

Annual Report 2017-2018



Thank you: AD & JR Chittenden Family Trust, Agnes A Money, Alan J Blair, Alister D Argyle, Altrusa International of Ashburton, Amy V McLaren, Bill Blackadder Trust, Christchurch City Council, Clare L Rutherford, Colin A Lill, Community Trust of Mid & South Canterbury Inc., Diana M Broughton, Dianne Brooks, Duncan E Moffat, Elizabeth J Grierson, Elizabeth M Campbell, Ellis R Buchanan, Eslie M Rowe, Estate Donald Alexander Manson, Estate Dorothy Blanche Smith, Estate Hugh Monro, Estate Iris Utterson-Kelso, Estate Stewart Maxwell Duff, Farina Thompson Charitable Trust, Foodstuffs Community Trust, G B Tulloch, Gail F Ferguson, GB Robertson Partnership Limited, Good in the Hood, Hinds Cooperating Parish, Ian A Smith, Ian Classey Fund, Isobel Hale, J A Macpherson Charitable Trust, J Ballantyne & Co. Ltd., Jean Lawrie, John C McKean, John T Chambers, Jones Foundation, Lee-Anne M Powell, Lisa J Tinning, Lottery Grants Board, Lynette M Murdoch, M Miller, Mackenzie Charitable Foundation, Margaret E Pidgeon, Margaret J Snelling, Marlborough District Council, Mavis M Mateer, Mayfield Parish and Charitable Trust, McGruer Fund, Myra M McKie, Natasha McKenzie, New World Ashburton, New Zealand Red Cross, Ngaire E Wade, P.A.M.S. Shop Trust, Pamela R Williams, Patricia A Edward, Peter J Gofton, Prudence M Cotter, R G & E F MacDonald Trust Board, Rata Foundation, Raymond J Townley, Raymond M Tull, Robert A Jones, Robert Malcolm Trust, Robert S Long, Robert T Dodds, Rotary Club of Riccarton, The CG Tate Charitable Trust, The Philip Brown Fund, Tindall Foundation, Trevor Wilson Trust, Veronica M Anderson, Walter A van Der Kley, West Coast Community Trust, Wilks Charitable Trust, William M Turner, William P Loughton, William Toomey Charitable Trust, Yvonne V Butler

LETTER FROM THE BOARD CHAIR

Upon reflection, PSUSI has experienced a number of significant changes in the 2017/18 year, resulting in the Board earnestly engaging in planning activities dedicated to positioning this organisation for a strong, sustainable future. As a result, we have confirmed a new five-year Strategic Direction described in both Maori and English.

The Five Strategic Goals - Te Korowai Tauhere Whakaruruhau of the Strategic Direction are:

- 1. Recognise the unique position of manawhenua and develop partnerships with iwi, marae and Māori providers.**
Mā whero mā pango, ka oti ai te mahi - With red and black, the work will be complete.
He waka eke noa - We're all in this together.
- 2. Develop and maintain strong relationships to maximise reach and effectiveness.**
He waka eke noa - We're all in this together.
- 3. Respond to the needs and aspirations of vulnerable people in the South Island - Te Waipounamu.**
Ka mahi tahi tātou mō te oranga o te katoa - Working together for the wellbeing of everyone.
- 4. Increase social inclusion, justice and connectedness with people in the communities of the South Island - Te Waipounamu.**
He taonga rongonui te aroha ki te tangata - Goodwill towards others is a precious treasure.
- 5. Ensure the long-term sustainability of PSUSI.**
Kia whakatomuri te haere whakamua - The past and the future intertwined in the present.

We formally recognised the significant work carried out at 44 Bealey Ave and blessed the site prior to the building's demolition due to earthquake damage.

Following the cessation of our Nelson/Marlborough Home-based support services at the end of the first quarter, we had to re-shape our operation; a task we did not enjoy. This re-shaping included closing our residential homes for young parents, which we had run for 25 years under the names Holly House and Kinect.

