



Presbyterian Support
Upper South Island



ANNUAL REPORT 2020 - 2021

our services



Our Supporters

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We wish to acknowledge the sad passing of Kevin Blogg, a long-time supporter, and friend, of our work. Kevin was passionate about providing better opportunities for children. His legacy lives on in the many children he supported through The Blogg Trust.

A message from the Board Chair

Tēnā koutou katoa

2021 has been a busy year for Presbyterian Support and has kept our Enliven and Family Works teams busy during the year.

Ngā aronga matua ... our mission, to support children, young people, whānau/families and older people to be safe, strong, and connected.

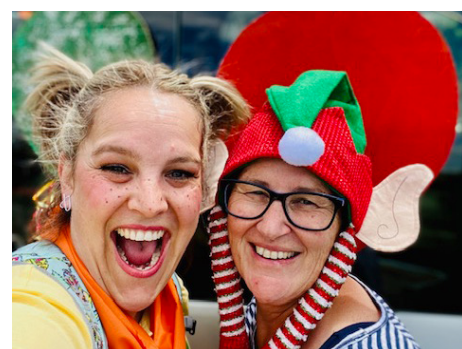
COVID-19 has altered the way we live and function as a society. Lockdowns have disrupted our Enliven day programmes for older people. We are grateful to our staff who developed innovative ways to maintain contact with our members during these lockdowns.

Alpine Presbytery generously funded the new Enliven East Christchurch Kaumātua/Older People service that began in early 2021. Alpine Presbytery has appointed Rev. Doug McConnell to be the contractor working alongside Presbyterian Support in this collaborative programme. The Board is excited about this programme and looks forward to other projects where we can work for the greater good in our communities.

We continue to strengthen our relationship with Tuahiwi Marae with staff becoming more culturally aware by attending cultural workshops.

We are administering a new four-year contract as a member of the Right Service Right Time governance group. This contract was successfully secured to provide the coordination of children's services on behalf of Oranga Tamariki and involves a multi-agency approach supporting children and families who have complex needs.

Similarly, a contract with Nelson City Council was signed to pilot a new Navigate Youth Service Programme.



The Youth Service team have created strong links with other service providers. Young parents are linked with appropriate agencies to provide parenting support and education.

The Christchurch Youth Service partnership with Burnham Military camp continues to see young people graduate from the Limited Service Volunteer programme.

Whiria ki te tāngata ... weaving the people together.

Thank you to Chief Executive Barry Helem who leads the charge and has navigated the past 12 months with perseverance and dignity working for our mission, front and centre.

Presbyterian Support staff work hard to provide solutions and services to those in our care under the cloak of Te Korowai. We acknowledge with gratitude and aroha the extremely challenging work you do.

To the Presbyterian Support Board, thank you for the dedication and skills you bring to our table, I am grateful for your mahi. I like this quote from the late Norman Kirk, "People do not want much. Just somewhere to live, something to do, someone to love and something to hope for."

Hūtia te rito o te harakeke, kei whea to komako e kō? Ki mai ki āhau, he aha te mea nui ō te ao. Māku e ki atu he tangata, he tangata, he tangata.

Andrew Johnston

Andrew Johnston

Board of Trustees

Andrew Johnston (Chair), Kate Boardman, Christine Darling, Ian Lothian (Chair of the Audit, Finance & Risk Committee), Jo Milne, Iain Murray, Pip Ranby, Sharyn Roberts (Deputy Chair) and Andrew Thompson.

Senior Leadership Team

Barry Helem (CEO), Sarah Cawston, Sue Holden, Susan Hutchinson, Vicki Lucas, Kim Manahi, Peter Murison, Victoria Newcombe, Raina Roberts, Steve Thomas and Chris Walsh.



Building strong families

At Family Works, our focus is on enabling a better New Zealand for all New Zealanders. This will help those most vulnerable in our society to feel safer, stronger and more connected to their communities. To achieve this, Family Works staff work to empower individuals and whānau/families to help themselves as they face the challenges of their often complex family lives.

We recognise the unique strengths and potential in everyone, we value differences and believe that change happens when we all work together. We believe in empowering people to see their strengths and to help themselves.

FAMILY WORKS STORY



Tom's story

Walking into a classroom is a big deal for a five-year-old but would you expect it to be a huge deal for a 17-year-old? For Tom*, definitely.

Tom has a cheerful personality but several years ago made some bad choices and starting using drugs. Unable to follow the rules set down by his parents, Tom left home and started living rough. Without money, poverty took hold very quickly and Tom was in a very dark place. He had his shoes stolen, was beaten up and ended up in hospital.

Life was bleak until Presbyterian Support and family members intervened. While Tom is still unable to live with his parents and siblings, he has been taken in by extended family members and is getting the professional help he needs from a Youth Service Coach.

Tom is now living in a safe and secure environment with loving and caring people, he is about to start studying NCEA Level 1 and is no longer living with the fear of violence and drug use.

**Tom isn't his real name to protect his privacy.*



Cherishing older people

At Enliven we ensure ensure that older New Zealanders have access they need to community-based support. That could be talking to someone, activities to join in with, or give help that will ensure a safe, healthy independence at home.

