

ANNUAL REPORT 2018-2019

our services



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Te Korowai

Letter from the Board Chair

The Presbyterian Support Upper South Island region extends from the Rangitata River in the south to Hari Hari on the West Coast and the Cook Strait in the north. The region is geographically diverse, and so are its social needs.

Our vision is for a just and compassionate society. Our mission is to support children and young people, older people, and families/whānau to be safe, strong, and connected. We value a sense of meaning, belonging, and identity for everyone.

So how do we achieve these outcomes? Our Family Works and Enliven service groups aim to increase social connection for our clients, thereby increasing their hope and opportunities. Our skilled staff work with compassion, aroha, and the grace of relationship to allow healing to begin and resilience to build.

Forming connections within whānau and community is key to success. Finding your tūrangawaewae—the place that can be identified as home, your community, where you belong—is crucial for successful and sustaining outcomes.

And this year Presbyterian Support Upper South Island did indeed come home.

Mayor Lianne Dalziel officially opened “Te Korowai – The Home of Presbyterian Support Upper South Island”, on Monday, June 24, 2019. The building's name, Te Korowai (meaning cloak), signifies safety, strength, and connection for both staff and clients alike. A gifted korowai, named Te Korowai Atawhai, will permanently reside at Te Korowai. The cloak, along with a pounamu (greenstone) named Te Wairere, will help form a significant spiritual and cultural presence within the building.

“Incorporating tikanga Māori into the way we work reflects our cultural policy, Te Pātikitiki o Kōtahitanga, and our goal to recognise the unique position of manawhenua and develop meaningful partnerships with iwi, marae and Māori providers.”

In June Vaughan Milner retired as CEO. Barry Helem, an experienced senior manager and CEO, has taken over the role. Barry has a track record of success leading multi-site organisations in both the non-profit and corporate sectors. Barry also has governance experience as a former Chair of a national incorporated society. The Board believes that Barry has the right skills and experience to lead PSUSI going forward.

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

Whiria ki te tangata. / Weave the people together.



Andrew Johnston
BOARD CHAIR



ABOVE Board Chair Andrew Johnston (wearing Te Korowai Atawhai), Christchurch Mayor Lianne Dalziel and CEO Vaughan Milner commemorated the opening of Te Korowai by planting a Harakeke flax.



Building Strong Families Whakaturia 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.

FAMILY WORKS CLIENT STORY



Olivia's Story

Eight-year-old Olivia^{*} suffered from terrible anxiety. She was clingy and tearful at school drop-offs, experienced separation anxiety, and needed to co-sleep. She also has sensory issues and is extremely fussy over food.

Olivia's mum, Greta^{*}, knew they both needed support, guidance and some new skills to help Olivia recover her confidence and to get back on track.

Greta enrolled in a Family Works group parenting programme called Tuning in to Kids, which teaches parents how to recognise, understand and respond to their children's emotions in a supportive way. This “emotion coaching” helps children to understand and manage their emotions.

The skills Greta learnt proved transformational. Within just a few weeks Greta could drop Olivia at the school gate with a quick goodbye and no tears. She even tried several new foods.

“I'm so extremely grateful for this course,” said Greta. “I've taken the phrase ‘don't be silly’ out of my vocabulary, so now Olivia can share any feelings, upsets and fears with me with total confidence. Our relationship is much closer and stronger. Tuning in to Kids has changed our lives.”

^{*}Not their real name.s



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.

ENLIVEN CLIENT STORY



John's Story

Yorkshireman John Adcock looks forward to Fridays. It's the day he dresses up in “decent clothes” to attend HomeShare in St Albans.

John migrated to NZ in the seventies. While his two adult sons live locally, his extended family remains in England. Before discovering HomeShare John lived alone and—like many men his age—was at risk of becoming socially isolated.

Enter HomeShare and now every Friday John is picked up at home and driven to the venue, where he re-connects with the good friends he's made. The hosts lead a variety of activities—from games to ability-appropriate exercises. “They always keep us interested,” said John. “They've got this knack.”

HomeShare impacts John's life all week, not just on Fridays. “It's somewhere I can go and meet people,” he says. “It means a whole lot.”



