



ANNUAL REPORT 2021 - 2022

our services



Our Supporters

Thomas Abbott, **Advance Ashburton Community Foundation**, **Alpine Presbytery**, **Leo S Appo**, **Alistar D Argyle**, **Ashburton South Presbyterian Church**, **J Ballantyne & Co. Ltd**, **Mike E Beard**, **Estate Jean L Booth**, **Diana M Broughton**, **The Philip Brown Fund**, **Estate Ellis R Buchanan**, **Buller District Council**, **Eleanor M Burgess**, **John Bush**, **Geoff v Butcher**, **Elizabeth M Campbell**, **Murray Campbell**, **John T Chambers**, **Christchurch City Council**, **Duncan Cleugh Farming Trust**, **Community Trust of Mid & South Canterbury**, **Cotton Soft**, **Estate Sonia M Early**, **Patricia A Edward**, **Robert W Ellis**, **Gail F Ferguson**, **Foodstuffs Community Trust**, **Estate Dorothy Frisken**, **Givea Little**, **Ian Glassey Fund**, **Denise Grenfell**, **Ronald T Greygoose**, **Elizabeth J Grierson**, **Estate Dorothy M Grieve**, **Isobel Hale**, **Sir John Hall Charitable Trust**, **Kerry L Henderson**, **Rachael Higgs**, **Hinds Cooperating Parish**, **Amanda K Holt**, **Jones Foundation**, **Alistar M Kennedy**, **Kiwi Gaming Foundation Limited**, **Colin A Lill**, **Lincoln Union Church**, **Robert S Long**, **Lottery Grants Board**, **William P Loughton**, **McGruer Fund**, **John C McKean**, **J A Macpherson Charitable Trust**, **Marlborough District Council**, **Mayfield Parish and Charitable Trust**, **Bruce McIntosh**, **Bruce McKessar**, **Hugh F Mingard**, **Estate Duncan E Moffat**, **Reginald G Moon**, **Peter C Moore**, **Lynette M Murdoch**, **Miriam Pascoe**, **Margaret E Pidgeon**, **Lee-Anne M Powell**, **Peta Raggett**, **Rotary Club of Papanui**, **Rotary Club of Riccarton**, **Dorothy V Rutherford**, **John L Rutherford**, **St Andrew Family Trust**, **St David's Presbyterian Parish**, **The James and Florence Small Trust**, **Estate Dorothy Blanche Smith**, **Ian A Smith**, **Roger J Snowden**, **Social Services Fund**, **The CG Tate Charitable Trust**, **The Mainland Foundation**, **Graeme F Thomas**, **Farina Thompson Charitable Trust**, **Tindall Foundation**, **Raymond J Townley**, **Raymond M Tull**, **William M Turner**, **Estate Iris Uttersen-Kelso**, **Walter A van Der Kley**, **Wallace Family Trust**, **Johanna F Warren**, **Harvey Weir Charitable Trust**, **Westham Industries Ltd**, **Peter F Whiteside**, **Wilks Charitable Trust**, **Pamela R Williams**, **Paul C Williams**, **Trevor Wilson Trust**.

A message from the Board Chair

Tēnā koutou katoa

During the 2021-22 year, Presbyterian Support Upper South Island (PSUSI) continued to make a positive impact in the community to deliver on our mission.

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

Our organisation had to navigate another year of changing pandemic-related restrictions. I commend the resilience of all staff and volunteers for working flexibly in response to clients who are either unwell or anxious to continue service delivery in what has been a challenging environment.

Over 40 staff across the region have now completed accreditation for Te Rauemi Atawhai (our cultural competency framework). The Board also attended a Te Tiriti o Waitangi workshop during the year to better understand our governance obligations under the Treaty.

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

To improve our sustainability as an organisation, a new social enterprise Āwhina Mai Wellbeing Services was launched. This new venture will

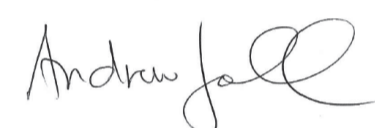
diversify our income sources and is now delivering a range of services including ACC Sensitive Claims counselling and corporate wellbeing seminars.