We believe that everyone has the right to age with dignity and to enjoy life to the fullest extent possible. Keeping in touch with whānau and friends is important to remaining healthy and happy as people age. Enliven services cater to the many interests, abilities and health needs of our members with an emphasis on companionship and enjoyment.

ENLIVEN STORY



Harriet and Stephen's story

Harriet* experiences several age-related issues, including Alzheimers. She lives with her adult son, Stephen, who - while determined to take care good care of her - must manage some mental health issues of his own.

Petra*, an Enliven social worker, has been supporting Harriet and Stephen to enhance their living conditions. Petra has supported Stephen, who has hoarding tendencies, to accept a de-clutter person to help him dispose of some items so Harriet can move around safely. Harriet now attends Harakeke Club and Petra has started talking with Stephen about his plans for a future in which Harriet may finally need to go into care.

"Harriet feels safe in her own home and can spend time with her son, who she trusts and has a close relationship with," says Petra. Harriets being at home benefits her son too - it's enabled him to develop social connections to support him in the future when he may experience grief and loss at Harriet's leaving.

**Names and photo have been changed to protect privacy*



Key financials*

Results at a glance

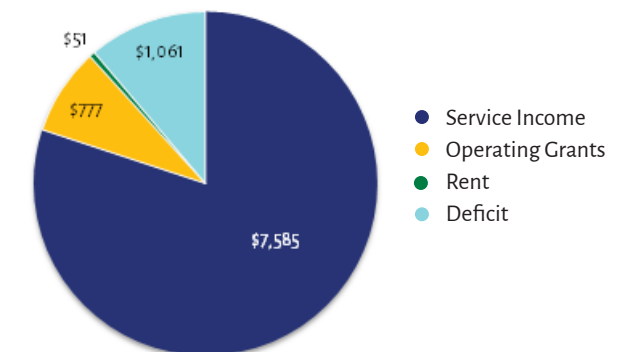
\$000	2018/19	2019/20	2020/21
Revenue	7,351	7,814	8,411
Expenses	8,946	9,192	9,472
Operating surplus / (deficit)	(1,595)	(1,378)	(1,061)
Non operating income	2,793	3,242	4,404
Net surplus/(deficit)	1,198	1,864	3,343
Total assets	44,684	46,230	49,932
Total liabilities	1,569	1,251	1,610
Equity	43,115	44,979	48,322

The financial statements for the year ending 30 June 2021 show an operating deficit of \$1.06 million compared to a deficit of \$1.38 million last year.

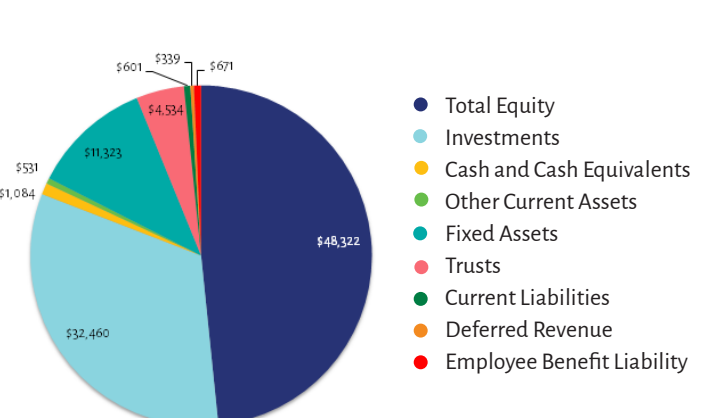
This deficit has been supported by non-operating income totalling \$4.40 million. This is made up of investment income, capital grants, donations and legacies leading to an overall surplus of \$3,342,714, compared to a surplus of \$1,863,643 last year.

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 PSUSI Operating Income 2020/21 (000)



Statement of Financial Position 2020/21 (000)



*At the time of printing, the financial information contained in this report was provisional and yet to be confirmed by independent auditors. A full set of the audited financial accounts can be made available upon request.



Presbyterian Support
Upper South Island

our services

enliven

Family
Works



Volunteers

Presbyterian Support is privileged to have kind, caring volunteers who devote time and energy to helping others.

Last year **215** volunteers donated **20,186** hours of their time by driving, chatting, serving food and refreshments, opening their homes, visiting, mentoring and much more.



“HomeShare is a wonderful service ... the care of John was simply outstanding.”

JOAN, WIFE OF A
HOMESHARE MEMBER

Enliven

Enliven day programmes and other services support kaumātua/older people to stay connected and live well.

1,664

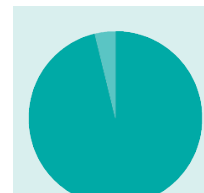
Active Enliven members

770

Members who attend day programmes

894

Older people are supported to live in their own homes through services including community social work, counselling and preventing falls.



95%

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



77%

Improved their social connections



87%

Improved social functioning



“Frances changed the way I think and act. This resulted in a much better home experience for my family.”

DEBRA, A FAMILYWORKS CLIENT

FamilyWorks

Delivers social services to support children and whānau/families to learn, grow and thrive.

