

Annual Report 2016 -17



our services



Thank you:

Rotary Club of Rangiora
Waimakariri District Council Riccarton Youth Trust Bill Blackadder Trust Estate K A Boyd - Open
Toomey Charitable Trust Foodstuffs Community Trust The Blue Door Christchurch Earthquake Recovery Trust (CERT) West Coast
Charitable Trust John Twigger Endowment Fund The Keith Laugesen Community Trust St Joans Trust Farina Thompson Charitable Trust
Charitable Trust The Strathlachlan Fund The Southern Trust Mackenzie Charitable Foundation
Community Trust of Mid & South Canterbury Inc Ashburton Trust (Lion Foundation)
Christchurch City Council Jones Foundation Rata Foundation Lottery
Grants Board Tindall Foundation Trevor Wilson Trust The estate of Carol S Cree
The estate of Clementina T Holmes The estate of Dorothy Frisken The estate of Dorothy
Sears The estate of Glennis A Sinha The estate of Noeline M Cooper The estate of Shona
M Herron Social Services Fund McGruer Fund Estate Lydia Brown Charitable
TRUST The CC Tate Charitable Trust The Phillip Brown Fund Estate Dorothy Blanche Smith J A
Macpherson Charitable Trust Robert Malcolm Trust Estate Iris Utterson-
Kelso Alan J Blair Clare L Rutherford C B Tulloch Geoffrey M Brodie
Hinds Cooperating Parish Ian A Smith Moira T Cochrane Raymond J
Townley Robert S Long Rural Women NZ Anama John C McKean Lynette
M Murdoch Whitcoulls Northlands Robert S Stewart AD & JR Chittenden Family Trust
Agnes A Money Annette E Paterson Elizabeth J Grierson Gill Simpson Pamela R
Williams Birthright Marlborough Inc Elizabeth M Campbell Ellis R Buchanan
Thistle Lodge Margaret E Pidgeon Peter F Whiteside The Blue Door Rotary Club of
Papanui Dianne Brooks Colin A Lill Dallas Hoskin Ian Glassey Fund Isobel Hale John
Jacobson John T Chambers P A M S Shop Trust Rotary Club of Riccarton
Donald G Church Alister D Argyle William M Turner Diana M Broughton John L
Rutherford Lions Club of Blenheim William P Loughton
Patricia A Edward Duncan E Moffat KinderCare Learning Support
Centre Beryl M Smith Maime J Scholes Raymond M Tull Rotary Club of Blenheim
J Ballantyne & Co. Ltd. Lions Club Spring Creek Blenheim Rotary Club of Blenheim
South Wairau Hospital Lions Club of Ashburton County New Life
Church Ashburton Lucas Trust Walter A van Der Kley Lions Club of
Ashburton Marlborough District Council Graham Robertson

Tēnā Koutou, The past year is notable for the positive outcomes achieved by our work with **7,286 clients** spread throughout the Upper South Island. The skill of staff, contribution of volunteers, including the Board, and the quietly effective relationships established with clients and other agencies are what work to make a positive difference.

Presbyterian Support's longstanding strategy to increase social inclusion through the grace of relationships remains central to our activity.

The year also saw a variety of changes. John McKean retired as board chair in December and was awarded a life membership in recognition of his involvement with the organisation. A longstanding senior staff member, Valda Reveley, also retired and was recognised with a life membership. Julie Moor and Blair Stirling were appointed to the Board. The Board's leadership changed with the appointment of Andrew Johnston as Chair, Christine Darling as deputy chair, and Marg Bigsby as Chair of the Strategic Planning and Policy Committee.

The Board concluded its deliberations about the future of the extensively damaged main office at 44 Bealey Ave, deciding to demolish and rebuild. During the rebuild, staff will relocate to Amuri Courts near the Fitzgerald Ave end of Bealey Ave.

Another major change to our organisation was the end of our home-based support contract, Home Care, in Nelson and Marlborough. Unfortunately we were unsuccessful in a tender process, and the District Health Board chose another provider. Most of our Home Care staff have transferred to the new provider, giving clients continuity of care.

