



ANNUAL REPORT 2019 - 2020

our services



Our Supporters

2degrees NZ, Alister D Argyle, Alzheimers NZ, Estate of Amy V McLaren, Ashburton Trust / Lion Foundation, Bill Blackadder Trust, Buller District Council, Catherine Butts, Christchurch City Council, Christchurch Earthquake Recovery Trust (CERT), Colin A Lill, Community Trust of Mid & South Canterbury, David Ellison Charitable Trust, David P Fisher, Derek Glass, Diana M Broughton, Dianne Brooks, Duncan E Moffat, Eleanor M Burgess, Elizabeth J Grierson, Elizabeth M Campbell, Ellis R Buchanan, Estate of Miss Ethelwyn J Anderson, Estate Dorothy Blanche Smith, Estate Iris Utterson-Kelso, Estate Lydia Brown Charitable Trust, Eva and Harold Wilson Charitable Trust, Farina Thompson Charitable Trust, Foodstuffs Community Trust, Gail F Ferguson, GB Robertson Partnership, Good in the Hood, Grant M Hinchliff, Estate of Gretha Appleby, Greymouth Union Parish Women's Fellowship, Hakatere Presbyterian Parish, Harvey Weir Charitable Trust, Hinds Cooperating Parish, Hugh F Mingard, Ian A Smith, Ian Glassey Fund, Isobel Hale, J A Macpherson Charitable Trust, J Ballantyne & Co, Janita A McStay, Jean M Yates, Jeremy L Harding, John C McKean, John L Rutherford, John T Chambers, John Yates, Jones Foundation, Estate of Kathleen J Plowman, KinderCare Learning Support Centre, Lionel E Brown, Lisa J Tinning, Lottery Grants Board, Manchester Unity Welfare Trust Board, Margaret E Pidgion, Marlborough District Council, Maurice Carter Charitable Trust, McGruer Fund, Oranga Tamariki Canterbury, Ministry of Social Development, New Zealand Community Trust, NZ Red Cross, Pamela R Williams, Patricia A Edward, Peter C Moore, R G & E F MacDonald Trust Board, Rachael L Higgs, Raymond J Townley, Raymond M Tull, Estate of Robert T Dodds, Robert A Jones, Robert Malcolm Trust, Ronald T Greygoose, Rotary Club of Papanui, Rotary Club of Riccarton, Social Services Fund, St Andrew Family Trust, St Luke's Union Parish, Estate of Stewart Maxwell Duff, Stuff Ltd, Tania Billingsley, Tax Management NZ Ltd, The Blue Door, The Florence Smaill Trust, The James Smaill Charitable Trust, The Philip Brown Fund, Tindall Foundation, Trevor C Nicholas, Trevor Wilson Trust, Walter A van Der Kley, West Coast Community Trust, William M Turner, William P Loughton, WS MacGibbon Trust

A message from the Board Chair

Tēnā Koutou Katoa.

2020 has and continues to challenge communities within our care. The vision of Presbyterian Support Upper South Island for a just, compassionate and inclusive society in Te Waipounamu has never been more appropriate for us.

Covid-19 has challenged Presbyterian Support but the Board has been delighted to see how the whole organisation has adapted quickly and with agility to continue working with vulnerable people in our communities. It has not always been easy but negotiating the levels of restriction and maintaining open communication has helped lessen the impacts these trying times have had on the people we are helping. Oranga Tamariki has paid tribute to the innovative initiatives and responses facilitated by our team. Thank you. Kia Kaha, Kia Māia, Kia Manawanui.

We continue to strengthen our relationship with Tuahiwi marae and the wider Ngāi Tahu iwi through our Kaiāwhina service.

The team at Presbyterian Support continue to work within their communities to strengthen connections with whānau and community groups.

Interest in mentoring has increased. This is one initiative that allows people the opportunity to

contribute to communities, providing positive influences and ways of living and dealing with the challenges of life.

Thank you to all who support the mahi of Presbyterian Support, we are grateful for your contribution.

To our staff, thank you for the care and attention you pay to the business of looking after our community. We are

conscious that you have opened your homes and readily established your work away from work base amidst all that happens within your space.

