

# ANNUAL REPORT 2022 - 2023

our services



## Our Supporters

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Thanks so much!

## A message from the Board

Tēnā koutou katoa

This year's annual report reflects our workforce's dedication, resilience, and extensive regional influence. It illustrates the impact we've had and the lives touched by our skilled kaimahi, often in the most challenging circumstances.

The enduring challenges stemming from the global pandemic's aftermath continue to profoundly affect our communities—emotionally, financially, and physically. Aotearoa New Zealand continues to grapple with the ongoing repercussions of these unprecedented times.

This year, our Board's strategic planning sessions marked the initiation of our co-governance and co-leadership journey. Equity serves as a cornerstone in this journey, with the Board now comprising of two Co-Chairs: the Tangata Tiriti (Community) Chair and the Tangata Whenua (Māori) Chair. These changes signify our dedication to strengthening partnerships with iwi and Māori, in accordance with Te Tiriti o Waitangi.

We've also appointed Kim Manahi as the Pou Ārahi/CEO, working alongside Barry Helem as Co-CEO. These appointments highlight our continued commitment to being a Te Tiriti dynamic organisation, significantly enhancing our capacity to listen to community needs through whānau, hapū, iwi perspectives.

***Kia whakatōmuri te haere whakamua - The past and the future intertwined in the present.***

Our work centers on people, providing support throughout all life stages. Our services evolve continually to meet the diverse needs of the people we serve. The commitment and support of our volunteers and donors remain crucial in our efforts to assist upper South Island communities.

The Āwhina Mai Wellbeing Service operates as a social enterprise under the umbrella of Presbyterian Support Upper South Island. All proceeds generated by this service play a pivotal role in advancing our organisation's vision, "Ngā Moemoeā," of fostering an equitable, compassionate, and inclusive society.

***"He aha te mea nui o te ao? He tangata, he tangata, he tangata" - What is the most important thing in the world? It is people, it is people, it is people.***

Andrew Johnston  
Co-Chair Tangata Tiriti

Sharyn Roberts  
Co-Chair Tangata Whenua



### Building strong families

At Family Works, our mission is to create a better New Zealand for all. We focus on supporting the most vulnerable members of our society to enhance their safety, resilience, and community bonds.

Our dedicated staff help to empower individuals and families, equipping them with the necessary tools to navigate the complexities of their family lives.

We embrace the unique strengths and potential within each person, valuing diversity and understanding that collective effort drives meaningful change. Our belief lies in empowering people to harness their mana, strengths and self-determination.



### Supporting older people

At Enliven, we help older New Zealanders have easy access to community-based support.

This includes offering companionship, engaging activities, and assistance in maintaining a safe and independent lifestyle at home.

We firmly uphold the belief that everyone deserves to age with mana and dignity, along with experiencing life to the fullest.

Maintaining connections with family and friends is vital for the wellbeing and happiness of aging individuals.

Enliven services cater to the many interests, capabilities, and health needs of our members, with a strong focus on companionship.



### Key financials\*

Results at a glance

\$000	2020/21	2021/22	2022/23
Revenue	8,411	8,913	8,890
Expenses	9,472	9,881	10,219
Operating surplus / (deficit)	(1,061)	(968)	(1,329)
Non operating income	4,404	(223)	1,950
Net surplus/(deficit)	3,343	(1,191)	622
Total assets	49,932	48,605	49,252
Total liabilities	1,610	1,474	1,499
<b>Equity</b>	<b>48,322</b>	<b>47,131</b>	<b>47,752</b>

The financial statements for the year ending 30 June 2023 show an operating deficit of \$(1.33) million compared to a deficit of \$(0.9) million last year.

This deficit has been supported by non-operating income totalling \$1.95 million. This is made up of investment income and capital grants leading to an overall surplus of \$621,663 compared to a deficit of \$(1,191,182) 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.



### FAMILY WORKS STORY

#### Charlie's story

The Greenwood family faced dire financial challenges, struggling to afford food and winter clothing. Mum, Naomi\*, worked tirelessly, but the children began displaying emotional and behavioural issues. 12-year-old Charlie\*, in particular, faced personal hygiene neglect and was falling behind in school. Unfortunately, his situation didn't meet the criteria for a teacher's aide, leaving him slipping through the cracks with communication difficulties at school.