The loss of our Home Care contract highlights the tenuous nature of contracting with Government and the growth of much bigger scale organisations, particularly in the older persons Health sector. **We are, however, still in the business of people helping people to have a sense of community, and meaning and purpose in their lives.**

Nga mihi

Andrew Johnston, Board Chair

Board of Trustees:

John McKean (retired as chair and from the Board December 2016), **Andrew Johnston** (Chair), **Christine Darling** (Deputy Chair), **Margaret Bigsby**, **Beth Campbell**, **John Drylie**, **Julie Moor**, **Trish Matunga**, **Sharyn Roberts**, **Graham Robertson**, **Andrew Souness**, **Blair Stirling**, **Andrew Withers**. **Vaughan Milner** (also CEO)

Senior Management:

Sally Crawford, Jackie Girvan, Peter Murison, Sue Quinn, Penny Taylor, Chris Walsh.

Building Strong Families

Whakatupuria he whānau whakapakari ake.

Family Works provides social services that build safer, stronger, more connected families and communities throughout New Zealand.

Safe means children feel secure and protected. Strong means families have the ability to bounce back from adversity. Connected means people feel supported and included in their communities.

We believe that children/tamariki flourish when their families and whānau function well. Every family can be a great family. That's why we apply a whole-of-family approach. Our services are tailored to meet the needs of each child, young person, parent and whānau, while building on the strengths they already have. Informed by research and evidence, we support people to reach positive solutions.

297
volunteers donated
32,409
hours.

Thanks!

274
staff worked
309,612
hours.
Thanks!

Happy and Healthy in the Older Years

Our Enliven group recognises that, no matter what your age, if you want a healthier, happy life then you need a sense of social inclusion and of community; people you love who love you back; the ability to give and to receive; a home of your own choosing; the ability to make good decisions for yourself; and most of all practical support when, how, and where you need it most.

Enliven helps older people to meet the challenges of being an older person so they can enjoy this special time of life. We provide community-based support—others to talk to and activities to join in with—so that older New Zealanders can not just survive, but thrive.



A Christchurch Family Finds Hope

At Presbyterian Support we work with the whole family, not just the child.

Kara Walker is a solo mother without supporting family or whānau, and each of her six children has different needs and challenges.

Kara found help when her eldest son, Arquead, began working with the Family Works SWiS (Social Workers in Schools) service. Angela Wilcox, a SWiS worker at Arquead's school, recognized his keen interest in tikanga Māori through kapa haka. Angela supported him further with connection to wānanga (learning forums) held at local marae. As a result, Arquead went from struggling to find his place at school to becoming one of its cultural leaders.

Learning more deeply about his culture strengthened Arquead's self identity. *"He's much more confident now,"* says Kara. *"He has a skill that no one else around him has. The effect of that is amazing!"*

Angela also worked with Kara's nephew, Devontay, who lives with her and who was also struggling with school. Devontay attended counselling sessions, where he learnt to better communicate his wants and needs, including a desire to participate in tikanga Māori through hāngi, not performance. *"I wanted all my children to go to kapa haka,"* says Kara. *"I didn't understand they might want to connect with their culture in other ways. Even though she's Pākehā, Angela acknowledged our family value, and helped meet individual needs at the same time."* Through working with Angela, Devontay was also able to take up tennis—ultimately competing in his club finals.

Angela is now supporting Kara to transition Devontay to living with his birth mother. *"I feel like I'm stronger and more confident,"* says Kara. *"Now I have the tools to face hard things."*

Kara now has a plan for her whānau to keep them safe, strong, and connected—a plan that values her tamariki, their education, and their connection to te ao Māori. *"Family Works has given us a new life,"* she says. *"It's connected us to things we're passionate about, and given us hope."*

A Day in the Week to Look Forward To

Men are more likely than women to become socially isolated because they have less contact with children, family, and friends. Enliven day programmes like Totara Club give older men (and women) a place to connect with others while maintaining interests and skills, and sharing activities and experiences in the community.

"I used to work for the Ministry of Works on big dam projects down in the McKenzie Country," says Alan McLaren, a regular member of the Enliven Totara Club in Nelson. "I used to captain the South Canterbury rugby team down there as well. But now I'm not as fit as I used to be," he adds with a laugh.

Despite his living more quietly these days, Totara Club gives Alan something to look forward to each week. The club provides activities such as topical discussions and guest speakers, positive reminiscence, indoor games, exercise and relaxation, walking groups, and outings. In other words Totara Club gives Alan, and men like him, a place to connect. "It gives me a purpose to my day, the staff put on an interesting programme, and I like meeting up with the others in the group," he says.

Another Totara Club member, Trevor Fish, agrees. Like many others, after an active and busy life Trevor is suffering some memory loss. "I like the fellowship with people who have similar problems," he says. "I appreciate the fact that my challenges aren't unique to me. And because I'm not driving now, I also enjoy going on outings in the van."

