

## Thank you:

AD & JR Chittenden Family Trust, Agnes A Money, Alan J Blair, Alister D Argyle, Altrusa International of Ashburton, Amy V McLaren, Bill Blackadder Trust, Christchurch City Council, Clare L Rutherford, Colin A Lill, Community Trust of Mid & South Canterbury Inc., Diana M Broughton, Dianne Brooks, Duncan E Moffat, Elizabeth J Grierson, Elizabeth M Campbell, Ellis R Buchanan, Eslie M Rowe, Estate Donald Alexander Manson, Estate Dorothy Blanche Smith, Estate Hugh Monro, Estate Iris Uttersen-Kelso, Estate Stewart Maxwell Duff, Farina Thompson Charitable Trust, Foodstuffs Community Trust, G B Tulloch, Gail F Ferguson, GB Robertson Partnership Limited, Good in the Hood, Hinds Cooperating Parish, Ian A Smith, Ian Glassey Fund, Isobel Hale, J A Macpherson Charitable Trust, J Ballantyne & Co. Ltd., Jean Lawrie, John C McKean, John T Chambers, Jones Foundation, Lee-Anne M Powell, Lisa J Tinning, Lottery Grants Board, Lynette M Murdoch, M Miller, Mackenzie Charitable Foundation, Margaret E Pidgeon, Margaret J Snelling, Marlborough District Council, Mavis M Mateer, Mayfield Parish and Charitable Trust, McGruer Fund, Myra M McKie, Natasha McKenzie, New World Ashburton, New Zealand Red Cross, Ngaire E Wade, P.A.M.S. Shop Trust, Pamela R Williams, Patricia A Edward, Peter J Gofton, Prudence M Cotter, R G & E F MacDonald Trust Board, Rata Foundation, Raymond J Townley, Raymond M Tull, Robert A Jones, Robert Malcolm Trust, Robert S Long, Robert T Dodds, Rotary Club of Riccarton, The CG Tate Charitable Trust, The Philip Brown Fund, Tindall Foundation, Trevor Wilson Trust, Veronica M Anderson, Walter A van Der Kley, West Coast Community Trust, Wilks Charitable Trust, William M Turner, William P Loughton, William Toomey Charitable Trust, Yvonne V Butler

## LETTER FROM THE BOARD CHAIR

Upon reflection, PSUSI has experienced a number of significant changes in the 2017/18 year, resulting in the Board earnestly engaging in planning activities dedicated to positioning this organisation for a strong, sustainable future. As a result, we have confirmed a new five-year Strategic Direction described in both Maori and English.

The Five Strategic Goals - Te Korowai Tauhere Whakaruruhau of the Strategic Direction are:

1. **Recognise the unique position of manawhenua and develop partnerships with iwi, marae and Māori providers.**  
Mā whero mā pango, ka oti ai te mahi - With red and black, the work will be complete.
2. **Develop and maintain strong relationships to maximise reach and effectiveness.**  
He waka eke noa - We're all in this together.
3. **Respond to the needs and aspirations of vulnerable people in the South Island - Te Waipounamu.**  
Ka mahi tahi tātou mō te oranga o te katoa - Working together for the wellbeing of everyone.
4. **Increase social inclusion, justice and connectedness with people in the communities of the South Island - Te Waipounamu.**  
He taonga rongonui te aroha ki te tangata - Goodwill towards others is a precious treasure.
5. **Ensure the long-term sustainability of PSUSI.**  
Kia whakatomuri te haere whakamua - The past and the future intertwined in the present.

We formally recognised the significant work carried out at 44 Bealey Ave and blessed the site prior to the building's demolition due to earthquake damage.

Following the cessation of our Nelson/Marlborough Home-based support services at the end of the first quarter, we had to re-shape our operation; a task we did not enjoy. This re-shaping included closing our residential homes for young parents, which we had run for 25 years under the names Holly House and Kinect.

These changes were made easier by our competent, able and agile staff. The Board is grateful for the staff's dedication to our organisation's work, and for their caring and compassion toward the whānau in our communities.

The Board of PSUSI comprises volunteers who meet monthly to provide governance for the organisation. As Chair, I am grateful for their commitment and service to the community. This year we are farewelling Marg Bigsby and Trish Matunga who have served several terms on the Board.

Vaughan Milner, our CEO, is ably executing the new Strategic Direction. Vaughan has managed our organisation through changeable times with a steady hand. We are grateful that he handles the narrow space between 'hope and despair' with courage and humility.

Katou rou rou katuti rou rou, ka ora ai ti iwi - With the knowledge that we feed each other we are well together.

Thank you for your support of Presbyterian Support Upper South Island.

Ngā mihi

Andrew Johnston, Board Chair

## BOARD OF TRUSTEES:

**Andrew Johnston** (Chair), **Christine Darling**, **Margaret Bigsby**, **John Drylie**, **Julie Moor**, **Trish Matunga**, **Sharyn Roberts**, **Andrew Souness**, **Blair Stirling**, **Andrew Withers**, **Vaughan Milner** (also CEO), **David Fisher** and **Tiger Jee** took up appointments representing the **Alpine Presbytery during the year in place of Graham Robertson and Beth Campbell**

**Senior Management:** Chris Walsh, Penny Taylor, Peter Murison. During the year Sally Crawford (voluntary redundancy), Sue Quinn (voluntary redundancy), and Jackie Girvan (early retirement) left senior management roles.



