



*Presbyterian  
Support*

Upper South Island

# ANNUAL REPORT

2023 – 2024



Our Services



Āwhina Mai<sup>®</sup>  
WELLBEING SERVICES

*enliven*



Family  
Works



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\* To protect the privacy and dignity of the individuals we support, some names and photos throughout this report have been changed.



## Presbyterian Support Upper South Island



- Group Programmes
- Counselling & Social Work
- HomeShare
- Dementia Support



- Parenting & Group Programmes
- Counselling & Social Work
- Mentoring
- Youth Service



**Awhina Mai**  
WELLBEING SERVICES

- Counselling & Professional Support
- Group Programmes
- Corporate Wellbeing

**Presbyterian Support has provided social services in the upper South Island region for over 115 years.**

**While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.**

**At Enliven, older people get the support they need to stay connected and live well in their communities.**

**Our Tōtara Clubs offers older people a chance to socialise and share their interests. Harakeke Clubs offer similar support for people with dementia, while giving their carers a rest. HomeShare brings people together in a private home or community space, to share connections and companionship.**

**Our FamilyWorks team is dedicated to creating safer, stronger, and more connected whānau and communities. By empowering the entire whānau, we ensure that children, youth, and families can grow and thrive together.**

**Our services are tailored to meet the unique needs of whānau, building on the strengths they already have. Informed by research and evidence, we support people to reach positive solutions.**

**Āwhina Mai is a social enterprise of Presbyterian Support Upper South Island. The name Āwhina means to help and care, while the logo, featuring an unfurling fern, represents growth, and kindness.**

**We offer therapeutic support, parenting programmes, corporate wellbeing and professional development. Each service is designed to enhance mental health and resilience.**

# Message from our Board Chairs



It is our pleasure to present this annual report on behalf of the Board of Presbyterian Support Upper South Island (PSUSI). Our priority is he tangata - it is the people; those we serve and our kaimahi who are our greatest asset. We remain committed to providing the best outcomes for everyone which has not been easy as we have navigated the challenges associated with administering government contracts.

The Board is sincerely grateful for the committed and effective leadership delivered by Barry Helem, Tumu Whakarae Tauwiwi and Kim Manahi, Tumu Whakarae Māori. Their leadership has enabled PSUSI to continue to flourish, underpinned by **Kaimana Korowai, Our Values: Ways of Working**, which has guided the mahi.

We have been thrilled to experience these values in action over the past year. We honour and thank all our kaimahi for their contribution to this amazing organisation, it is the people who bring life to everything we do.

As we look to the future, our focus remains steadfast: to continue leading and nurturing the potential of our people and driving meaningful change within our communities.

**Ka mahi tahi tātou mō te oranga o te katoa**

**Working together for the wellbeing of everyone**

Ngā manaakitanga

Sharyn Roberts – Tumuaki Tangata Whenua, Co-Chair  
& Andrew Johnston – Tumuaki Tauwiwi, Co-Chair

# Kaimana Korowai

## Our Values: Ways of Working

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### Aroha

Unconditional  
Love  
Kindness



### Kotahitanga

Togetherness  
Sharing  
Support



### Whakawhanaungatanga

Connections  
Heritage  
Relationships



### Kaitiakitanga

Custom  
Values  
Protocol



### Tikanga

Guardianship  
Protection  
Conservation

# Our People



**168** Staff

**201** Volunteers

**75**

FamilyWorks staff creating effective outcomes for our community.



People from all walks of life volunteer over 22,740 hours of supportive care and kindness.

**63**

Enliven staff making a difference in the lives of older people.

**20,339**

Enliven volunteer hours gifted over 2023/24.

**30**

dedicated staff across administration, finance, business development, working to support operations.

**1,921**

FamilyWorks volunteer hours gifted over 2023/24.

**489**

administration volunteer hours gifted over 2023/24.

"Volunteering has given me a deeper sense of purpose. I'm so proud to be part of a team that truly cares about building a stronger, more connected community." - Leslie, Enliven Volunteer



# Serving Our Community

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**5,250**

People supported

**3,650**

FamilyWorks clients

**1,538**

Enliven clients

**62**

Āwhina Mai clients

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"Having the chance to fully express myself in a safe place has really helped me become more confident and less afraid of things, like talking to new people." - Katie\*, Youth Service.