I am grateful to our Board members who meet regularly to provide governance to Presbyterian Support. Thank you for your contribution.

Hutia te rito o te harakeke, kei whea to kōmako e ko?

Ki mai ki āhau, he aha te mea nui o te ao, maku e ki atu-he tāngata, he tāngata, he tāngata.



Andrew Johnston



Board of Trustees

Andrew Johnston* (Chair), Christine Darling, Sharyn Roberts, Blair Stirling *, David Fisher *, Andrew Thompson, Ian Lothian, Pip Ranby *, Iain Murray *, Jo Milne, Kate Boardman.

*Denotes Presbytery Representative

Senior Leadership Team

Barry Helem (CEO), Sarah Cawston, Sue Holden, Susan Hutchinson, Rosalie Lau, Vicki Lucas, Kim Manahi, Peter Murison, Victoria Newcombe, Raina Roberts, Chris Walsh, Cheryl Yusaf



Family ties

Whakatupuria he whānau whakapakari ake.

FamilyWorks delivers child-centred and family-focussed social services that build safer, stronger, more connected families and communities. We offer counselling and social work support for children and families, along with a range of group programmes. We also partner with others to prevent family violence.

Through our approach we recognise the strengths of every family and support them to build on these strengths and achieve their goals. We recognise the difficulties and challenges families face and work with them to empower them to see their strengths and be able to help themselves.

FAMILYWORKS STORY



Robert's story

Many years ago Robert Hall promised himself that one day he would give back and now he is.

Robert volunteers as a mentor for 13-year-old James*. James lives with his mother and experiences ADHD so has energy to burn.

When Sarah Taylor, Family Works volunteer co-ordinator, compared the profiles of Robert and James, she quickly saw an ideal match. Now the pair regularly go tramping, camping, and kayaking and James spends time with an awesome male role model.

Robert hopes the experiences he shares with James will be "imprinted on his brain" and that he'll become "a useful member of society, not a drain"—perhaps like Robert's first mentee, who recently finished five years of high school and plans to become a chef. "That feels really good," said Robert.

*Names have been changed to protect privacy.



Cherishing older people

At Enliven we recognise that getting older can have its challenges. Enliven Positive Ageing Services ensure that all older New Zealanders have access to community-based support, be it someone to talk to, activities to join in with or help that will ensure a safe, healthy independence at home.

At Enliven, we believe in helping people thrive, not just survive, with personalised programmes designed to help them build strength and resilience and to achieve their goals, based on what is important to them.

ENLIVEN STORY



Ted's story

Ted* was in his 70s when he decided he would like to live closer to his daughter. At the same time he also wanted to support her and her husband by loaning them money they had asked for. So Ted sold his home and loaned the money but that's when everything changed.

While Ted did move in with his daughter and son-in-law, he was forced to live in a sleep-out and was not allowed into their home. His car keys were taken off him and the promised loan repayments were never made.

By chance Ted had a conversation with a person who knew someone at Age Concern. They, along with the Police, intervened, having found Ted unwashed, unkempt and distressed. They put Ted in touch with Enliven. Multiples agencies helped Ted to get back on his feet. He is much happier these days. Counselling has helped and he has been able to connect with his local community through his love of gardening. Ted still has a long way to go, but his future is looking much brighter.



