



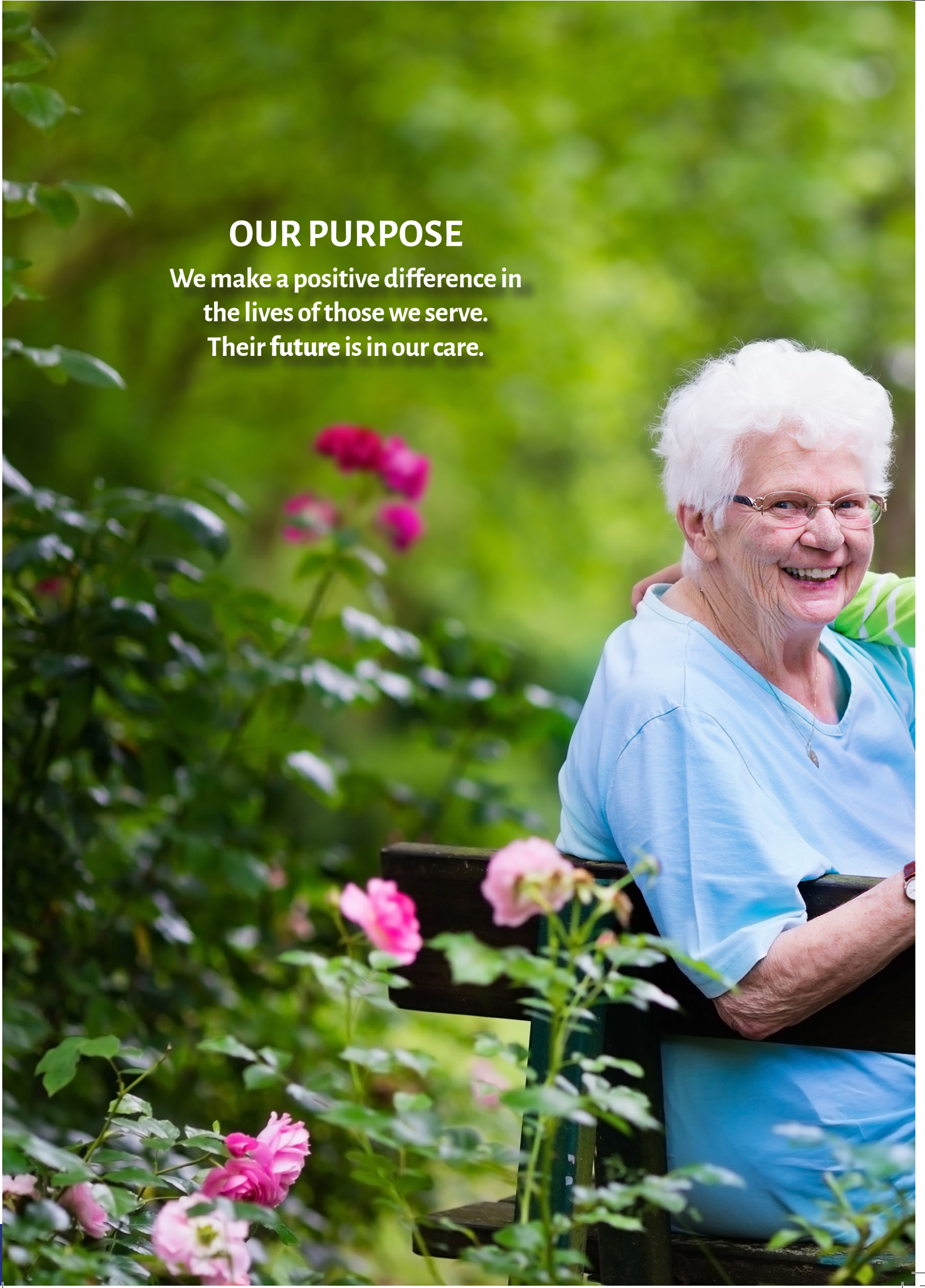
ANNUAL REPORT

2023/24



OUR PURPOSE

**We make a positive difference in
the lives of those we serve.
Their future is in our care.**





enliven



Family Works



Presbyterian Support Central

FROM OUR BOARD CHAIR AND CHIEF EXECUTIVE

KIA ORA MEMBERS

2023-24 was another busy and eventful year for PSC, and more positive than we could have expected across several fronts. Still, we have had our challenges, but success too for PSC, Enliven, and Family Works. The challenges for us have been the cost-of-living crisis, continuing health system reforms, and challenges with Oranga Tamariki contracts that have had underlying impacts on our performance and operating result for the year. Despite these issues, we have delivered better results than expected.