In her distress, Naomi sought help, leading to the intervention of Presbyterian Support's registered social worker, Sarah\*. Recognising the Greenwood family's multifaceted challenges, Sarah provided immediate support with food parcels and winter clothing.

Sarah devised a child-centered play strategy to strengthen family relationships and acted as a mediator between the parents and the school, providing crucial background information to foster a better school-family relationship. The Greenwood family now stands in a better financial and emotional position, thanks to Sarah's support.

\*Names and photo have been changed to protect people's privacy.



### ENLIVEN STORY

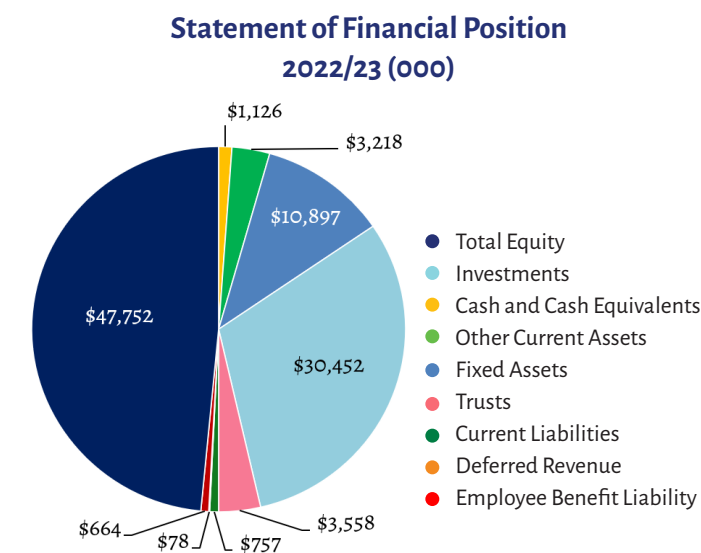
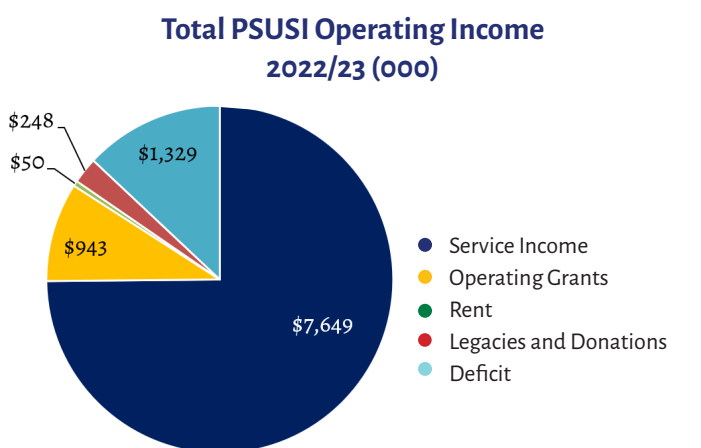
#### Esther's story

Esther\*, a 72-year-old woman, endured a 47-year-long marriage that gradually transformed from loving to controlling and abusive. Eventually, she took the brave step of obtaining a permanent protection order for her safety, prompting her to leave behind her long-time home and seek refuge in another city, where she found support from her family. Esther faced significant mobility issues, likely stemming from the domestic violence she had endured for so long.

In her quest for healing and recovery, Esther attended Aviva's 'Living Free from Violence' course, which became her first step towards reclaiming her life. She was referred to Presbyterian Support, where counsellor Helen\* identified a myriad of challenges Esther was grappling with, including her mobility problems, persistent low moods, and a marked lack of self-confidence.

With the support of our dedicated social worker, Esther gained access to various forms of disability support, which proved instrumental in aiding her journey toward rebuilding her life from the ground up.

\*Names and photo have been changed to protect people's privacy.



\*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 **22,396** hours of their time by driving, chatting, serving food and refreshments, opening their homes, visiting, mentoring and much more.