At Totara Club members are able to feel like they are part of a community. And being socially active keeps older New Zealanders happier and healthier.



2016-17 at a Glance

7,286 clients accessed

71 services via 10 regional

or satellite service centres

in the upper South Island.

Sources: Enliven client survey data 2016-17 and Family Works client survey data 2016-17

Key Financials

The financial statements for the year ending 30 June 2017 show an operating deficit of \$2.17M compared to a deficit of \$1.72M last year. See the table below.

Financial Results Summary

| \$000's | 2014/15 | 2015/16 | 2016/17 |
|-----------------------------|-----------------|-----------------|-----------------|
| Revenue | \$9,922 | \$9,800 | \$9,422 |
| Expenses | \$11,867 | \$11,519 | \$11,595 |
| Operating surplus/(deficit) | (\$1,944) | (\$1,720) | (\$2,172) |
| Non operating income | \$4,871 | \$5,544 | \$1,377 |
| Net surplus/(deficit) | \$2,927 | \$3,824 | \$(796) |
| Total assets | \$44,372 | \$42,864 | \$42,532 |
| Total liabilities | \$7,245 | \$1,913 | \$2,377 |
| Equity | \$37,127 | \$40,951 | \$40,155 |

This deficit has been supported by non-operating income totalling \$1.37 million. This is made up of investment income, capital grants, donations, and legacies leading to an overall deficit of \$(795,591) compared to a surplus of \$3,824,184 last year (includes a \$2.5M earthquake payment).

The first chart below shows total operating income and the level of deficit funding provided by the organisation. The second chart shows the breakdown of the statement of financial position as at year end.

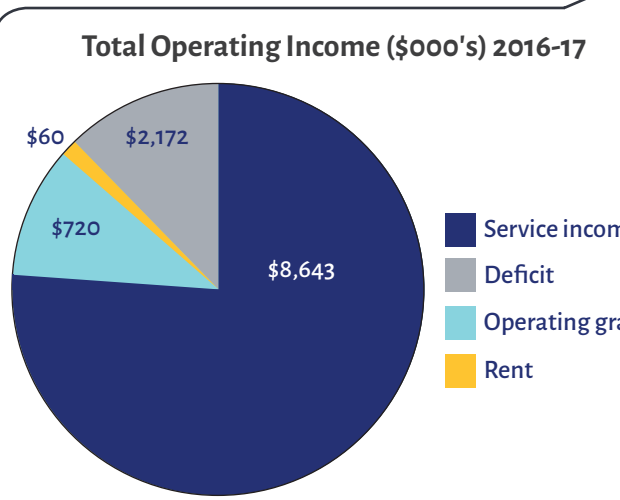
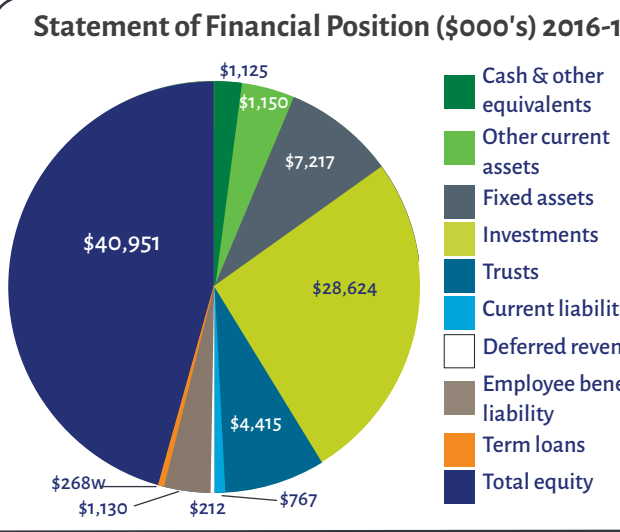


Chart note: In the year ending 30 June 2016 Presbyterian Support Upper South Island funded a \$1,720,000 deficit in operating income.



The above information has been extracted from the audited financial statements. These are available on request.

Christchurch

Christchurch City Service Centre

Unit 4, Amuri Park Lane 25 Churchill Street Christchurch 8013
03 366 5472

Clients supported in 2016-17

Enliven: 1391 (incl. North Canterbury)
Family Works: 2363 (incl. North Canterbury)

2018 Services

Corporate Services.

Family Works: Mentoring; Budgeting; Family Works Volunteer Support; Family Dispute Resolution; Incredible Years Parenting Programme; Mentoring; Parenting Through Separation Programme; Office-based Counselling; Fresh Start; Psychologist Services; School and Community Social Work & Counselling; Earthquake Response, Direct Services, Supervised Access, Stopping Violence Service.