The year also saw the launch of Te Whiri Ora, a collaborative, coordinated response for whānau who have multiple or complex support needs. PSUSI is the fundholder for this Oranga Tamariki contract on behalf of the Right Service Right Time collaboration of social services.

The staff and volunteers of PSUSI work hard to provide solutions and services to those in our care. I acknowledge with gratitude and aroha the extremely challenging work they do for PSUSI. I am also grateful for the mahi of a very capable and skilled Board that provides strong governance to ensure PSUSI delivers on our mission.

He taura harakeke ka kukumea ka whatia, he taura tangata ka kukumea pehea te roa e kore ngamotu.

The flax rope binding can be broken, but the binding rope of people will never break.



Andrew Johnston

Acknowledgements

It is with deep sadness that we acknowledge the passing of both PSUSI Kaumātua, Dame Aroha Reriti-Crofts and Don Church, a former Board member and long-time supporter.

Dame Aroha had a long association with PSUSI and was instrumental in the appointment of Kim Manahi as our Kaiārahi. Dame Aroha was a true leader and a fierce advocate for Māori in her community. She will be deeply missed by her whānau and our community.

Don's tremendous generosity over 29 years has helped to empower thousands of vulnerable families, children and older people to live happier, more fulfilling lives. We are extremely grateful for the incredible legacy Don has left behind.



Board of Trustees

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

Senior Leadership Team

Barry Helem (CEO), Robyn Laurenson, 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. To help those most vulnerable in our society to feel safer, stronger and more connected to their communities. To achieve this, Family Works staff empower individuals and whānau/families, and provide the tools they need 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 realise their strengths and help themselves.



FAMILY WORKS STORY

Olivia's story

Olivia* is a 19-year-old single mother of two, who grew up in extreme poverty with a mother who had mental health issues. Olivia's eldest son is almost five and her youngest child is just two years old.

Twelve months ago, Olivia had trouble finding a suitable rental in time to avoid emergency housing. All she could find was a rundown house, which fell far below the Healthy Homes Standards, and the family's health was beginning to decline.

Olivia worked hard at school and passed level 3 NCEA. She was keen to work part-time, but suffered with low self-esteem and needed support to get started. This is where one of our Youth Service Coaches stepped in.

Olivia was given the encouragement, motivation and help she needed to turn her family's living situation around and was able to secure a rental that was warm and healthy.

Now that Olivia has a warm, healthy home, her children's health has improved and Olivia has been accepted into a Pre-Health course, starting next year.

**Name and photo have been changed to protect privacy.*



Supporting older people

At Enliven we ensure that older New Zealanders have the access they need to community-based support. This could be providing someone to talk to, activities to join in with, or help ensuring a safe, healthy independence in their own 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

Graham's story

Graham* had been bedridden for months whilst awaiting surgery. With his mobility issues, he needed help finding suitable housing that would be available once he left hospital, so he requested the support of our Enliven East Christchurch Older Adult/Kaumātua Service.

He wanted a simple unit, but needed to be near a pool and gym to help with his rehabilitation. Also, the housing needed to suit his limited budget.

Social Worker, Hannah* found something that matched all of Graham's needs. However, the property belonged to an organisation, and their units were usually occupied by patients. Hannah became an advocate for Graham. The original rent was too high; however, Hannah managed to negotiate a reduction so it was more affordable.

Graham was accepted as a tenant and the unit was ready for him on the day he was discharged from hospital. Hannah helped set up the unit and ensure he had everything he needed. Hannah also made sure Graham had a suitable wrap-around service to continue to look after his ongoing wellbeing needs.