# Key Financials

## Results at a glance

\$000's	2023/24	2022/23	2021/22
Revenue	10,409	8,890	8,913
Expenses	11,632	10,219	9,881
Operating Surplus/(Deficit)	(1,223)	(1,329)	(968)
Non Operating Income	1,819	1,950	(223)
Net Surplus/(Deficit)	596	622	(1,191)
Total Assets	50,141	49,252	48,605
Total Liabilities	1,792	1,499	1,474
<b>Equity</b>	<b>48,349</b>	<b>47,752</b>	<b>47,131</b>

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

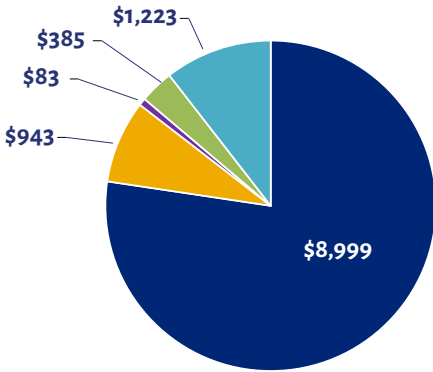
The financial statements for the year ending 30 June 2024 show an operating deficit of \$(1.22) million compared to a deficit of \$(1.32) million last year.

This deficit has been supported by non operating income totalling \$1.81 million. This is made up of investment income and capital grants leading to an overall surplus of \$596,269 compared to a surplus of \$621,663 last year.

The first chart 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

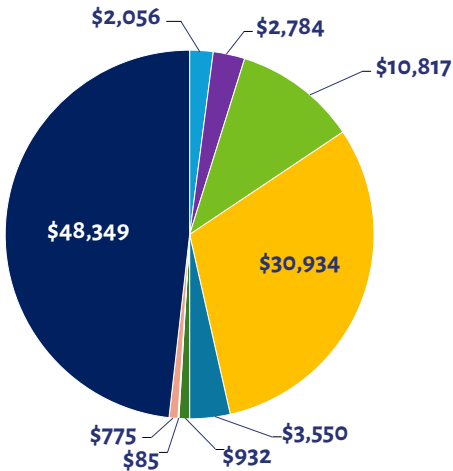
2023/24 (\$'000)



- Service Income
- Operating Grants
- Deficit
- Legacies and Donations
- Rent

# Statement of Financial Position

2023/24 (\$'000)



- Total Equity
- Cash & Cash Equivalents
- Other Current Assets
- Fixed Assets
- Investments
- Trusts
- Current Liabilities
- Deferred Revenue
- Employee Benefit Liability



# Family Works



**92%**

People felt better prepared for the future.



**93%**

People learnt new skills or strategies that are useful.



**92%**

People met their goals receiving our services.

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**348**

People engaged in financial capability training.

**1,766**

Adults received social work and counselling.



**3,650\***

People supported

**1016**

Children and Youth completed development programmes.

**783**

Adults participated in group learning and parenting programmes.

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“It really helped my daughter and I reach our goals. We sought a different path with our thinking and our self-esteem has greatly improved.”  
Social Work & Counselling Client

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\*A number of people participate in multiple services across FamilyWorks.



## *From Shadows to Shining*

**The Crawford\* Family has faced some dark days, filled with challenges that tested their resilience and strength. However, through tailored support and kindness, they have a brighter path ahead.**

*"It's like a ticking time bomb! My kids need help with their big feelings". Nicki\*, Mum of four children shared with our Kaiwhiri Coordinator, Jackie\*.*

Following a series of challenging life circumstances and a tumultuous separation from her children's father, Nicki, a devoted Mum of four, faced the difficult task of reuniting her family.

Despite her children living in different regions of the country for many years, Nicki remained committed to securing a safe and stable future for her whānau.

Reuniting all four children under one roof was a joyful yet challenging experience for Nicki and her family.

Her daughter Amelia\*, 13 years old, had taken on parental responsibilities, making it difficult to adjust back to her role as a young teen, while the three boys struggled with past traumas. Their conflicts escalated to the point where police intervention was required.

Nicki turned to Jackie, who recognised the family's need for support. Despite facing a waitlist for a mentoring programme, Jackie quickly arranged interim wellbeing support and introduced Mana Ake Kaiāwhina to help Nicki's children learn emotional regulation and coping skills.

The children embarked on a journey of self-discovery. Through interactive sessions and practical exercises, they learned invaluable skills in coping with change and articulating their emotions.

Through this process, the Crawford family not only navigated their challenges but also built stronger, healthier relationships with one another. As Amelia embraced her role as a teen again, the boys began to heal from their past, transforming conflicts into opportunities for understanding and connection. The support they received not only equipped them with essential coping skills but also fostered a deeper family bond.