“Thank you for all the love and care given to Mum. Everybody is so lovely, and this service is invaluable.”

**LYNN - DAUGHTER OF HARAKEKE CLUB MEMBER**



## Enliven

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

**2,046**

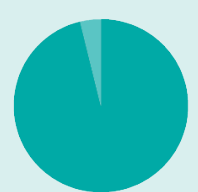
Active Enliven members.

**893**

Members who attend day programmes.

**1,153**

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



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



**68%**  
Improved their social connections



**86%**  
Improved social functioning



## FamilyWorks

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

**3,154**

Active FamilyWorks clients.

**1,512**

People receiving social work and counselling.

**514**

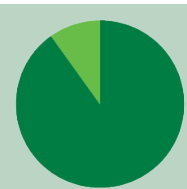
People taking part in group learning and parenting programmes.

**921**

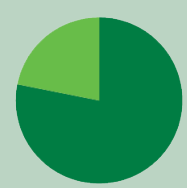
Children and youth undertaking development programmes.

**207**

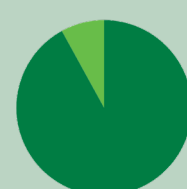
New clients receiving financial capability training.



**91%**  
Met their goals



**72%**  
Reported improved relationships



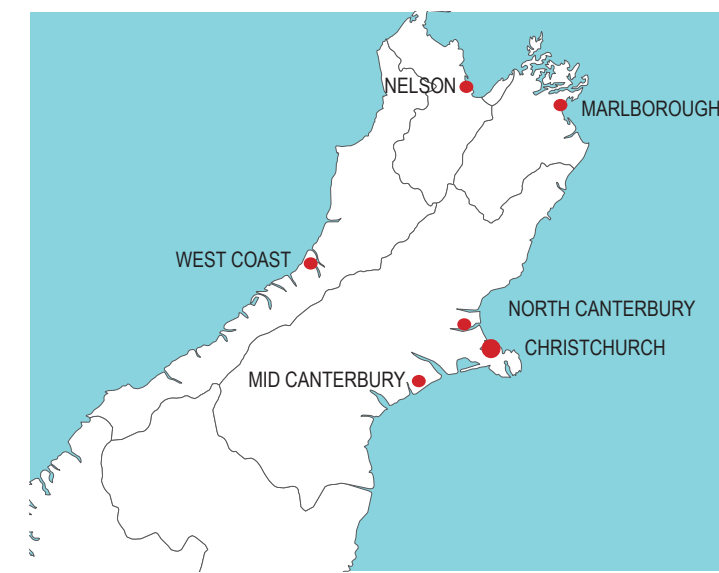
**91%**  
Learnt new skills or strategies that are useful



**88%**  
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 2022/23** (incl. North Canterbury)  
**Enliven:** 1,656 **FamilyWorks:** 1,374

### SERVICES

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

**Enliven:** Elder Care Canterbury, East Christchurch Older Person's Service, 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 2022/23**  
**Enliven:** 159 **FamilyWorks:** 864

### 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 2022/23**  
**Enliven:** 83 **FamilyWorks:** 179

### 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 2022/23**  
**Enliven:** 89 **FamilyWorks:** 618

### SERVICES

**FamilyWorks:** Tuning in to Kids™, Tuning in to 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 2022/23**  
**Enliven & FamilyWorks:** See Christchurch figures

### SERVICES

**FamilyWorks:** Tuning in to Kids™, Tuning in to 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 2022/23**  
**Enliven:** 59 **FamilyWorks:** 119

### SERVICES

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

**Enliven:** HomeShare.



“Thank you to the counsellor for helping my daughter find her voice, and to speak up and not be afraid!”

**LEANNE - A FAMILYWORKS CLIENT.**

**156**  
Number of staff

**199,367**  
Number of hours worked

**5,200**  
Number of people using our services

**72**  
Number of services



“Very pleased I attended. I feel that what I've learned from this course will help me and my children now and in the future”

**SARAH - PARENTING PROGRAMME PARTICIPANT**

“The staff and volunteers are the very best, kindest people we could hope for.”

**TRISHA - TŌTARA CLUB, NORTH CANTERBURY**