**Name and photo have been changed to protect privacy.*



Key financials*

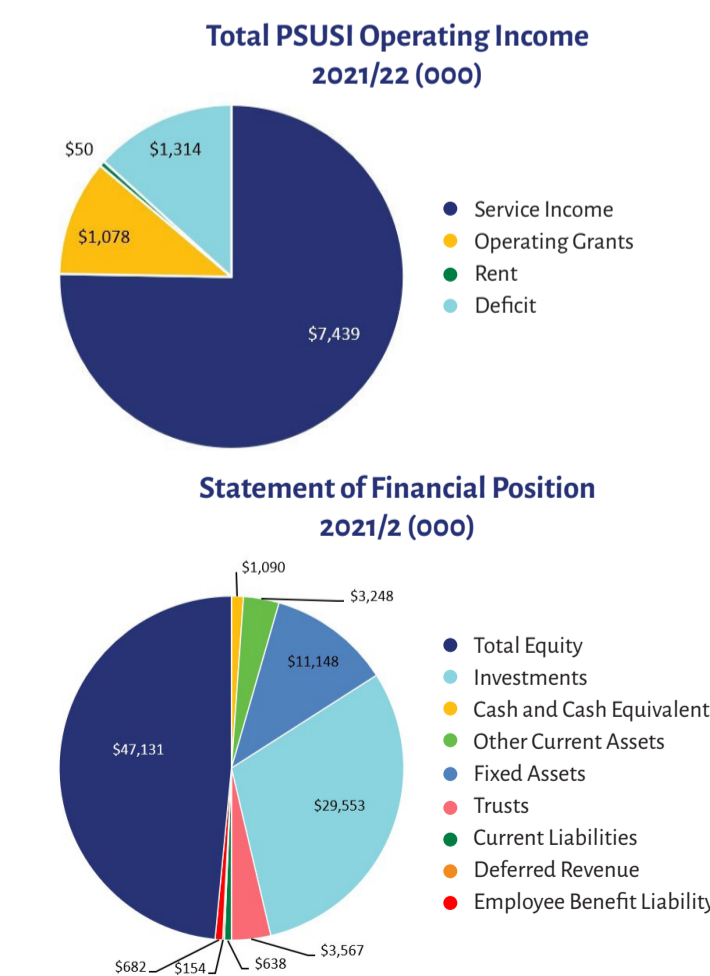
Results at a glance

\$000	2019/20	2020/21	2021/22
Revenue	7,814	8,411	8,567
Expenses	9,192	9,472	9,881
Operating surplus / (deficit)	(1,378)	(1,061)	(1,314)
Non operating income	3,242	4,404	123
Net surplus/(deficit)	1,864	3,343	(1,191)
Total assets	46,230	49,932	48,605
Total liabilities	1,251	1,610	1,474
Equity	44,979	48,322	47,131

The financial statements for the year ending 30 June 2022 show an operating deficit of \$(1.31) million compared to a deficit of \$(1.06) million last year.

This deficit has been supported by non-operating income totalling \$0.12 million. This is made up of investment income, capital grants, donations and legacies leading to an overall deficit of \$(1,191,182), compared to a surplus of \$3,342,714 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.



*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 **200** volunteers donated **18,805** hours of their time by driving, chatting, serving food and refreshments, opening their homes, visiting, mentoring and much more.



“How great I have been treated. Thank you so much for being there.”

ARTHUR, A FALLS PREVENTION CLIENT



“It was a relaxed way of learning practical techniques to improve my parenting.”

LEAH, A YOUTH SERVICE CLIENT



Enliven

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

1,542

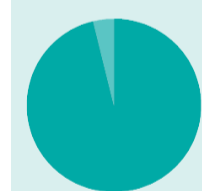
Active Enliven members

658

Members who attend day programmes

884

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)



79%

Improved their social connections



86%

Improved social functioning



FamilyWorks

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

2,542

Active FamilyWorks clients

1,302

People receiving social work and counselling

394

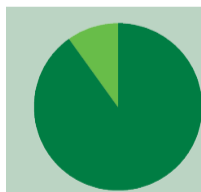
People taking part in group learning and parenting programmes

