Flooring, Richmond Grove Church, Rotary Club of Invercargill, Rotary Club of Invercargill South, Sanitarium, Silver Fern Farms, Southland Hospital Medical Ward staff, Southland Real Estate (Team Hegan), Weka Pre-School.

Malloch McClean



Kim Forsythe, sales coordinator says: One of the core values at Malloch McClean is “Family First” so a few years ago we decided to help other families that might struggle at the festive season and picked Family Works as our chosen charity. Since then, we have donated our time to put together Christmas food hampers for families in our local community that need a little extra support.

We held mufti days at the office in return for donations of non-perishable goods from cans to cereal and even tooth paste and tooth brushes. Kate thought adding tooth paste and tooth brushes to the food hampers was a brilliant idea and they went into every hamper. We not only donated groceries but pre-loved toys as well.

Then, a few days before Christmas, MMCA elves went over to the Family Works warehouse and helped pack groceries into the hampers daily, finishing on the last day by loading them into cars. It's so rewarding to see the look on people's faces when they get their hampers and presents – we love being part of it! Our company directors even came over to pack the groceries and to see how Kate and her team stretch the numerous donations they receive from surrounding businesses and make them go round.



We will continue to lend a hand, collect groceries, and be there to ensure we can help at least some of those in

our community who need some extra Christmas cheer.

Christmas hamper thank yous

“Thank you so much for such an amazing gift. It will help so much. Merry Christmas and Happy new year”

“Greatly appreciated. Thank you so much for the opportunity to receive a family food parcel this Christmas. It has been a tough year financially and mentally challenging. This has relieved a huge stress from my shoulders to provide for myself and son having this help.”

“Thank you for the amazing stuff that you gave our family. It means so much to us.”



“Thank you very much for the time and work that is put into our hampers. Thank you to the people that supply the food. I know we all appreciate the great effort that is made. It helps my small family so much at this time of the year. May everyone involved be blessed.”

Christmas Gift Appeal business



When the donated Christmas gifts began accumulating at Presbyterian Support's central office in Spey Street last December, Marketing and Promotions Coordinator Liam Poole was delighted and a little relieved.

“We weren't quite sure how the appeal would go. The feeling I was getting was that people throughout the country didn't know what was going to happen with COVID, so I think there was a less Christmasy vibe than the year before.

“But Southlanders came through again – as they always do - and we received about 500 presents. We are extremely thankful for the donations and amazed at the generosity of Southlanders and Southland businesses. It has really made a big difference to the lives of children in our care.”

The appeal asked for new, unwrapped gifts suitable for children and teenagers aged 10-16, with Southlanders invited to place their gifts under the PSS

Christmas tree. Media company NZME and Southland Real Estate supported the appeal by sponsoring advertisements.

Liam says gifts came in from an extremely wide range of people, as well as boxes of presents from some businesses.

It was particularly heartening to accept gifts brought in by children. “They'd be a bit shy to begin with, but after a while were happy to share how they had chosen a present they thought another child would really like.”

As in past years, last year's gifts were placed in a large meeting room at PSS so family workers could come in and choose gifts for the families and children they look after. Some of the workers brought families in to choose gifts for themselves.

“With or without COVID, Christmas can be a challenging and stressful time for some of the families we work with. Knowing children will wake up on Christmas morning with at least one present is a great feeling.”

Christmas Gift Appeal donors/supporters

Focus Technology, Malloch McClean, McIntyre Dick, NZME, Southland Real Estate, Tyreland

Family Start tree at H&Js

“Humbling and amazing” – that's how Family Start team leader Karen Willis describes the contribution from customers and staff at H&J Smith.

For more than a decade, H&J Smith has coordinated presents for Family Start families (a programme for families with children aged 0-5). But Karen says presents are not only provided for pre-schoolers but for older siblings and sometimes Mums and Dads too.

“A tree goes up in the store by the main office. We supply them with tags to hang on the tree with the names of some of the children in our programme and their ages and gender, although the names are changed for confidentiality. Anyone – customers and staff – can take a tag off the tree and buy a present in store for that child. Generally they get the present gift wrapped in the store before they bring it back to the tree.

“Last year they gave us 119 gifts for children plus some on top of that for the parents. It's so humbling and so amazing to see how generous people have been. The last couple of years there have been a lot of extra presents over and above the names

on the tags, so we have been able to give some to other families within the Family Start programme too.”