These changes were made easier by our competent, able and agile staff. The Board is grateful for the staff's dedication to our organisation's work, and for their caring and compassion toward the whānau in our communities.

The Board of PSUSI comprises volunteers who meet monthly to provide governance for the organisation. As Chair, I am grateful for their commitment and service to the community. This year we are farewelling Marg Bigsby and Trish Matunga who have served several terms on the Board.

Vaughan Milner, our CEO, is ably executing the new Strategic Direction. Vaughan has managed our organisation through changeable times with a steady hand. We are grateful that he handles the narrow space between 'hope and despair' with courage and humility.

Katou rou rou katuti rou rou, ka ora ai ti iwi - With the knowledge that we feed each other we are well together.

Thank you for your support of Presbyterian Support Upper South Island.

Ngā mihi
Andrew Johnston
Andrew Johnston, Board Chair

BOARD OF TRUSTEES:

Andrew Johnston (Chair), **Christine Darling**, **Margaret Bigsby**, **John Drylie**, **Julie Moor**, **Trish Matunga**, **Sharyn Roberts**, **Andrew Souness**, **Blair Stirling**, **Andrew Withers**, **Vaughan Milner** (also CEO), **David Fisher** and **Tiger Jee** took up appointments representing the Alpine Presbytery during the year in place of **Graham Robertson** and **Beth Campbell**

Senior Management:
Chris Walsh, **Penny Taylor**, **Peter Murison**. During the year **Sally Crawford** (voluntary redundancy), **Sue Quinn** (voluntary redundancy), and **Jackie Girvan** (early retirement) left senior management roles.



FAMILY WORKS CLIENT STORY

Sam's Story

Sam* was five years old when the first earthquake struck Christchurch in September 2010. Not only were all the earthquakes difficult for Sam and his family, so was the irreparable damage to their home, the resulting health issues, the damage and eventual destruction of Sam's school, the loss of their community, and the difficulty of dealing with insurance and rebuild organisations.

Going to his east Christchurch school each day became traumatic for Sam as everyone around him—his parents, teachers and students—were similarly traumatised and school no longer felt safe. By nine years of age Sam's anxiety had become so great that he was crying and refusing to go to school, and expressing a wish to die. That's when a teacher referred him to FamilyWorks for counselling.

Sam had weekly counselling sessions with a social worker for ten weeks, and his mother Beth began to notice changes straight away. Sam enjoyed spending time with his social worker, and for the first time he began to open up to talk about his feelings. "After the sessions, Sam seemed very calm and centred and very happy," says Beth. Beth was able to ask the social worker questions for greater insight into how to support her child. "He was brilliant with Sam," says Beth. *"And his sincerity and integrity and honest conversation helped us to understand many parenting situations."*

Eventually, Sam became more comfortable sharing his worries and fears with his parents. He also now goes to school without the old overwhelming anxiety.

"[I liked] everything, having someone there to help me when I had no clue."

a Family Works client (child)



2017-18 AT A GLANCE



KEY FINANCIALS

The financial statements for the year ending 30 June 2018 show an operating deficit of \$2.60M compared to a deficit of \$2.17M last year. See the table below.