Enliven: HomeShare; Social Work & Counselling; Older Person Volunteer Support; Earthquake Response, ElderCare Canterbury Coordinator.

Linwood Service Centre

601 Gloucester Street
Harakeke Club 03 373 8287

2018 Services

Harakeke Club Day Activity Programme, Partnership Community Workers, Enliven Community Support.

Riccarton Clubs

| | |
|--------------------|----------------------|
| Totara Club | Harakeke Club |
| 7 Harakeke Street | 7a Harakeke Street |
| 03 348 1790 | 03 348 2666 |

2018 Services

Harakeke and Totara Club Day Activity Programmes.

Youth Service

433 St Asaph Street
03 365 0341

KINET

033850000

2018 Services

Residential and Community Teen Parent Services, Out of the Gate

West Coast

West Coast Service Centre

8 Frickleton Street
Greymouth
03 547 9350

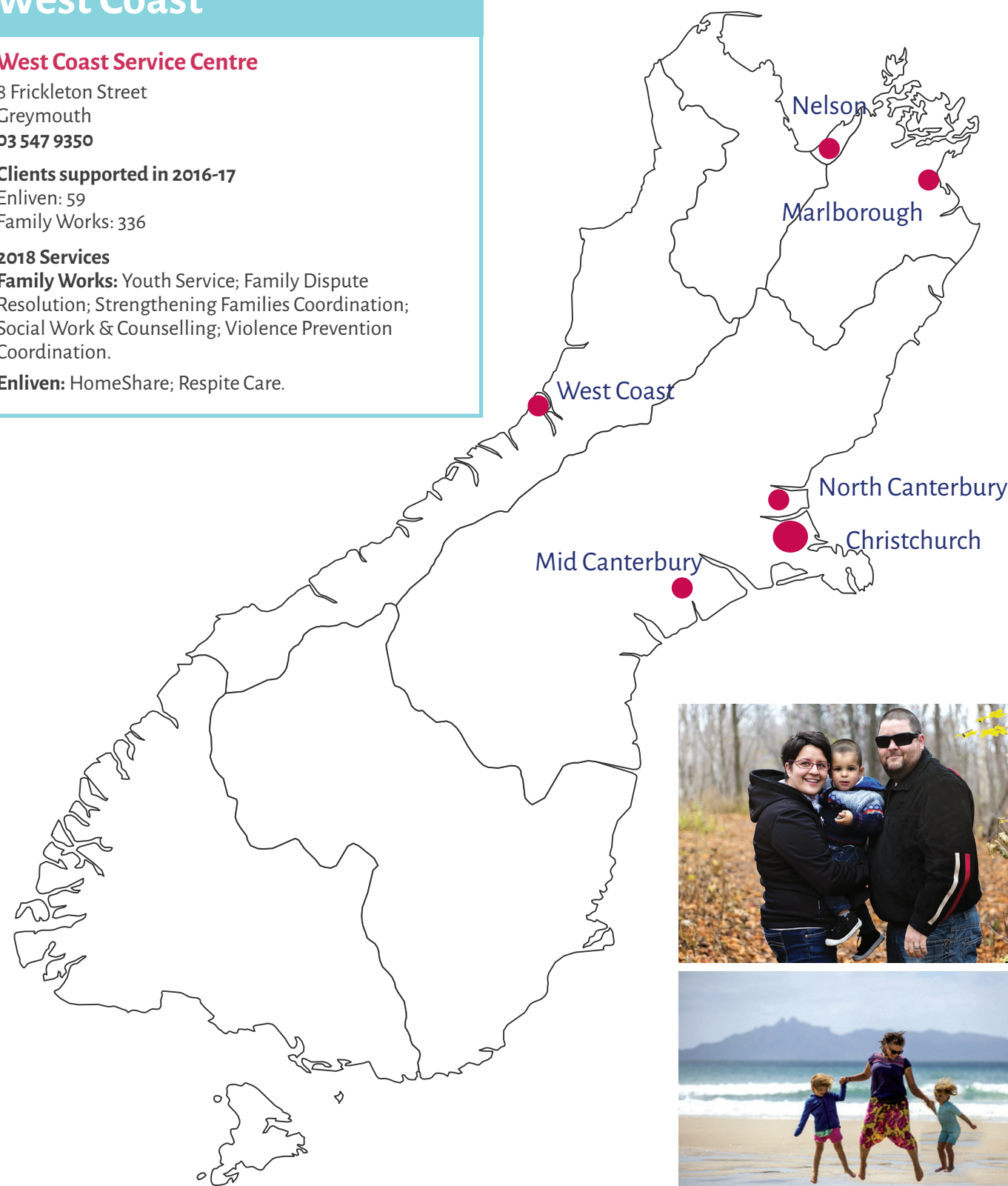
Clients supported in 2016-17

Enliven: 59
Family Works: 336

2018 Services

Family Works: Youth Service; Family Dispute Resolution; Strengthening Families Coordination; Social Work & Counselling; Violence Prevention Coordination.