669

Children and youth undertaking development programmes

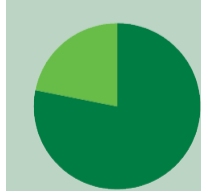
177

New clients receiving financial capability training



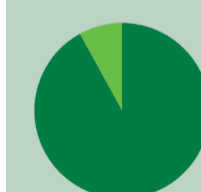
91%

Met their goals



77%

Reported improved relationships



92%

Learnt new skills or strategies that are useful

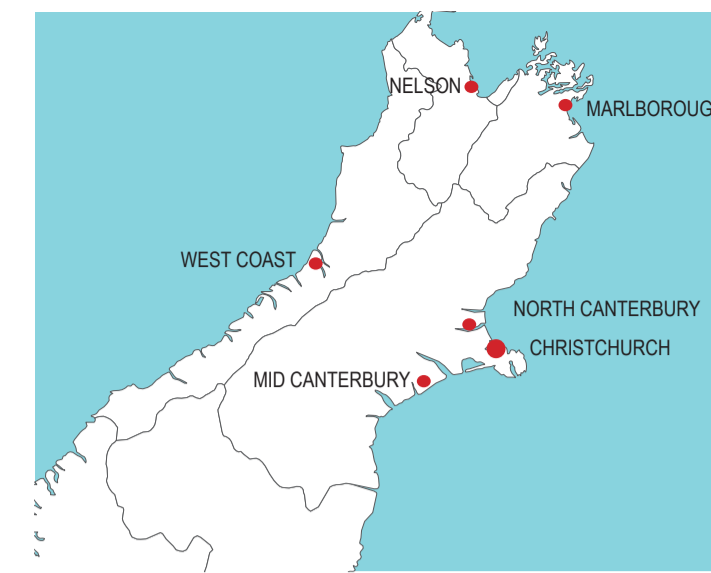


90%

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 2021/22 (incl. North Canterbury)
Enliven: 1,193 **FamilyWorks:** 1,265

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 2021/22
Enliven: 119 **FamilyWorks:** 636

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 2021/22
Enliven: 83 **FamilyWorks:** 114

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 2021/22
Enliven: 105 **FamilyWorks:** 424

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 2021/22
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

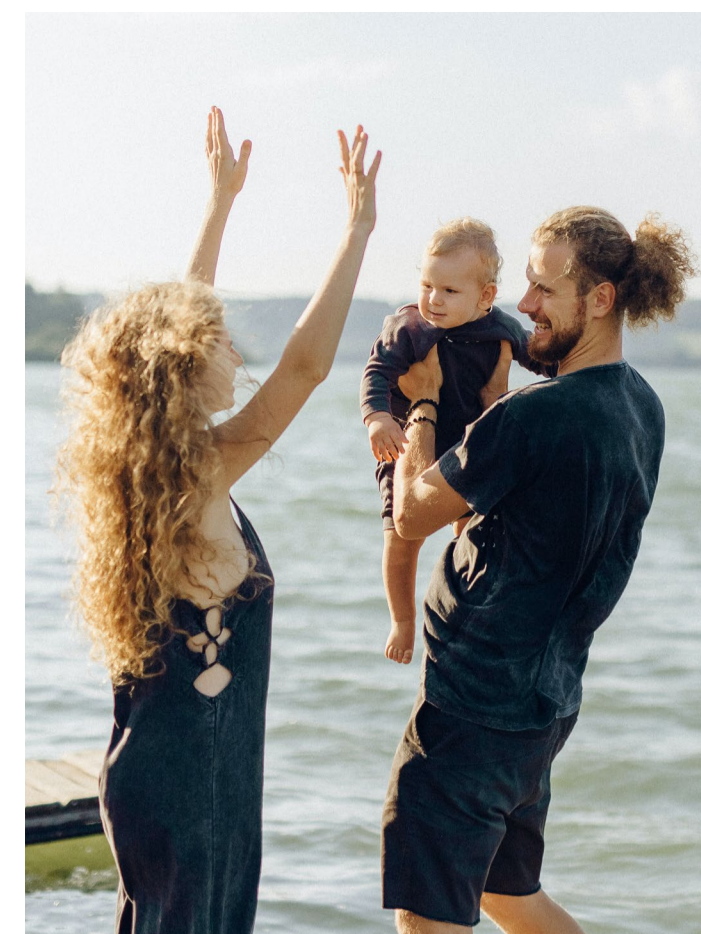
8 Frickleton Street
Greymouth

CLIENTS SUPPORTED IN 2021/22
Enliven: 42 **FamilyWorks:** 103

SERVICES

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

Enliven: HomeShare



“Loved the course. Found the environment positive and non-judgmental and friendly, it's been really helpful.”

MARK, A FAMILY WORKS CLIENT

165
Number of staff

206,634
Number of hours worked

4,084
Number of people using our services

68
Number of services

“It's a wonderful service. I'm very grateful.”

EVELYN, A HOMESHARE MEMBER