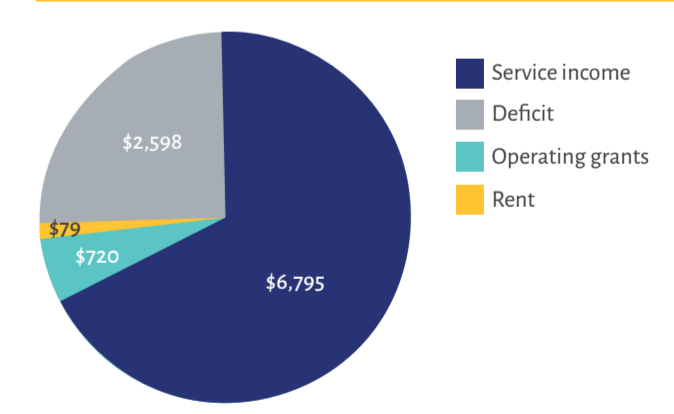
Financial Results Summary

\$000's	2015/16	2016/17	2017/18
Revenue	\$9,800	\$9,422	\$7,594
Expenses	\$11,519	\$11,595	\$10,193
Operating surplus/(deficit)	(\$1,720)	(\$2,172)	(\$2,598)
Non operating income	\$5,544	\$1,377	\$4,360
Net surplus/(deficit)	\$3,824	\$(796)	\$1,762
Total assets	\$42,864	\$42,532	\$43,631
Total liabilities	\$1,913	\$2,377	\$1,714
Equity	\$40,951	\$40,155	\$41,917

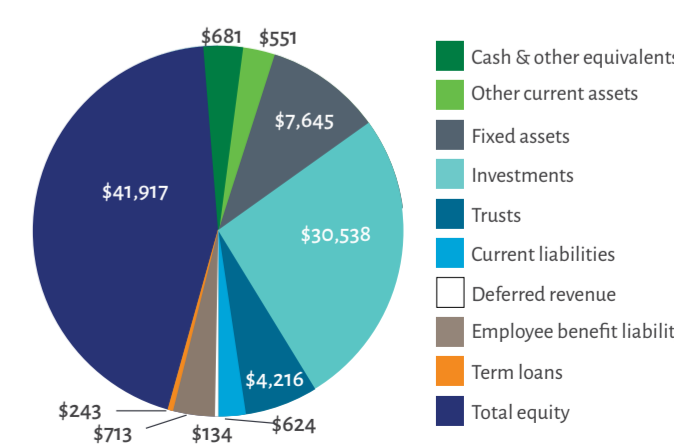
This deficit has been supported by non operating income totalling \$4.36 million. This is made up of investment income, capital grants (income and expenditure), donations, and legacies leading to an overall surplus of \$1,761,828 compared to a deficit of \$(795,591) last year.

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 Operating Income (\$000's) 2017-18



Statement of Financial Position (\$000's) 2017-18



The above information has been extracted from the audited financial statements. These are available on request.

304

Number of volunteers

279

Number of staff

279 reduced to 173 at the end of the first quarter with the transfer of Home care contract and staff to other providers; and then to 141 at financial year end with other reorganisation and attrition.

45,637

Number of volunteer hours donated

228,865

Number of hours worked

Building Strong Families Whakatupuria he whānau whakapakari ake.

Family Works provides social services that build safer, stronger, more connected families and communities throughout New Zealand.

Safe means children feel secure and protected. Strong means families have the ability to bounce back from adversity. Connected means people feel supported and included in their communities.

We believe that children/tamariki flourish when their families and whānau function well. Every family can be a great family. That's why we apply a whole-of-family approach. Our services are tailored to meet the needs of each child, young person, parent and whānau, while building on the strengths they already have. Informed by research and evidence, we support people to reach positive solutions.

Happy and Healthy in the Older Years

Our Enliven group recognises that, no matter what your age, if you want a healthier, happy life then you need a sense of social inclusion and of community; people you love who love you back; the ability to give and to receive; a home of your own choosing; the ability to make good decisions for yourself; and most of all practical support when, how, and where you need it most.

Enliven helps older people to meet the challenges of being an older person so they can enjoy this special time of life. We provide community-based support—others to talk to and activities to join in with—so that older New Zealanders can not just survive, but thrive.



ENLIVEN CLIENT STORY

HomeShare Helps an Older New, New Zealander

In 1999, a recently widowed Bella* left everything she knew in Fiji to live with her son and his family in New Zealand. A retired teacher, in Fiji Bella had filled her days with gardening and social work. However, in New Zealand it was difficult for Bella to re-create that community connection she'd enjoyed in her homeland.