Karen says a big thank you to Robyn Colvin from H&Js, who has looked after the gift appeal in-store for many years.

Kiwi Christmas Books

For some families, books to own and keep on the bookshelf are luxuries they have to do without. That's where Kiwi Christmas Books comes in. Sonya Wilson started the Auckland-based charity in 2019. Helpers approach shops, schools and businesses in their regions, encouraging them to donate brand new books to give away to deserving children through helping agencies which work with families. There is an emphasis on donating books written or illustrated by New Zealanders.

Sonya's mum Pam Wilson lives in



Southland and for the past two years has coordinated local donations for distribution through Family Works. Last year Pam handed over an incredible 460 books for children of all ages, from toddlers to teenagers.

Pam became involved because she loves the idea of children experiencing more challenging lives getting a brand new book for Christmas, and because the initiative supports Kiwi authors and illustrators. She was involved with the Family Works Buddy Programme and says it was an easy decision to invite Family Works to distribute books in Southland.

Thank you Pam and Sonya for this fantastic initiative bringing children we work with so much pleasure.

Video technology gives Enliven residents improved connections

PeopleMatters

For Enliven Care Home residents who had to put up with video calls on small screen devices such as tablets and phones, new technology is bringing major advantages.

Presbyterian Support Southland has purchased five mobile video call units which can be wheeled to wherever they are needed. Each has a 180deg camera, a large curved screen and a quality sound system, plus built in quick links to Zoom and Microsoft Teams video calling systems.

The system has the capability to “follow” faces and voices, Peacehaven manager Ronette Bolivar says – something residents and staff were still getting used to.

“What’s good about it is that the camera covers a wide area and the system follows the person who is speaking. So it’s good in a group setting because the camera and microphone focus on whoever is talking at the time. When we trialled it we had five people and it worked well”

“Prior to this we were using tablets and mobile phones for video calls and the



Registered nurse Athira Mohandas and Iona Dementia Unit Clinical Manager Julie Worner with one of the two mobile video units available at Peacehaven Care Home.

residents found it hard to look at the screens because they were too small. These units are great because the face of the person at the other end is right there.”

Being able to wheel the unit to a resident’s room or a meeting room for privacy is also a bonus, she says.

PSS has purchased units for Vickery Court, Walmsley House, Peacehaven, the Iona Dementia Care Unit at Peacehaven, and Resthaven (Gore). Staff are receiving training on how to operate them and residents are being encouraged to use them for online medical appointments and keeping in touch with families, particularly if their families live out

of town or when visiting is restricted because of COVID-19.

How have residents who grew up before computers, faxes and smart phones adapted to the new technology? Ronette says the reaction has been positive.

“The first time we used it for a GP consultation, the resident didn’t realise the system would follow her voice and she thought she had to move so she could be seen.”

“They are a great tool. You don’t have to log into a computer, you just have to click the video call link the doctor or families give you, or we can set up a link and give that to the families.”

What our resident families are saying about the new video units

“WOW!, that’s amazing, I could see both my daughters at the same time and the sound was fantastic. I didn’t have to hold a phone or a tablet so my arms weren’t aching like they have in the past – thank you so much.”

“Another resident started singing in Māori when they saw their family – super touching!”

One person we used the unit with said “WOW! My family” and just stared at the screen then walked to the back of the unit to see if their family were behind it.

Also feedback from the family – “The clarity of the call both sound and picture/video was great – thank you for such an awesome piece of equipment.”

Kirsty Robertson

After more than a decade with Presbyterian Support Southland (PSS), Kirsty Robertson is experiencing the organisation through a different lens.

Kirsty was a PSS Board Trustee for 12 years but has recently taken up a front-line role as an enrolled nurse at Vickery Court care home, working three days a week.

Because of the PSS' Constitution, Kirsty had to resign from the Board when she became an employee.

"It is a shame, but it is for good reason. It would be really hard to continue to make the hard business decisions which impact on your workplace when you are emotionally invested in the day to day work of that workplace."

Enrolled nurses train for two years and work under the supervision of a registered nurse. Since gaining her qualifications in 1980 Kirsty has worked at Southland Hospital, Lorne Hospital, Bainfield Park, and Hospice Southland.

She was recruited to the PSS Board for her clinical nursing knowledge.