## FAMILY WORKS CLIENT STORY

### Sam's Story

Sam\* was five years old when the first earthquake struck Christchurch in September 2010. Not only were all the earthquakes difficult for Sam and his family, so was the irreparable damage to their home, the resulting health issues, the damage and eventual destruction of Sam's school, the loss of their community, and the difficulty of dealing with insurance and rebuild organisations.

Going to his east Christchurch school each day became traumatic for Sam as everyone around him—his parents, teachers and students—were similarly traumatised and school no longer felt safe. By nine years of age Sam's anxiety had become so great that he was crying and refusing to go to school, and expressing a wish to die. That's when a teacher referred him to FamilyWorks for counselling.

Sam had weekly counselling sessions with a social worker for ten weeks, and his mother Beth began to notice changes straight away. Sam enjoyed spending time with his social worker, and for the first time he began to open up to talk about his feelings. "After the sessions, Sam seemed very calm and centred and very happy," says Beth. Beth was able to ask the social worker questions for greater insight into how to support her child. "He was brilliant with Sam," says Beth. *"And his sincerity and integrity and honest conversation helped us to understand many parenting situations."*

Eventually, Sam became more comfortable sharing his worries and fears with his parents. He also now goes to school without the old overwhelming anxiety.



"[I liked] everything, having someone there to help me when I had no clue."

a Family Works client (child)



## ENLIVEN CLIENT STORY

### HomeShare Helps an Older New, New Zealander

In 1999, a recently widowed Bella\* left everything she knew in Fiji to live with her son and his family in New Zealand. A retired teacher, in Fiji Bella had filled her days with gardening and social work. However, in New Zealand it was difficult for Bella to re-create that community connection she'd enjoyed in her homeland.

With her son and his family busy with their own lives, Bella began to miss company and to feel like she "didn't have her own things going on". She also wanted to spend time with people her own age. "You have common things to talk about," she said.

After a hospital visit, Bella's GP referred her to an Enliven HomeShare service.

\*Not their real names.

Now, on HomeShare days, Bella is transported to the venue and back, and she enjoys a hot meal, plus games and activities. *"We go out for walks, which I really like, and every time we have something different to do," said Bella. "But by talking to each other, we are making each other happy. Just talking is so important."*

Of lonely older people in New Zealand Bella said, *"People talk about love, and when you go [to HomeShare], you find love."*



"We are treated so well at HomeShare, with respect."

a HomeShare client

## 2017-18 AT A GLANCE

# 6,361

Number of clients

# 71

Number of services

# 10

Number of regional or satellite service centres

## KEY FINANCIALS

The financial statements for the year ending 30 June 2018 show an operating deficit of \$2.60M compared to a deficit of \$2.17M last year. See the table below.

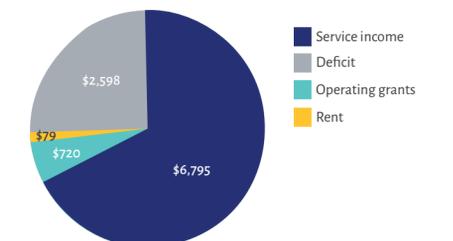
### Financial Results Summary

\$000's	2015/16	2016/17	2017/18
Revenue	\$9,800	\$9,422	\$7,594
Expenses	\$11,519	\$11,595	\$10,193
Operating surplus /(deficit)	(\$1,720)	(\$2,172)	(\$2,598)
Non operating income	\$5,544	\$1,377	\$4,360
Net surplus/ (deficit)	\$3,824	\$(796)	\$1,762
Total assets	\$42,864	\$42,532	\$43,631
Total liabilities	\$1,913	\$2,377	\$1,714
<b>Equity</b>	<b>\$40,951</b>	<b>\$40,155</b>	<b>\$41,917</b>

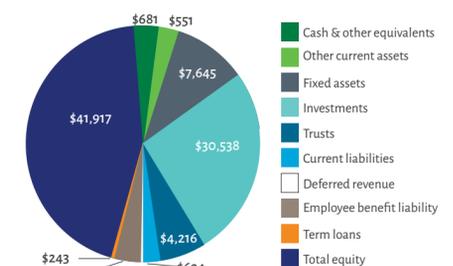
This deficit has been supported by non operating income totalling \$4.36 million. This is made up of investment income, capital grants (income and expenditure), donations, and legacies leading to an overall surplus of \$1,761,828 compared to a deficit of \$(795,591) last year.

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.

### Total Operating Income (\$000's) 2017-18



### Statement of Financial Position (\$000's) 2017-18



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



Presbyterian Support  
Upper South Island

OUR SERVICES



## Volunteers:

We couldn't achieve the outcomes we do without our volunteers. They are priceless. But volunteers report that volunteering enriches their lives too.