The 'normalisation' of covid infection by Government has not been without its issues as we have still had to respond to outbreaks and care for our Enliven residents and staff. However, through the year we have seen an increase in occupancy to a high of 88% but struggled to get much above this. Our residents are now coming to us frailer and more dependent than ever before. Having approximately 100 care beds vacant across our homes continues to put financial pressure on us, and not allowing us to make the full investment in our facilities that they need and deserve.

Our focus has been on ensuring that we claim and are paid for the work that we do. This has been evidenced by a marked increased income from ACC (for Enliven Residents) and a significantly improved result for Family Works. A real testament to the teams, and of course reflects the effort from each and every staff member.

Bringing us back to a solid financial footing meant that we had to pivot during the year to maximise our income. The staffing restructure is now bedded in, and we are settling into a rhythm. The way that senior staff and managers have responded has been admirable. Together all have contributed to our improving performance and achievements. We acknowledge the hard work and commitment of the entire team as they have come together to deliver the business objectives we had set. We continue to be encouraged by the positive responses from whanau on the care and support provided to clients and residents alike.

While we have seen better results from a recruitment perspective, we continue to have gaps for key staff with requisite skills. Visibility in the political area remains high, with us routinely engaging with MPs in the run up to, and after the election; working with Officials to tell our story.

We continue to offer a Competency Assessment Programme (CAP) for internationally qualified nurses and have supported over 150 nurses to attain their NZ Practicing Certificate. We have worked with Ministries to ensure the robustness of our contracts. It is pleasing to see our quality tested and approved through external audits of our homes and Family Works services. Cashmere Heights home has reopened in May 2024 offering dementia care to meet an increasing demand.

Pay equity negotiations have continued to draw on our resources across Social Workers and Care and Support Workers. Work was expected to be completed by December 2024 but due to factors outside our control it is unlikely, with an expectation this will now be completed July 2025.

Family Works contracts and services have been reviewed and revised, with a markedly improved performance – a positive financial result for the first time in many years, while at the same time maintaining the quality-of-service provision that is synonymous with the service. We continue our partnership journey reaching out to Iwi, Presbyterian churches (through PresCare), NGOs, service providers and others to grow our services and offerings.

We have continued to meet expectations from the Royal Commission of Inquiry into Abuse in Care and have worked respectfully with survivors who have contacted us during the year. We have met with survivors where appropriate, to hear their stories, provide an apology and to help them on their path to healing. We will engage further as the final report and its recommendations have now been released.

Our retirement village developments continue despite the wider economic challenges. During the year we sold all our stage 3 Kandahar villas in Masterton and have seen the community centre become the heart of the village.



Levin Poppy Fields villas have been mostly sold and we have explored opportunities for land we held but not yet developed. Substantial effort has been put into reviewing our property portfolios and investment returns resulting a mid-year shift to deliver a Business Recovery Plan that contributed markedly to our improved year-end result. The pickup in the housing market has, along with some creative marketing, has seen sales of our retirement villas improve during 23/24.

Technology activity has picked up in the last year, with the successful implementation of Humanforce (supporting rostering) upgrading how we manage infrastructure and continued work in the vendor consolidation space. All of this occurred alongside no cyber security breaches.

We again recorded a deficit for the year but have, for the 3rd year, improved on our FY forecast of a \$1.9m loss, recording a loss of \$1.2m at year-end (\$700k better than forecast). The Board and management remain committed to improving this position ensuring the financial sustainability of Presbyterian Support Central for the future.

We would like to acknowledge and thank the Board members for their significant contribution during the year, and for all staff recognising their effort and dedication to move us to this much improved position.

Whāia te iti kahurangi, ki te tūohu koe, me he maunga teitei.

“Pursue that which is precious, and do not be deterred by anything less than a lofty mountain.”

This whakataukī encourages perseverance and the pursuit of excellence, *even* in the face of significant challenges.

Ngā mihi

Peter Sherwin
Chairman

Joe Asghar
Chief Executive

OUR GUIDING PRINCIPLES

EQUALITY

We actively promote equality & partnership that is inherent in Te Tiriti o Waitangi.

WE ARE WHANAU

Our hallmarks are kindness, compassion, love, humour, respect, honesty, dignity and empathy.

WHAKAHĪ

We take pride in our work and provide high quality services essential to our communities.

KANORAU

We encourage innovation and diversity in the workplace.

EMPOWER & INSPIRE

We empower & inspire with kindness, compassion and mutually agreed support, reflecting the foundations of which Presbyterian Support Central was founded.

DO GOOD

We always strive to do the 'right' things for the 'right' reasons.

TIKANGA

We embrace and support tikanga, rangatiratanga (self determination) and kaitiakitanga (guardianship of the environment) and believe these principles will sustain future generations.