"My mum, who was very involved in the Presbyterian Church, knew the Board Chair at the time Robin Campbell, and it was he and [then CEO] Peter Wards who interviewed me. I thought 'I'll give it a go', and before you know it 12 years had passed."

Before joining the Board Kirsty had leadership experience on school boards of trustees, and was also on the leadership team and responsible for quality improvement at Hospice Southland.

Still, she remembers feeling "petrified" at her first few PSS meetings.

"I'm pretty sure it took six months before I was brave enough to ask a question or express an opinion, because around the table there were so many other people I saw as far more skilled and knowledgeable than I was."

PSS is a charitable trust employing just over 400 staff. It has two divisions, Enliven and Family Works. Enliven provides rest home, hospital level and dementia care and supports the elderly living in residential villages and their own homes, while Family Works supports young people aged 0-17 and their families.

Kirsty says the responsibility of being on the Board wasn't lost on her. "The sense of responsibility for so many staff and residents is huge. PSS is a charitable trust but you still have to be a financially successful business."

In recent years the Board established a clinical governance committee which Kirsty chaired.

"That committee has a dedicated focus on clinical decision making – things like staff recruitment and ratios, and clinical indicators such as wounds, falls and infections that impact both residents' and care home workers' wellbeing. I think there is a very good balance now between the Board's financial and clinical focus."

Summing up her years on the Board, Kirsty says it was "all positive".

"It's been a great experience. I've met some great people. The Board is genuinely there for the right reason. The values of the organisation, the residents, staff and Family Works, clients are front and centre of every decision made."

Kirsty spent 29 years and three months at



Kirsty Robertson

Hospice Southland, resigning in October last year because "it felt like the right time".

"Before I even finished at Hospice Southland I had already imagined where I would be working and that was in aged residential care. Through Hospice Southland and being on the Board I was acutely aware of the recruitment difficulties that the aged care sector and PSS were having. In needing a job, it was a decision as to where I could best put my efforts for PSS. So I decided to apply for a position as an enrolled nurse."

"My reason for staying with this organisation was because the values and core business align with my own."

Kirsty says that being an enrolled nurse at Vickery Court has meant "a bit of a steep learning curve", upskilling in many areas required in aged care such as medications, wound care and new electronic patient management systems.

"But so far it has been a great experience and I have greatly enjoyed meeting the residents, families and staff."

What our clients are saying

The help that Gillian provided has given my parents independence again and made them feel part of the community and everyday life rather than being reliant on others and as they say, "feeling like a burden and a nuisance". They now have options and the courage to get out and about rather than being housebound. Like most of our elder citizens, my parents are very proud and want to be independent and still be as capable as they have always been.

- SupportLink Invercargill client family member

Catherine is a breath of fresh air, and her care and support is really appreciated. Your morning tea girls are hilarious. An asset to the home.

- Family of Vickery Court resident

Really enjoyed working with such a professional and helpful organisation.

- Family Works referrer

Good on you folks for keeping our more vulnerable community members safe. We appreciate what you do for these special people.

- Resident family member

The service has helped our family become closer and able to understand others better.

- Family Works client, parent

It is a supportive service and is extremely helpful for new parents.

- Family Works client, parent

Would you like to make a difference together for another 100 years?

We work alongside and support people in Southland both young and old.

There are many ways in which you can help support our work. Your gift or time will help vulnerable children, families/whanau and older people feel that they are safe, strong and connected.

Donations

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

Bequests

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

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	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



Our Services



HAVE A SAFE AND HAPPY EASTER HOLIDAY
Thank you for your support so far this year

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.

We accept Internet Banking Transfer, Credit Card Payments and Automatic payments.

Internet banking

Our bank account number is **02 0924 0545924 00 (BNZ)**

Please add name and service area you would like the donation to go to.

Credit card donation

Please visit our website **www.pss.org.nz** to process your credit card donation.

Cash/Eftpos

Please visit our **Central Office site** on **Spey Street** or any of our **Enliven care homes** to make a cash or Eftpos donation.

Automatic payment

For automatic payment information and further assistance please call us on **03 211 8244**

If you are having trouble deciding how to donate please contact our Marketing, Communications and Fundraising Manager to discuss options that suit you.



All donations are retained within the Southland region

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- Enliven Southland
- Family Works Southland
- Presbyterian Support Southland

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