Key financials

Results at a glance

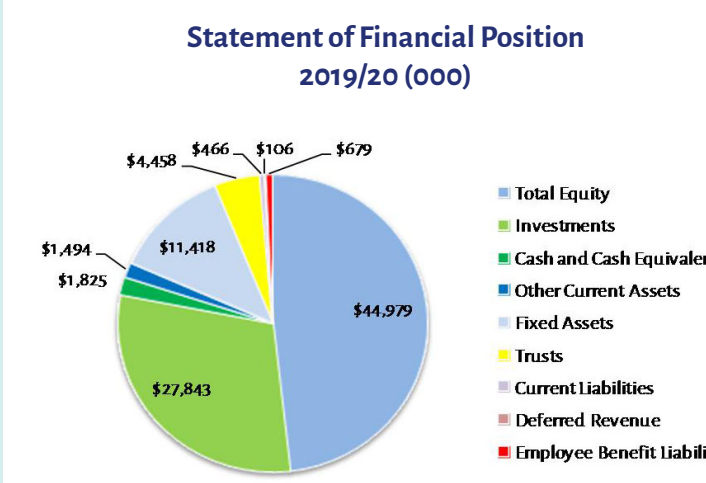
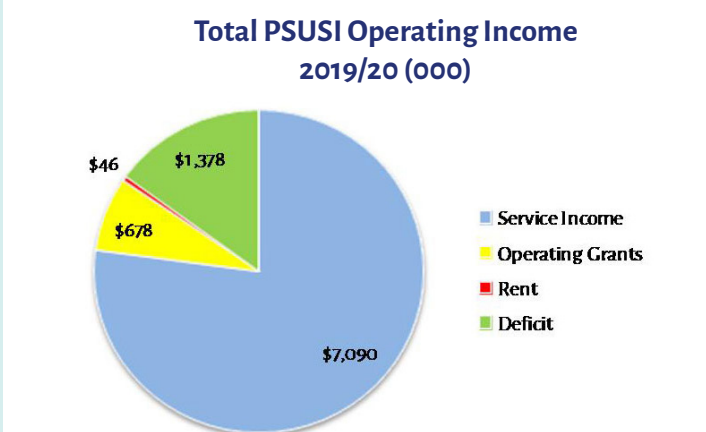
\$000	2017/18	2018/19	2019/20
Revenue	7,594	7,351	7,814
Expenses	10,193	8,946	9,192
Operating surplus / (deficit)	(2,598)	(1,595)	(1,378)
Non operating income	4,360	2,793	3,242
Net surplus/(deficit)	1,762	1,198	1,864
Total assets	43,631	44,684	46,230
Total liabilities	1,714	1,569	1,251
Equity	41,917	43,115	44,979

The following information has been extracted from the audited financial statements which can be made available upon request.

The financial statements for the year ending 30 June 2020 show an operating deficit of \$1.38 million compared to a deficit of \$1.59 million last year.

This deficit has been supported by non operating income totalling \$3.24 million. This is made up of investment income, capital grants, donations and legacies leading to an overall surplus of \$1,863,642 compared to a surplus of \$1,198,250 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.





Presbyterian Support
Upper South Island

enliven

our services

Family
Works



Volunteers

Our volunteers dedicate themselves to helping others without seeking any gain or recognition.

Last year **267** volunteers donated **18,666** hours of their time by driving, chatting, serving food and refreshments, opening their homes, visiting, mentoring and much more.



“The staff are great, very supportive and intuitive to their clients' needs.”
AN ENLIVEN CLIENT

Enliven

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

1,672

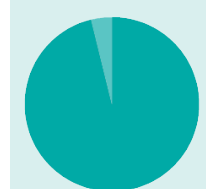
Active Enliven clients

753

Day programme clients

919

Supported community living (incl. falls prevention, earthquake navigator, community social work and counselling)



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



75%
Improved their social connections



85%
Improved social functioning



FamilyWorks

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

3,316

Active FamilyWorks clients

1,766

Social work and counselling

151

Group learning

125

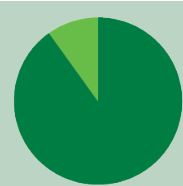
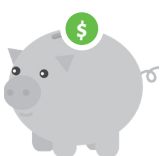
Parenting support