OUR LEADERS

Presbyterian Support Central Board



Peter Sherwin
Chair



Nigel Willis
Deputy Chair



Pat Waite
Board member



Cheree Ratapu-Foster
Board member

Senior Leadership Team

Back row: Anthony Taylor - General Manager Property, Nicola Turner - Chief Operating Officer, Jonathan Gan - General Manager Business Services & Sustainability. **Front row:** Andrea Stewart - Chief Financial Officer, Muhammad (Joe) Asghar - CEO



OUR PEOPLE

951 + 46 + 33 = 1030

Enliven
Employees

Family Works
Employees

Business
Support Staff

Total PSC
Team

HIGHLIGHTS & CELEBRATIONS



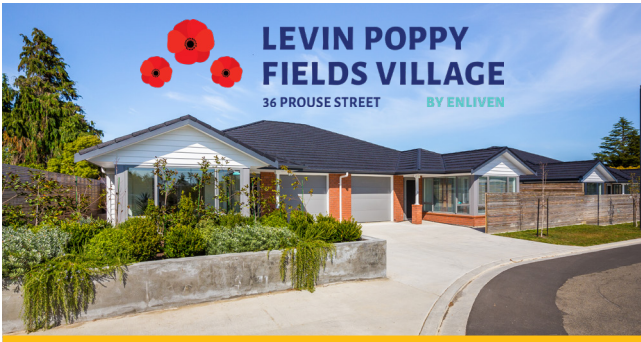
QUALITY & INNOVATION AWARDS

In July 2024, PSC was thrilled to have celebrated the outstanding work of our Enliven and Family Works teams at the Quality & Innovation Awards. These awards were held annually until 2021, and it was an absolute pleasure to be able to celebrate again after these were stopped due to Covid. The dedication and aroha provided by the PSC teams was visible in the quality of nominations received, and we would like to thank our generous sponsors for making it possible for this event to go ahead.



KANDAHAR STAGE 3 COMPLETED

We were fortunate to have relevant agreements in place to complete the Kandahar Stage 3 build during the last Financial Year, with all villas currently occupied. This, alongside the completion of the Kandahar Community Centre, brought additional life to this vibrant community in the Wairarapa. We are now gearing up for Stage 4 build to commence.



LEVIN POPPY FIELDS VILLAGE

Previously Levin Village for War Veterans was renamed to Levin Poppy Fields Village in 2024. Being Enliven's newest development. The economic downturn resulted in slow villa sales. However, the rebrand and associated six week marketing campaign during March and April 2024 spanning across various media vehicles allowed us to sell an additional seven villas. We now have a thriving village community and only three villas of this Stage 1 development left.



HUMANFORCE IMPLEMENTATION COMPLETED

Enliven's Rostering, Time & Attendance system completed a major upgrade to Humanforce in August 2023. This enabled greater access for staff to their work schedule by launching a Mobile App where they can view their roster, clock in and out of shifts, and register interest in picking up unassigned shifts. This roll-out also empowered employee engagement by having a 'Humanforce Champion' at every Home to be a first port of call for Humanforce queries.



ENLIVEN BUSINESS OPTIMISATION

Enliven staff turnover is returning to pre-2020 levels with the easing of the labour shortage which has reduced recruitment and orientation costs. Sick leave costs have also reduced as the number of Covid-19 outbreaks decrease. We have continued to focus on offering respite rooms and on debt minimisation. These activities, both controllable and uncontrollable, have contributed to an improvement in Enliven operating results.



FAMILY WORKS FINANCIALLY SUSTAINABLE

Family Works contracts were reviewed to ensure they were viable and staff hours matched to contracted hours. Full-time equivalent numbers reduced as a result. Systems were implemented to ensure all revenue was invoiced for and a focus on high demand fee-for-services work improved and solidified income streams. This resulted in a much improved Family Works operating result.



CASHMERE HEIGHTS RE-OPENING

Cashmere Heights in Johnsonville was reopened in May 2024 as a Home for those living with dementia. The Home was temporarily closed in 2021 due to the impacts of the nursing shortage. Opening Cashmere Heights with facilities for up to 33 residents has provided much needed extra beds for dementia level care in Wellington. The positive impact this has made in the community was recognised with the project being awarded runner-up in the Health & Wellbeing category at the prestigious Wellington Community Awards, July 2024.



GRATEFUL RESIDENTS PILOT UNDERWAY

PSC, in collaboration with Giving Architects, have worked on a pilot for a 'Grateful Residents' program. This is a forward-thinking strategic initiative designed to enhance and expand philanthropic outcomes for PSC. The pilot was run at our Enliven Kowhainui Home (Whanganui) and sought to increase the base of philanthropic supporters by elevating the fundraising profile of PSC in our rest homes and communities, as a leading not-for-profit services provider. The findings and outcome of this pilot project will play a pivotal role in developing and embedding our fundraising strategy in the years to come.