***"Nicki is incredibly proactive and deeply cares about her children's wellbeing," Jackie shared. "She communicates so well with them, which is truly admirable."***

With this support, the Crawford family began to heal, finding new confidence and resilience as they move forward together.

“They make me feel welcome and look out for me, which helps make it a great day.” **Vic, Tōtara Club Member**



**94%**  
People  
enhanced their  
quality of life.



**82%**  
People  
improved their  
social functioning.



**79%**  
People  
improved their  
social connections.



**695** People received care and support via our Day Programmes including Tōtara, Harakeke, and HomeShare Clubs.



**843** People were supported via Community Living services, including Social Work, Counselling, and Falls Prevention services.

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“I am very pleased at the care and respect shown to my wife at Harakeke. I am confident my wife is in safe hands.”

– John, Christchurch

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# Letting Go to Move Forward

**Living in a condemned house, Harry\*, a gentleman in his sixties, faced profound depression and isolation that left him feeling trapped in a cycle of despair.**

The house was in disrepair, with peeling paint, broken windows, and no heating, creating an environment that matched Harry's emotional state. Haunted by past trauma, he found it increasingly difficult to trust others, leading him to withdraw from the world around him.

Surrounded by countless possessions that held emotional significance, many of which were deteriorating in his living conditions, Harry felt overwhelmed by the weight of his belongings. Each item was a painful reminder of his past, making it nearly impossible for him to envision a brighter future.

When the time came for Harry to move, his anxiety surged. The thought of letting go of his possessions felt overwhelming, amplifying his sense of hopelessness. In those dark moments, Rick\*, one of our compassionate social workers, recognised the depth of Harry's struggles and stepped in to help. Rick patiently listened to Harry's life stories, validating his experiences and slowly building the trust that had long eluded him.

With the support of Rick, along with dedicated team members Steve\* and friend Miranda\*, Harry began the challenging process of decluttering his home.

Through their encouragement, he discovered that it was possible to let go of items that no longer served him, freeing himself from the physical and emotional clutter. They arranged for essential belongings to be stored in a nearby unit, which transformed the daunting task of moving into emergency housing into a manageable step forward.



**"I finally felt like I wasn't alone. Letting go was hard, but it gave me a chance to start fresh. For the first time in years, I feel hope." - Harry\*.**

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Once settled into his new living situation, Harry began to experience a shift in his outlook on life. The new environment provided him with a sense of safety and stability that he had longed for. With newfound hope, he began to build healthy friendships and learn to establish boundaries - something he had struggled with for so long.

Through ongoing support from Rick, he developed strategies to address his trauma, enabling him to confront his past rather than be defined by it.

No longer feeling trapped by his circumstances, Harry embraces each day with a renewed sense of purpose and possibility. *"Sometimes, all it takes is someone willing to listen and offer a helping hand,"* Rick said. *"Harry's journey shows that, with trust and support, anyone can move forward and find light in the darkest days."*

# Our Supporters

We appreciate the generous support of our donors, including our Guardian Angels and Regular Giving donors, Bequestors, Grant Funders, Charitable Estates, and Trusts. Thank you for supporting children, youth, whānau, and older people, ensuring they remain safe, resilient, and connected.

## Bequestors

Frank Dickson  
Estate of George William Farquhar  
Graham W Pauling  
The Estate of Miss Rosalie Sterritt  
The Gough Trust

## Perpetuals

Estate Iris Utterson-Kelso  
Ian Glassey Fund  
J A Macpherson Charitable Trust  
The James and Florence Smaill Trust  
McGruer Fund  
The Philip Brown Fund  
Robert Malcolm Trust  
Social Services Fund  
St Andrews Family Trust



# Organisational Donors

Lincoln Union Church  
Kindness Collective  
Nelson Host Lions Club  
Rotary Club of Riccarton  
J Ballantyne & Co. Ltd.  
Stuff Limited  
Wallace Family Trust  
Foodstuffs Community Trust  
Rotary Club of Riccarton  
Hinds Cooperating Parish  
Presbyterian Women Aotearoa NZ  
Rangiora John Knox Parish  
St Andrews United Church Westland  
St Mark's Parish  
Hinds Cooperating Parish