994

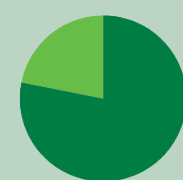
Child/youth development programmes

280

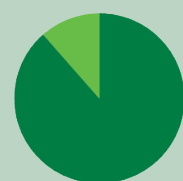
Financial capability



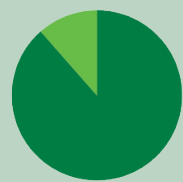
89%
Met their goals



72%
Reported improved relationships



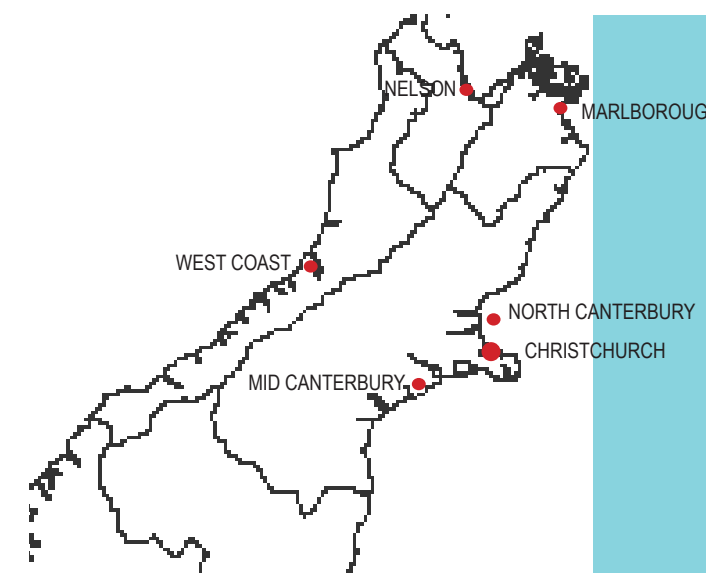
87%
Learnt new skills or strategies that are useful



87%
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 2019/20 (incl. North Canterbury)
Enliven: 1,268 **FamilyWorks:** 1,725

SERVICES

FamilyWorks: Social work and psychology services, counselling, SWIS (social workers in schools), Mana Ake, Youth Service, Tuning in to Kids and Incredible Years parenting programmes, Parenting Through Separation, financial capability (budgeting), family dispute resolution, mentoring, and volunteer coordination.

Enliven: HomeShare, social work, kaiāwhina, counselling, Eldercare Canterbury, partnership community workers, and volunteer coordination.

LINWOOD SERVICE CENTRE

Harakeke Club
601 Gloucester Street

SERVICES

Harakeke Club day activity programme, partnership community workers, and Enliven community support.

RICCARTON CLUBS

Tōtara Club Harakeke Club
7 Harakeke Street 7a Harakeke Street

SERVICES

Harakeke and Tōtara Club day activity programmes.

NELSON

NELSON SERVICE CENTRE

360 Annesbrook Drive
Stoke 7011

CLIENTS SUPPORTED IN 2019/20
Enliven: 122 **FamilyWorks:** 618

SERVICES

FamilyWorks: Youth Service, office-based counselling for children, transition services, SWIS, family dispute resolution, strengthening families, kindergarten, home, and office-based social work.

Enliven: Harakeke and Tōtara Club day activity programmes, and volunteer coordination.

MARLBOROUGH

MARLBOROUGH SERVICE CENTRE

22 Alfred Street
Blenheim 7201

CLIENTS SUPPORTED IN 2019/20
Enliven: 68 **FamilyWorks:** 114

SERVICES

FamilyWorks: Youth Service, mentoring, SWIS, and 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 2019/20

Enliven: 144 **FamilyWorks:** 684

SERVICES

FamilyWorks: School and community social work and counselling, SWIS, 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 coordination, and localised community initiatives.

NORTH CANTERBURY

NORTH CANTERBURY SERVICE CENTRE

Ngawi Thompson Building
258 High Street
Rangiora 7400

CLIENTS SUPPORTED IN 2019/20
Enliven & FamilyWorks: See Christchurch

SERVICES

FamilyWorks: 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, and volunteer coordination.

WEST COAST

WEST COAST SERVICE CENTRE

8 Frickleton Street
Greymouth

CLIENTS SUPPORTED IN 2019/20
Enliven: 70 **FamilyWorks:** 175

SERVICES

FamilyWorks: Youth Service, family dispute resolution, strengthening families coordination, violence prevention programmes, supervised contact, transition services.

Enliven: HomeShare, respite care.



“Having been paired with a great girl to mentor, I like being able to introduce her to new things and help her out when she needs it.”

A VOLUNTEER MENTOR

154
Number of staff

199,005
Number of hours worked

4,988
Number of clients

68
Number of services

8
Number of regional or satellite services



“This was the most effective counselling service I received in two years prior to the dissolution of my marriage. The staff member listened to us both and heard our needs with empathy and respect.”

A FAMILYWORKS CLIENT