AGED RESIDENTIAL CARE

Reset, rebuild and regrow has been the Enliven focus of the 23/24 year as we filled our nursing and other vacancies and started to reopen the Homes and rooms that had to be closed in the previous year due to staffing shortages.

One highlight has been the ability to reopen Cashmere Heights Home in Johnsonville, Wellington as a Home to support those living with dementia. Starting a dementia home from empty to full within 2 weeks was an exciting challenge and one in which all those impacted, employees, elders and their whānau, embraced with enthusiasm. Working with people living with dementia is delightful and we learn from them every day. Residents have spontaneously joined the interview panel for new staff, helped around the Home and have settled in remarkably quickly. We have truly seen the Eden Alternative and application of our Oranga Kaumatua Wellness Map in practice.

We have been able to increase admissions to Huntleigh Home in Karori and reinstate hospital level care at Chalmers Home in New Plymouth.

It is good to see Enliven teams starting to move from survival mode and bring their creativity back to the fore while supporting the elders to live the best lives they can. As our recent Quality & Innovation awards evening showed, people from within the Enliven family are testing and implementing ideas and activities such as ‘aroha

boxes’ for the families of people who are at the end of their lives, through to fun exercise classes for those who are at risk of falling.

As one of the first 15 named employers for the Care and Support Pay Equity claim, considerable time has been spent with unions and funders while we fight for funds to pay our people a wage appropriate to the very important work that they do. As a predominantly female workforce, it was easily proven that the pay is almost 30% less than men doing a similar level of work. Unfortunately, due to ongoing Government Department changes, little progress has been made to date and we are not seeing funding coming through that allows us to pay people at the rate we would like to.

As we move into a post-covid phase, we have thoughts and plans about possible new developments and products for the older adult and are excited about what the 24/25 year will bring.

Nicola Turner
Chief Operating Officer





WHAT OUR CLIENTS HAVE SAID...

“ When I transferred my dad from Foxton I was broken hearted at the treatment he received. My family can honestly say we are now over the moon with his care thank you so much. ”

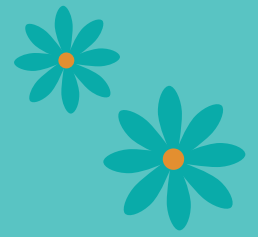
**Resident,
Brightwater Home**

“ Staff are really good. I feel loved. Staff put themselves out so that I can go out if I have an activity. I enjoy the cheerfulness of the staff, everyone seems happy to be working here. ”

**Resident,
Longview Home**

“ Fantastic place, cannot speak highly enough of Kapiti Cottage, have made such a difference to John's life in such a short time. It provides much needed company and support for dementia clients. Gives meaning to John, she really looks forward to attending. ”

**Partner of Day Programme Client
Kapiti Cottage**



2,261

Elders received services from Enliven in the Central Region

623

Total Residents admitted across 14 Enliven Homes

180

People supported in Day Programmes

285

were provided respite care

TRAINING & PROFESSIONAL DEVELOPMENT

8

CAP (Competency Assessment Programmes) run by Enliven

71

Nurses Completed CAP (Competency Assessment Programmes) with Enliven



CHILD AND FAMILY SERVICES

The 23/24 year has seen an influx of demand for Family Works services as the impact of the economic situation has hit those who were already struggling financially. While we can manage some of this demand through government contracts, demand either outstrips the funding provided or does not meet contract requirements. We rely on donations and grants to provide the teams with funds to provide additional staff time and to purchase practical items such as food, school uniforms and supplies or household items such as bedding.

Feedback about the various services is universally positive - with parents attending parenting courses learning new skills and making new friends, people being assisted to create strategies to get their lives back on track and clients saying they feel supported through fairly traumatic periods they have experienced.

While the Taranaki team and the Upper Hutt team have been stable and harmoniously working together for some time,

the 23/24 year saw some changes in the teams in Whanganui and the Wairarapa. The work carried out by Family Works is highly specialised and requires very committed and skilled people. It can be difficult to recruit into the smaller regions and we are very excited that during the year, we managed to fill vacant positions with people we are proud to call part of the team. We look forward to these new teams strengthening, becoming embedded in their communities and delivering much needed essential social services.

Ngā mihi

Nicola Turner
Chief Operating Officer



The top three issues we see impacting children and young people are more complex needs, anxiety and family breakdown

WHAT OUR CLIENTS HAVE SAID...

“When I was first referred I was suicidal. In ten sessions I’ve gained the confidence to deal with issues in my life which I think will stay with me forever.”