Enliven: HomeShare; Respite Care.



Marlborough

Marlborough Service Centre

22 Alfred Street
Blenheim 7201
03 577 9005

Clients Supported in 2016-17

Enliven: 526
Family Works: 235

2018 Services

Family Works: Budgeting; Youth Service; Family Dispute Resolution; Out of the Gate; Mentoring; Social Workers in Schools.

Enliven: HomeShare; Older Person Volunteer Support; Totara Club Day Activity Programme.

Nelson

Nelson Service Centre

360 Annesbrook Drive
Stoke 7041
03 5479350

Clients supported in 2016-17

Enliven: 674
Family Works: 633

2018 Services

Family Works: Budgeting; Youth Service; Family Dispute Resolution; Out of the Gate; Strengthening Families Coordination; Office-based Counselling; Youth Community Social Work; Social Workers in Schools, Kindergarten Social Work, Home-based Social Work.

Enliven: Harakeke and Totara Club Day Activity Programmes.



Enliven

Well supported and connected older people with enhanced quality of life.

2775

Active Enliven Clients

863

Day Programme Clients



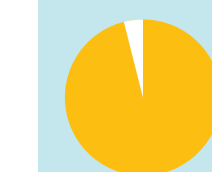
1322

Supported Community Living (incl. Falls Prevention and Earthquake Navigator)

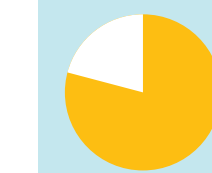


590

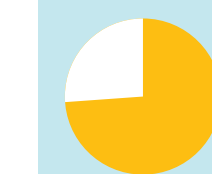
Community Social Work and Counselling



96%
Enhanced quality of life (safety, security, wellbeing)



70%
Better social connection



76%
Improved social functioning



Family Works

Functional up-skilled families; safe, socialised children; and youth with a strong sense of identity and wellbeing.

4511

Active Family Works Clients



1789

Social work and counselling



687

Group learning



234

Parenting support



1473

Child/youth development programmes



29

Community development



299

Budgeting



88%
Met their goals



74%
Reported improved relationships



88%
Learnt new skills or strategies that are useful



87%
Felt better prepared for the future

Mid Canterbury

Mid Canterbury Trevor Wilson Centre

215 Tancred Street
Ashburton 7740
03 308 5868

Clients supported in 2016-17

Enliven: 125
Family Works: 944 2018

2018 Services

Family Works: Triple P Healthy Lifestyles; Play Therapy; Budgeting; Youth Service; Family Dispute Resolution; Incredible Years Programme; Out of the Gate; Parenting Through Separation Programme; Office-based Counselling; School and Community, Social Work & Counselling; Social Workers in Schools; Localised Community Initiatives.

Enliven: HomeShare; Social Work & Counselling; Older Person Volunteer Support; Localised Community Initiatives.

North Canterbury

North Canterbury Ngawi Thompson Centre

258 High Street Rangiora 7400
03 313 8588

Clients supported in 2016-17

Enliven: See Christchurch City
Family Works: See Christchurch City

2018 Services

Family Works: Mentoring; Budgeting; Youth Service; Family Works Volunteer Support; Family Dispute Resolution; Incredible Years Parenting Programme; Parenting Through Separation Programme; Office-based Counselling; Fresh Start; School and Community Social Work & Counselling Services.

Enliven: HomeShare; Totara Club; Earthquake Response; Falls Prevention Education; Localised Community Development Initiatives; Partnership Community Worker; Social Work; Older Person Volunteer Support; Kaiawhina.



OUR VOLUNTEERS

Our volunteers are vital to the work we do, and 85% of PSUSI volunteers believe they make a positive difference in their community. However, volunteers report that their experience improves their own lives too.

"I enjoy the group activities, friendship and helping others." - an Enliven day programmes volunteer.

Source: PSUSI Volunteer survey data 2017.