Key Financials

The financial statements for the year ending 30 June 2019 show an operating deficit of 1.6M compared to a deficit of \$2.6M last year. See the table below.

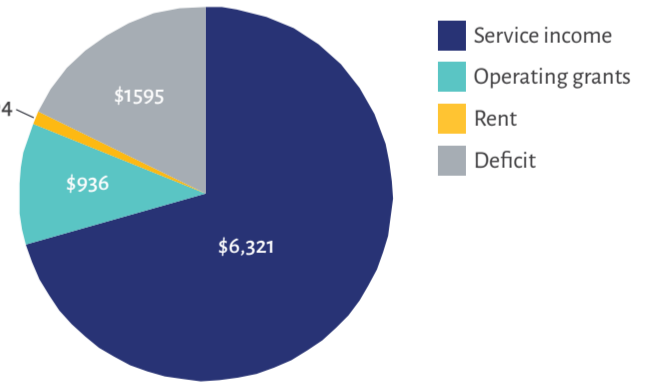
Financial Results Summary

\$000's	2016/17	2017/18	2018/19
Revenue	\$9,422	\$7,594	7,351
Expenses	\$11,595	\$10,193	8,946
Operating surplus / (deficit)	(\$2,172)	(\$2,598)	(1,595)
Non operating income	\$1,377	\$4,360	2,793
Net surplus / (deficit)	(\$796)	\$1,762	1,198
Total assets	\$42,532	\$43,631	44,684
Total liabilities	\$2,377	\$1,714	1,569
Equity	\$40,155	\$41,917	43,115

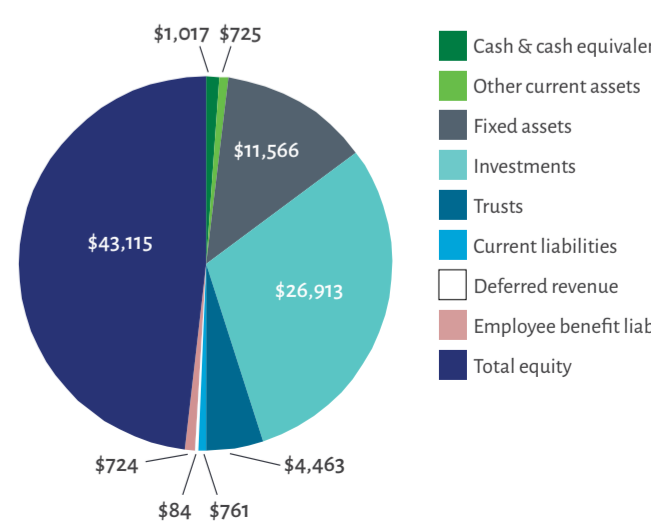
This deficit has been supported by non operating income totalling \$2.79 million. This is made up of investment income, capital grants (income and expenditure), donations and legacies leading to an overall surplus of \$1,198,250 compared to a surplus of \$1,761,828 last year.

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) 2018-19



Statement of Financial Position (\$000's) 2018-19



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



Presbyterian Support
Upper South Island

our services

enliven

Family
Works



Volunteers

We couldn't achieve the outcomes we do without our amazing volunteers.

Last year **270** volunteers donated **20,475** hours of van riding, talking, listening, music, laughing and playing. They positively impacted the lives of so many older people and their families in the upper South Island region.

But volunteers report that their work with Presbyterian Support enriches their lives too. Our volunteers:

- meet new people and make friends
- give their day a sense of purpose
- feel really good about helping other people



“It's an absolute privilege to serve them (the Tōtara Club clients).”