”
**Adult Client,
Counselling, Upper Hutt**

“Came in here feeling like the victim, but xxx has really taught me only I am responsible for my own needs, wants and happiness.”

”
**Adult Client,
Non-Violence Programme**

2,607

Clients received professional services from our Family Works team

9

Family Works Service centres and satellite in the Central Region

1,571

clients were provided support through through social work and counselling services

818

Families used our Family Dispute Resolution Service

260

Parents assisted with a programme

630*

Clients attended group sessions

*GROUP SESSION FIGURES ARE ESTIMATED



PROPERTY DEVELOPMENT

The last year has seen a significant slowdown in sales for our new Villas at Masterton and Levin. However, this anticipated market cooling was exactly what was planned for when the projects were built in smaller stages.

We were fortunate to have sales agreements in place early in 2023 on all the Stage Three Villas at Kandahar and these were able to be completed before the worst of the weaker market conditions took effect. However, we had many of the new villas at Poppy Fields sitting empty for some time. We received some conditional offers, but the potential residents were contingent on the sale of their existing homes and the deals lapsed.

The business decided to launch an proactive marketing initiative early in the year to try and move some of the units. The Sales and Marketing Team did a great job on this campaign, and it resulted in an additional seven units sold, bringing it to a total of eight units of the twelve now occupied.

We are now working to sell the last few units to allow construction to commence on Stage Two.

Sales at the Kandahar Village have fared better, and we now have secured sufficient numbers of pre-sales agreements to start Stage Four involving another eight units. Work is being done on the contract and various approvals are needed, but we hope to be underway early in the summer of 2025.



Anthony Taylor
General Manager - Property





Levin Poppy Fields Village



Levin Poppy Fields Village



Kandahar Community Centre



Kandahar Community Centre

9

Enliven Retirement Villages in the Central Region

190

Independent Retirement Living Units

BUSINESS SERVICES & SUSTAINABILITY

As I reflect on the 2023/2024 financial year it has been one filled with challenges, many successes, mixed emotions, but most importantly one where PSC is doing everything it can to ultimately deliver the best level of quality services to those that are vulnerable and in need of our support. I am proud of the mahi we have done and the outcomes we have achieved, including getting back on the path to financial sustainability, and importantly of our staff who have always put our residents and clients first in everything they do despite some bumpy roads and occasional potholes!

As for the Business Services and Sustainability team, being a relatively newly formed team, it has been a year of discovery, learning how to best deliver the right outcomes for PSC, and ultimately enabling and supporting our organisation to succeed. I have been very blessed to have amazing people with a heart for our purpose and values, so to them I give a heartfelt thank you for all you do.

While there have been many team successes and achievements over the year, here are a few highlights:

- Building a stable and performing support team which includes Digital & ICT, Marketing, Communications, Fundraising, Project Management, Contracts & Procurement, and Administration
 - Supporting the delivery and monitoring of the PSC business recovery plan to get us back to financial sustainability
 - The forming and performance of a centralised and well respected PSC administration 'hub'
 - Consolidating our ICT vendors to reduce costs while improving service levels and performance
- Successful implementation and delivery of business critical IT systems projects
 - Development and implementation of a Marketing and Communications strategy aligned with our business objectives
 - Delivery of a very successful marketing campaign and rebranding of our now Levin Poppy Fields Village
 - Exceeding our Fundraising targets for the year and building on our brand awareness to be more well known across Aotearoa as one of the leading not-for-profit providers of aged care and social services

I would also like to thank all our partners, donors and grant funders. The important work we do is not possible without your continued support, and for that we are very grateful and appreciative, and we hope to continue receiving your support.

While we've achieved many things this last year, and we've come a long way tracking back to financial sustainability, we are not all the way there yet and we are mindful of the importance of continuing this journey into the next financial year. As we move forward on this journey we will keep doing so with kindness, aroha and respect, continuing to do our best to make a positive difference in the lives of those we serve.