With her son and his family busy with their own lives, Bella began to miss company and to feel like she "didn't have her own things going on". She also wanted to spend time with people her own age. "You have common things to talk about," she said.

After a hospital visit, Bella's GP referred her to an Enliven HomeShare service.

*Not their real names.

Now, on HomeShare days, Bella is transported to the venue and back, and she enjoys a hot meal, plus games and activities. *"We go out for walks, which I really like, and every time we have something different to do," said Bella. "But by talking to each other, we are making each other happy. Just talking is so important."*

Of lonely older people in New Zealand Bella said, *"People talk about love, and when you go [to HomeShare], you find love."*

"We are treated so well at HomeShare, with respect."

a HomeShare client





Presbyterian Support
Upper South Island



OUR SERVICES



Volunteers:

We couldn't achieve the outcomes we do without our volunteers. They are priceless. But volunteers report that volunteering enriches their lives too.

"You get far more out of it than you put in."

Shane Torrance, Enliven day programme volunteer



Enliven

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

2,575

Active Enliven Clients

894
Day Programme Clients

1681
Supported Community Living (Incl. Falls Prevention, Earthquake Navigator, Community Social Work, and Counselling)

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

76%
Better social connection

87%
Improved social functioning

"He tells everyone about the fun exercise and the morning/afternoon teas and lunch and how well he is treated."

an Enliven caregiver



Family Works

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

3,786

Active Family Works Clients

1,842
Social work and counselling

1,255
Child/youth development programmes

272
Group learning

180
Parenting support

237
Budgeting

84%
Met their goals

73%
Reported improved relationships

86%
Learnt new skills or strategies that are useful

88%
Felt better prepared for the future

CHRISTCHURCH

Christchurch City Service Centre
Unit 4, Amuri Park Lane 25 Churchill Street
Christchurch 8013
03 366 5472

Clients supported in 2017-18
Enliven: 1,506 (including North Canterbury)
Family Works: 2,062 (including North Canterbury)

2018 Services
Family Works: Mentoring; Budgeting; Social Workers in Schools; Family Works Volunteer Support; Family Dispute Resolution; Incredible Years Parenting Programme; Parenting Through Separation Programme; Mana Ake; Counselling, Social Work and Psychology Services; Out of Gate.

Enliven: HomeShare; Social Work and Counselling; Older Person Volunteer Support; Earthquake Response, ElderCare Canterbury Coordinator, Partnership Community Workers.

Corporate Services.

Linwood Service Centre
601 Gloucester Street
Harakeke Club 03 373 8287

2018 Services
Harakeke Club Day Activity Programme, Partnership Community Workers, Enliven Community Support.

Riccarton Clubs
Totara Club 7 Harakeke Street 03 348 1790
Harakeke Club 7a Harakeke Street 03 348 2666

2018 Services
Harakeke and Totara Club Day Activity Programmes.

Youth Service
433 St Asaph Street
03 365 0341



NELSON

Nelson Service Centre
360 Annesbrook Drive
Stoke 7041
03 5479350

Clients supported in 2017-18
Enliven: 452
Family Works: 605

2018 Services
Family Works: Budgeting; Youth Service; Family Dispute Resolution; Strengthening Families Coordination; Office-based Counselling; Youth Community Social Work; Social Workers in Schools, Kindergarten Social Work, Home-based Social Work.

Enliven: Harakeke and Totara Club Day Activity Programmes; Older Person Volunteer Support.