3,041

Active FamilyWorks clients

1,887

People receiving social work and counselling

131

People taking part in group learning programmes

37

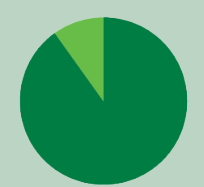
Parents being supported

829

Children and youth undertaking development programmes

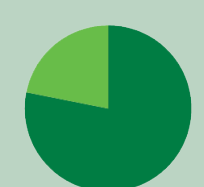
157

New clients receiving financial capability training



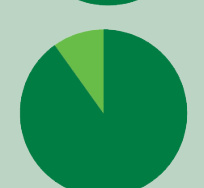
91%

Met their goals



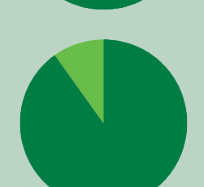
77%

Reported improved relationships



91%

Learnt new skills or strategies that are useful



91%

Felt better prepared for the future

Regional Service Centres

Phone 0800 477 874



CHRISTCHURCH

Presbyterian Support Upper South Island
Te Korowai
44 Bealey Avenue
Christchurch 8141

CLIENTS SUPPORTED IN 2020/21 (incl. North Canterbury)
Enliven: 1,240 **FamilyWorks:** 1,519

SERVICES

FamilyWorks: Social Work and Psychology, Social Workers in Schools (SWIS), Counselling, Mana Ake, Youth Service, Tuning Into Kids™, Tuning Into Teens™ and Incredible Years™ Parenting Programmes, Parenting Through Separation programme, Financial Capability (Budgeting), Youth Service, Family Dispute Resolution and Mentoring.

Enliven: East Christchurch Kaumātua/Older People, HomeShare, Kaiāwhina, Health Service Navigation, Volunteer Support, Counselling & Social Work and Falls Prevention.

LINWOOD SERVICE CENTRE

601 Gloucester Street
Linwood

SERVICE

Harakeke Club day programme

RICCARTON SERVICE CENTRE

7 Harakeke Street
Riccarton

SERVICES

Harakeke Club and Tōtara Club day programmes

NELSON

NELSON SERVICE CENTRE

360 Annesbrook Drive
Stoke 7011

CLIENTS SUPPORTED IN 2020/21
Enliven: 155 **FamilyWorks:** 680

SERVICES

FamilyWorks: Family Workers in Schools & Kindergartens, Incredible Years™ parenting programme, Youth Service, Counselling, Family Dispute Resolution, Strengthening Families and Social Workers in Schools (SWIS).

Enliven: Harakeke and Tōtara Club day programmes.

MARLBOROUGH

MARLBOROUGH SERVICE CENTRE

22 Alfred Street
Blenheim 7201

CLIENTS SUPPORTED IN 2020/21
Enliven: 76 **FamilyWorks:** 170

SERVICES

FamilyWorks: Youth Service, mentoring, SWIS, and transition services.

Enliven: HomeShare; Tōtara Club day activity programme.

MID CANTERBURY

Trevor Wilson Centre
215 Tancred Street
Ashburton 7740

CLIENTS SUPPORTED IN 2020/21
Enliven: 154 **FamilyWorks:** 490

SERVICES

FamilyWorks: Tuning Into Kids™, Tuning Into Teens™ and Incredible Years™ parenting programmes, Youth Service, Counselling, Family Workers in Schools & Kindergartens, Finances and Money (Budgeting), Social Workers in Schools (SWIS), Parenting Through Separation programme.

Enliven: Elder Care Canterbury, Kaiāwhina, Volunteer Support, Counselling, Social Work and HomeShare.

NORTH CANTERBURY

NORTH CANTERBURY SERVICE CENTRE

Ngawi Thompson Building
258 High Street
Rangiora 7400

CLIENTS SUPPORTED IN 2020/21
Enliven & FamilyWorks: See Christchurch figures

SERVICES

FamilyWorks: Tuning Into Kids™, Tuning Into Teens™ and Incredible Years™ parenting programmes, Family Workers in Schools & Kindergartens, Counselling, Family Dispute Resolution, Parenting Through Separation programme.

Enliven: Elder Care Canterbury, Kaiāwhina, Health Service Navigation, Volunteer Support, Counselling, Social Work, HomeShare, Tōtara Club day programme and Falls Prevention.

WEST COAST

WEST COAST SERVICE CENTRE

8 Frickleton Street
Greymouth

CLIENTS SUPPORTED IN 2020/20
Enliven: 39 **FamilyWorks:** 182

SERVICES

FamilyWorks: Counselling, Strengthening Families and Dennis Moore Memorial Scholarship.

Enliven: HomeShare



“This is an incredible service, and it has helped me and my family so much. I am very grateful for the time and genuine care I felt during our sessions.”

CHRIS, A FAMILYWORKS
CLIENT

154
Number of staff

199,005
Number of hours worked

4,705
Number of people using
our services

65
Number of services

“All the volunteers are nice, we have a lot of fun and I enjoy talking to all the people.”

NANCY, A TŌTARA CLUB
CLIENT