Jonathan Gan

General Manager Business Services & Sustainability



REVENUE & EXPENDITURE

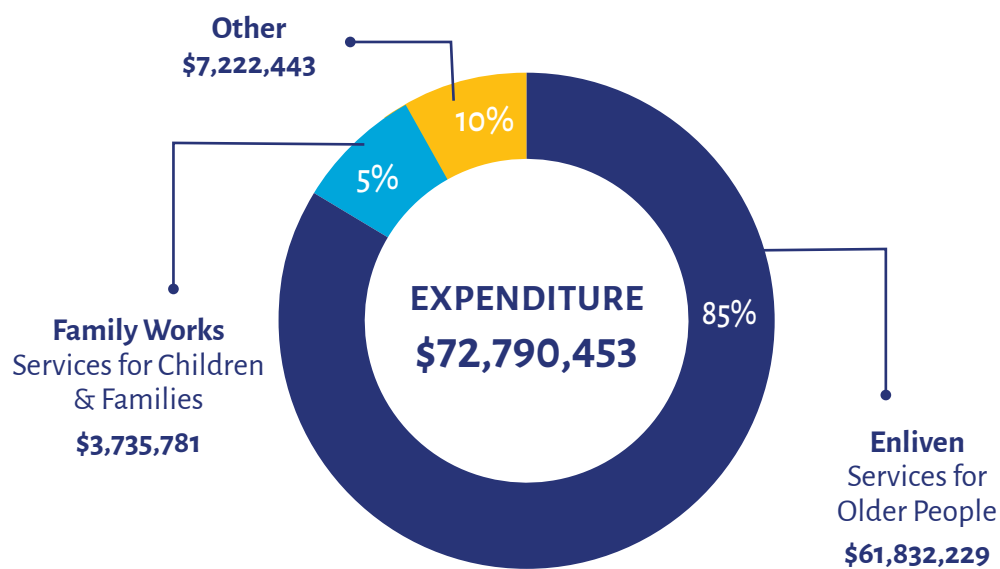
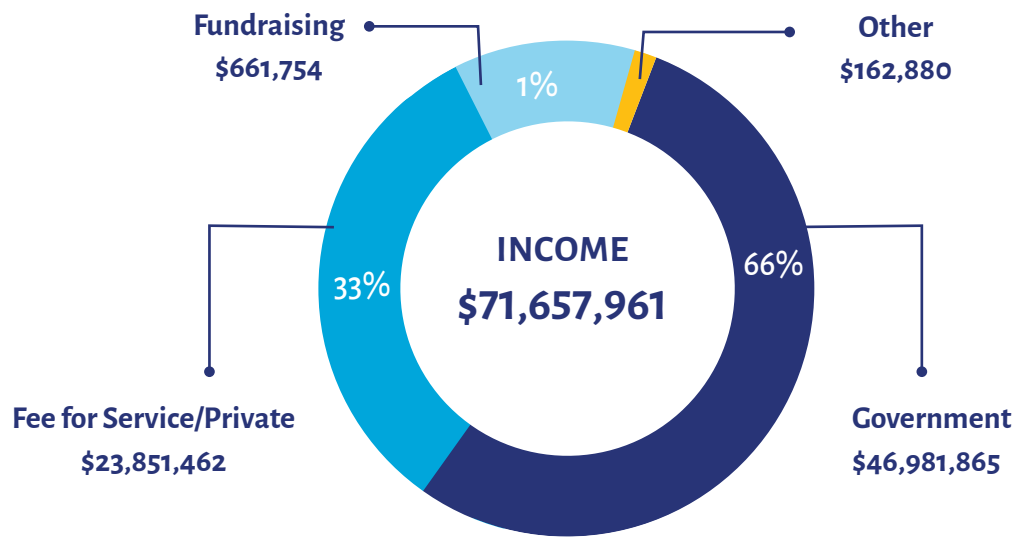
For year ended 30 June 2024

The two major operating segments of Enliven and Family Works continue to be constrained by limited improvements in government funding that do not fully compensate for increased operating costs.

The operating results (pre-non-operating income) - while still in deficit - are showing significant improvements on the previous

year's deficit, with initiatives in place to continue this trend back to operating surplus.

The financial assets of the business decreased from \$16 million in 2023 to \$15.3 million in 2024 due to cash requirements of \$1.5m to support the operations of the business and a decline in investment returns. Net assets are now recorded at \$140.8 million.



*For a full report of our audited accounts please visit our website www.psc.org.nz

WITH GRATITUDE

Presbyterian Support Central would like to thank all the individuals, trusts and organisations who have supported us this past year.

Your generosity helps us ensure positive lasting change in our communities.

The need for our services doesn't decrease and can only be delivered because of the generosity of wonderful people, trusts, and organisations.