A VOLUNTEER ENLIVEN DRIVER



Enliven

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

1,812

Active Enliven Clients

796

Day Programme Clients



1,016

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



95%
Enhanced their quality of life
(safety, security, wellbeing)



81%
Improved their social connections



91%
Improved social functioning



Family Works

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

3,610

Active Family Works Clients

1,632

Social Work and Counselling



375

Group Learning



77

Parenting Support



1,207

Child/Youth Development Programmes



319

Financial Capability



91%
Met their goals



78%
Reported improved relationships



90%
Learnt new skills or strategies that are useful



90%
Felt better prepared for the future

Regional Service Centres

Phone 0800 477 874



CHRISTCHURCH

CHRISTCHURCH SERVICE CENTRE

Te Korowai - The Home of Presbyterian Support Upper South Island
44 Bealey Avenue
Christchurch 8141

CLIENTS SUPPORTED IN 2018-19 (incl. North Canterbury)

Enliven: 1,369 Family Works: 1,969

2019 SERVICES

Family Works: Social Work and Psychology Services; Counselling; Social Workers in Schools; Mana Ake; Youth Service; Tuning in to Kids and Incredible Years parenting programmes; Parenting Through Separation; Youth Service; Financial Capability (Budgeting); Family Dispute Resolution; Mentoring; Volunteer Coordinator.

Enliven: HomeShare; Social Work; Kaiāwhina; Counselling; Eldercare Canterbury; Partnership Community Workers; Volunteer Coordinator.

LINWOOD SERVICE CENTRE

601 Gloucester Street
Harakeke Club

2019 SERVICES

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

RICCARTON CLUBS

Tōtara Club Harakeke Club
7 Harakeke Street 7a Harakeke Street

2019 SERVICES

Harakeke and Tōtara Club Day Activity Programmes.

NELSON

NELSON SERVICE CENTRE

360 Annesbrook Drive
Stoke 7011

CLIENTS SUPPORTED IN 2018-19

Enliven: 135 Family Works: 596

2019 SERVICES

Family Works: Youth Service; Office-based Counselling for Children; Transition Services; Social Workers in Schools; Family Dispute Resolution; Strengthening Families; Kindergarten-, Home-, and Office-based Social Work.

Enliven: Harakeke and Tōtara Club Day Activity Programmes; Volunteer Coordinator.

MARLBOROUGH

MARLBOROUGH SERVICE CENTRE

22 Alfred Street
Blenheim 7201

CLIENTS SUPPORTED IN 2018-19

Enliven: 98 Family Works: 144

2019 SERVICES

Family Works: Youth Service; Mentoring; Social Workers in Schools; Transition Services.

Enliven: HomeShare; Tōtara Club Day Activity Programme.

MID CANTERBURY

MID CANTERBURY SERVICE CENTRE

Trevor Wilson Building
215 Tancred Street
Ashburton 7740

CLIENTS SUPPORTED IN 2018-19

Enliven: 143 Family Works: 599

2019 SERVICES

Family Works: School and Community Social Work and Counselling; Social Workers in Schools; Play Therapy; Financial Capability (Budgeting); Youth Service; Tuning in to Kids and Incredible Years parenting programmes; Parenting Through Separation Programme; Localised Community Initiatives.

Enliven: HomeShare; Social Work; Volunteer Coordinator; Localised Community Initiatives.

NORTH CANTERBURY

NORTH CANTERBURY SERVICE CENTRE

Ngawi Thompson Building
258 High Street Rangiora 7400

CLIENTS SUPPORTED IN 2018-19

Enliven & Family Works: See Christchurch City

2019 SERVICES

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

Enliven: HomeShare; Tōtara Club; Earthquake Response; Falls Prevention Programme; Localised Community Development Initiatives; Partnership Community Worker; Social Work; Kaiāwhina; Volunteer Coordinator.

WEST COAST

WEST COAST SERVICE CENTRE

8 Frickleton Street
Greymouth

CLIENTS SUPPORTED IN 2018-19

Enliven: 67 Family Works: 302

2019 SERVICES

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

Enliven: HomeShare; Respite Care.



“We now have the knowledge that supports our parenting style and feel a lot more confident in our ability to manage the day-to-day behaviour issues.”

A PARENTING PROGRAMME ATTENDEE

154
Number of staff

192,642
Number of hours worked

5,422
Number of clients

70
Number of services

10
Number of regional or satellite services



“The many years of emotional and physical injuries are being rectified one at a time and my overall outlook has improved better than I could have imagined.”

A YOUTH SERVICE CLIENT



“I love the group. They've become like family to me and I always look forward to coming.”

A TŌTARA CLUB CLIENT