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## Grant Funders

Alpine Presbytery  
The Blackadder Trust  
The Blue Door  
Christchurch City Council  
The David Ellison Charitable Trust  
Foodstuffs Community Trust  
Grey District Council  
GreyPower Marlborough  
Jones Foundation  
The Keith Laugesen Charitable Trust  
Kiwi Gaming Foundation Limited  
Lottery Grants Board  
Manchester Unity Welfare Trust Board  
Marlborough District Council  
Maurice Carter Charitable Trust  
Music Helps  
REAP Marlborough  
Redwood Trust Incorporated  
RG & EF MacDonald Trust Board  
Tindall Foundation  
Trevor Wilson Charitable Trust  
West Coast Community Trust

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# Proudly Serving the

## Nelson

360 Annesbrook Drive, Stoke

FamilyWorks clients - 782

Enliven members - 95

- Social Workers in Schools
- Family Disputes Resolution
- Parenting programmes
- Counselling & Social Work
- Transition to Adult Service
- Youth Service
- Harakeke & Tōtara Club
- HomeShare

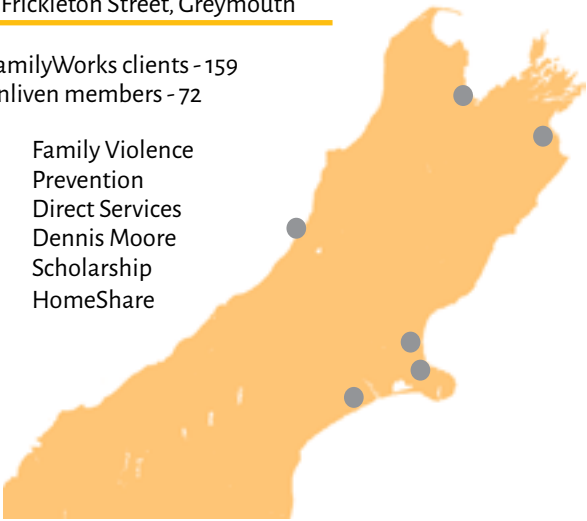
## West Coast

8 Frickeleton Street, Greymouth

FamilyWorks clients - 159

Enliven members - 72

- Family Violence Prevention
- Direct Services
- Dennis Moore Scholarship
- HomeShare



## Mid-Canterbury

Trevor Wilson Centre - 215 Tancred Street, Ashburton

FamilyWorks clients - 647

Enliven members - 129

- Social Workers in Schools
- Parenting programmes
- Children's group programmes
- Elder Care Canterbury
- Counselling & Social Work
- HomeShare

# Upper South

## Marlborough

22 Alfred Street, Blenheim

FamilyWorks clients - 151

Enliven members - 89

- Social Workers in Schools
- Transition to Adult Service
- Youth Service
- Mentoring
- Tōtara Club
- HomeShare

## North-Canterbury

Ngawi Thompson Building - 258 High Street, Rangiora

- Family Disputes Resolution
- Social Workers in Schools
- Parenting programmes
- Counselling
- Elder Care Canterbury
- Kaiāwhina
- Falls Prevention
- Tōtara Club
- HomeShare

Āwhina Mai clients - 62  
FamilyWorks clients - 1,911  
Enliven members - 1,153  
Chch & Nth Cant. client  
numbers have been combined.

## Christchurch

Te Korowai - 44 Bealey Ave

Āwhina Mai, Elder Care Canterbury & our Linwood Harakeke Club are based at 601 Gloucester Street, Linwood.

Our Tōtara and Riccarton Harakeke Clubs are located at 7 Harakeke Street, Riccarton.

- Social Workers in Schools
- Family Disputes Resolution
- Parenting programmes
- Counselling & Social Work
- Direct Services
- Mentoring
- Youth Service
- Elder Care Canterbury
- Harakeke & Tōtara Club
- Kaiāwhina
- Fee based Counselling
- Corporate Wellbeing programmes
- ACC Sensitive Claims Counselling



# Supporting people to *thrive*

Presbyterian Support Upper South Island is a registered charity that relies on the generous support of individuals, groups, and organisations to sustain our essential work in the community.

Each year, we empower thousands of local tamariki (children), rangatahi (youth), whānau (families), and kaumātua (older people) to strengthen their confidence, resilience, and wellbeing, fostering greater independence and a brighter future for all.

## Get in touch

**Give us a call on**

0800 477 874

**Email us at**

[ps@psusi.org.nz](mailto:ps@psusi.org.nz)

**Visit our website**

[www.psuffersouth.org.nz](http://www.psuffersouth.org.nz)

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