*"You get far more out of it than you put in."*

Shane Torrance, Enliven day programme volunteer



## Enliven

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

2,575

Active Enliven Clients

894  
Day Programme Clients

1681

Supported Community Living (Incl. Falls Prevention, Earthquake Navigator, Community Social Work, and Counselling)

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

76%  
Better social connection

87%  
Improved social functioning

*"He tells everyone about the fun exercise and the morning/afternoon teas and lunch and how well he is treated."*

an Enliven caregiver



Sources: Enliven and Family Works client survey data 2017-18.



## Family Works

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

3,786

Active Family Works Clients

1,842  
Social work and counselling

1,255  
Child/youth development programmes

272  
Group learning

180  
Parenting support

237  
Budgeting

84%  
Met their goals

73%  
Reported improved relationships

86%  
Learnt new skills or strategies that are useful

88%  
Felt better prepared for the future

## CHRISTCHURCH

**Christchurch City Service Centre**  
Unit 4, Amuri Park Lane 25 Churchill Street  
Christchurch 8013  
03 366 5472

**Clients supported in 2017-18**  
Enliven: 1,506 (including North Canterbury)  
Family Works: 2,062 (including North Canterbury)

**2018 Services**  
**Family Works:** Mentoring; Budgeting; Social Workers in Schools; Family Works Volunteer Support; Family Dispute Resolution; Incredible Years Parenting Programme; Parenting Through Separation Programme; Mana Ake; Counselling, Social Work and Psychology Services; Out of Gate.

**Enliven:** HomeShare; Social Work and Counselling; Older Person Volunteer Support; Earthquake Response, ElderCare Canterbury Coordinator, Partnership Community Workers.

**Corporate Services.**

**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**  
7 Harakeke Street  
03 348 1790

**Harakeke Club**  
7a Harakeke Street  
03 348 2666

**2018 Services**  
Harakeke and Totara Club Day Activity Programmes.

**Youth Service**

433 St Asaph Street  
03 365 0341



## NELSON

**Nelson Service Centre**  
360 Annesbrook Drive  
Stoke 7041  
03 5479350

**Clients supported in 2017-18**  
Enliven: 452  
Family Works: 605

**2018 Services**  
**Family Works:** Budgeting; Youth Service; Family Dispute Resolution; 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; Older Person Volunteer Support.

Visit [www.psuppersouth.org.nz](http://www.psuppersouth.org.nz) for image credits and stories, and to view the full 2018 Annual Report.

## WEST COAST

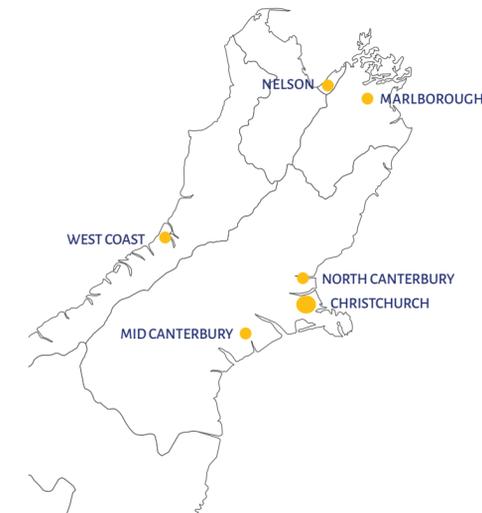
**West Coast Service Centre**  
8 Frickleton Street  
Greymouth  
03 547 9350

**Clients supported in 2017-18**  
Enliven: 58  
Family Works: 235

**2018 Services**

**Family Works:** Youth Service; Family Dispute Resolution; Strengthening Families Coordination; Violence Prevention Programmes; Supervised Contact; Violence Prevention Coordination.

**Enliven:** HomeShare; Respite Care; Older Person Volunteer Support.



## MID CANTERBURY

**Mid Canterbury Trevor Wilson Centre**  
215 Tancred Street  
Ashburton 7740  
03 308 5868

**Clients supported in 2017-18**  
Enliven: 208  
Family Works: 692

**2018 Services**

**Family Works:** Play Therapy; Budgeting; Youth Service; Incredible Years Programme; Parenting Through Separation Programme; Office-based Counselling; School and Community, Social Work and Counselling; Social Workers in Schools; Localised Community Initiatives.

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



*"[I learnt] how to calm down when I'm angry."*

a Family Works client (child)

## MARLBOROUGH

**Marlborough Service Centre**

22 Alfred Street  
Blenheim 7201  
03 577 9005

**Clients Supported in 2017-18**  
Enliven: 351  
Family Works: 192

**2018 Services**

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

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

## NORTH CANTERBURY

**North Canterbury Ngawi Thompson Centre**

258 High Street Rangiora 7400  
03 313 8588

**Clients supported in 2017-18**  
Enliven: See Christchurch City  
Family Works: See Christchurch City

**2018 Services**

**Family Works:** Mentoring; Family Works Volunteer Support; Family Dispute Resolution; Incredible Years Parenting Programme; Parenting Through Separation Programme; Mana Ake; Counselling, Social Work and Psychology Services.

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



*"We have many tools to help us be better parents and create the family environment we want."*

a Family Works client