A HEARTFELT THANKS FROM OUR MANAGERS

“ The music therapy grants we have received have enabled us to provide our residents with stimulating music that engages the residents and draws them out from their rooms. Some often come out to listen and engage with Anna who is the music therapist and is adept at meeting the needs of individual residents while also taking care of the group's needs. Music therapy is a marvellous initiative and we are grateful to our funders for this grant. ”

Noelette Matthews,
Home Manager Longview Home, Tawa

“ The grants and donations we receive for counselling means that our Family Works team can support people who can't otherwise afford to get the help they need! There is a lot of need in our communities and not having to turn people away and help them feel better about themselves; become better parents or improve their self-esteem is an important part of the Family Works story. Being able to help struggling families in small ways, with clothes, food, fuel, school supplies, or buying their child a birthday present when they have no spare money, is a privilege of the donations and grants we receive to provide for the little things! They may be small but they go a long way to help make a difference in the lives of the tamariki and whānau we work with. ”

Carmel McKee
Family Works Manager

Grants

- Lottery Community Grants Board - National
- Whanganui Community Foundation
- Four Winds Foundation
- TG (Thomas George) Macarthy Trust
- Winton and Margaret Bear Trust
- Margaret Watt Childrens Trust
- James Gibb Fund
- Central Energy Trust
- Presbyterian Women Aotearoa NZ
- Taranaki Electricity Trust
- Edward (Edna) Carter Special Assistance Fund - St John's in the City
- Four Regions Trust
- MusicHelps
- St Joans Charitable Trust
- The Lion Foundation
- The Sarsgood Bequest
- The Trust House Foundation
- Nikau Foundation
- Wellington City Council

Bequests

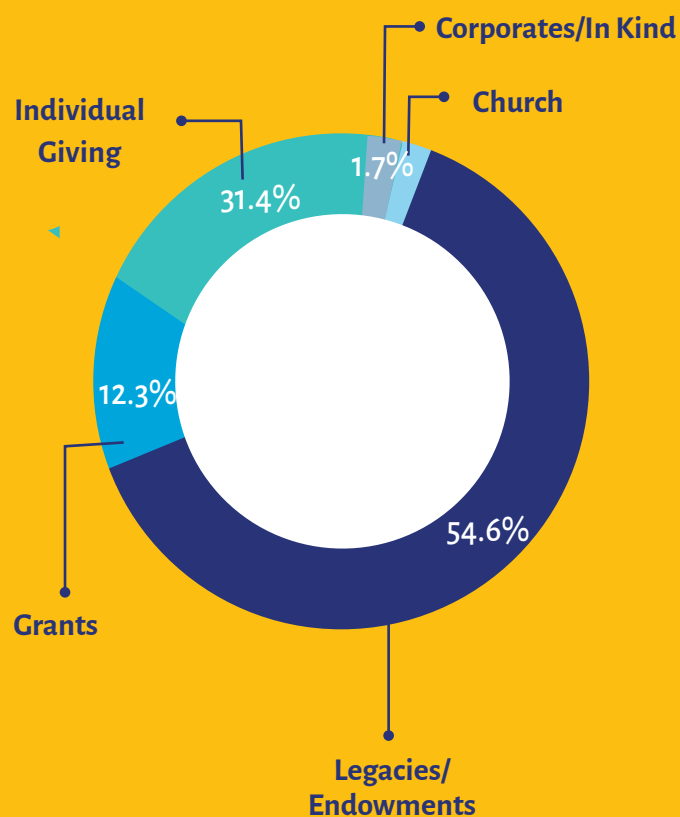
Bequests are an incredible way of helping secure our services for children, families and elders who need us. A very special thank you to the generous but discreet supporters who left a gift in their Will.

Endowment funds

- Brechin Endowment
- Effie Taylor Endowment
- Frank & May Griffith Endowment
- L & R Snell Trust
- Teaze Endowment
- Wotherspoon Endowment

\$661,754

Philanthropic Income (including gifts in kind)



STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2024

	Note	2024 \$000's	2023 \$000's
Operating Income			
Revenue from Services		67,330	58,935
Village Contributions		2,294	2,007
Recovery of Village Outgoings		1,373	1,174
Non-exchange Operating Income	9	661	1,062
Total Operating Income		71,658	63,178
Operating Expenditure			
Personnel		51,719	46,632
Operating Expenses		14,208	13,831
Property Costs		3,354	2,630
Depreciation and Amortisation of Intangibles	3	3,509	2,657
Total Operating Expenditure		72,790	65,750
Total Operating Surplus / (Deficit)		(1,132)	(2,572)
Other Income and (Expenses)			
Finance Income (Expenses)			
Interest		294	237
Dividends		327	406
Realised Share Gains (losses)		(70)	81
Unrealised Share Gains (losses)		394	775
Net Change in Fair Value of Investment Properties	2	(924)	(5,353)
Gain (Loss) on Sale of Fixed Assets		-	2
Grants Distributed from Trusts		(273)	(146)
Legacies		-	-
Tax expense		(67)	(94)
Total Other Income / (Expenses)		(319)	(4,092)
Net Surplus / (Deficit) for Year		(1,452)	(6,663)
Other Comprehensive Revenue and Expense			
Net Change in Fair Value of Property, Plant & Equipment		-	8,648
Total Other Comprehensive Revenue and Expense		-	8,648
Total Comprehensive Revenue and Expense		(1,452)	1,985