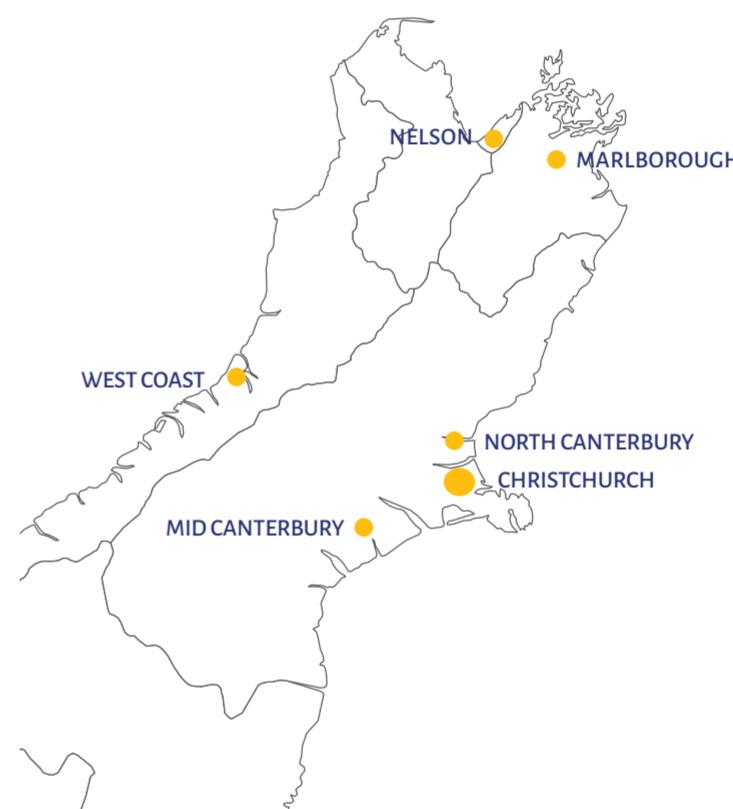
Visit www.psuppersouth.org.nz for image credits and stories, and to view the full 2018 Annual Report.

WEST COAST

West Coast Service Centre
8 Frickeleton Street
Greymouth
03 547 9350

Clients supported in 2017-18
Enliven: 58
Family Works: 235

2018 Services
Family Works: Youth Service; Family Dispute Resolution; Strengthening Families Coordination; Violence Prevention Programmes; Supervised Contact; Violence Prevention Coordination.
Enliven: HomeShare; Respite Care; Older Person Volunteer Support.



MID CANTERBURY

Mid Canterbury Trevor Wilson Centre
215 Tancred Street
Ashburton 7740
03 308 5868

Clients supported in 2017-18
Enliven: 208
Family Works: 692

2018 Services
Family Works: Play Therapy; Budgeting; Youth Service; Incredible Years Programme; Parenting Through Separation Programme; Office-based Counselling; School and Community, Social Work and Counselling; Social Workers in Schools; Localised Community Initiatives.

Enliven: HomeShare; Social Work; Older Person Volunteer Support; Localised Community Initiatives.



"[I learnt] how to calm down when I'm angry."

a Family Works client (child)

MARLBOROUGH

Marlborough Service Centre
22 Alfred Street
Blenheim 7201
03 577 9005

Clients Supported in 2017-18
Enliven: 351
Family Works: 192

2018 Services
Family Works: Budgeting; Youth Service; Family Dispute Resolution; Out of Gate; Mentoring; Social Workers in Schools.

Enliven: HomeShare; Older Person Volunteer Support; Totara Club Day Activity Programme.

NORTH CANTERBURY

North Canterbury Ngawi Thompson Centre
258 High Street Rangiora 7400
03 313 8588

Clients supported in 2017-18
Enliven: See Christchurch City
Family Works: See Christchurch City

2018 Services
Family Works: Mentoring; Family Works Volunteer Support; Family Dispute Resolution; Incredible Years Parenting Programme; Parenting Through Separation Programme; Mana Ake; Counselling, Social Work and Psychology Services.

Enliven: HomeShare; Totara Club; Earthquake Response; Falls Prevention Education; Localised Community Development Initiatives; Partnership Community Worker; Social Work; Older Person Volunteer Support; Kaiawhina.



"We have many tools to help us be better parents and create the family environment we want."

a Family Works client

Sources: Enliven and Family Works client survey data 2017-18.