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2024

	Note	2024 \$000's	2023 \$000's
Equity			
Total Equity	4	140,812	142,150
<i>Represented by :</i>			
Current Assets			
Cash and Cash Equivalents		2,438	1,243
Accounts Receivable		3,919	2,837
Other Receivables		447	287
Total Current Assets		6,804	4,367
Non Current Assets			
Investment Properties	2	103,976	100,350
Other Financial Assets	6	15,293	16,038
Property, Plant, Equipment & Intangibles	3	85,884	87,671
Total Non-Current Assets		205,153	204,059
Total Assets		211,957	208,426
Current Liabilities			
Residents' Funds		181	207
Accounts Payable		1,648	1,319
Other Current Liabilities		2,121	1,835
Refundable Occupation Right Agreements		57,178	47,699
Employee Entitlements		6,092	5,337
Secured bank loans	7	3,837	8,689
Total Current Liabilities		71,055	65,085
Non-Current Liabilities			
Employee Entitlements		90	82
Secured bank loans	7	-	1,109
Total Non-Current Liabilities		90	1,191
Total Liabilities		71,145	66,276
Net Assets		140,812	142,150

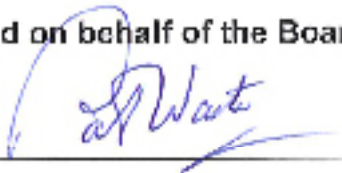
STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2024

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2024

	\$000's						
	Accumulated Funds	PPE Revaluation Reserve	Legacies	Trusts	Capital Replacement Reserve	Funds & Reserves	Total Equity
2023							
Balance 1 July 2022	92,607	33,516	4,192	6,366	1,469	1,614	140,164
Total Comprehensive Income for the period							
Net Surplus for the Year	(6,663)	-	-	-	-	-	(6,663)
Other Comprehensive Income							
Revaluation on Increase PP&E		8,648					
Total Comprehensive Income	(6,663)	8,648	-	-	-	-	1,985
Distributions	185	-	-	(154)	-	(21)	-
Transfers- Interest	(407)	-	122	241	59	75	-
Transfers- Other Including Expenditure	299	-	(327)	29	-	(2)	-
Balance 30 June 2023	85,931	42,265	4,287	6,473	1,528	1,866	142,150
2024							
Balance 1 July 2023	85,931	42,265	4,287	6,473	1,528	1,866	142,150
Total Comprehensive Income for the period							
Net Surplus (Deficit) for the Year	(1,452)	-	-	-	-	-	(1,452)
Other Comprehensive Income							
Revaluation net increase PP&E							
Total Comprehensive Income	(1,452)	-	-	-	-	-	(1,452)
Distributions	273	-	-	(186)	-	(87)	-
Transfers- Interest	(413)	-	104	198	47	64	-
Transfers- Other Including Expenditure	38	-	80	(11)	-	(2)	114
Balance 30 June 2024	84,377	42,265	4,480	6,474	1,575	1,641	140,812

For and on behalf of the Board:



Board
Member



Board
Member

6 October 2024

Date

2 October 2024

Date

Statement of Service Performance

WHO ARE WE?

Presbyterian Support Central is a not-for-profit registered charity. It was first registered in 2007 but can trace its roots back to 1909 when Reverend Dr. James Gibb, Minister of St John's Presbyterian Church in Wellington, initiated a project to care for orphaned and vulnerable children.

WHY DO WE EXIST?

We exist to build safe, strong and connected communities.

WHAT WE AIM TO DO

Our Family Works services aims to support children, young people, families and communities who have experienced trauma, family violence, separation, poverty, stress/anxiety, to have a safer and brighter future. **Our Enliven services** aims to create age-friendly communities where people are happy and thrive, regardless of their age or ability.

Judgement made in the reporting of service performance information

In preparing the service performance information for the period Presbyterian Support Central (PSC) has made a number of significant judgements about what information to present, based on an assessment of what information would be most appropriate and meaningful to users when assessing performance against our objectives.

The decisions about what service performance information to present were made in consultation with our managers. The judgements that had the most significant effect on the non-financial information presented related to the selection of information about what PSC has done in the period. **Twelve key measures** were identified that would best illustrate what we have done in pursuit of our objectives.

Presbyterian Support Central decided to base its service performance measures around the quantity of services delivered in the year, because this information is already retained for internal management purposes.

Presbyterian Support Central Statement of Service Performance

ARONGA OUR PURPOSE: We make a positive difference in the lives of those we serve. Their future is in our care.

ENLIVEN - Caring, Enabling & Supporting

- Create a sense of belonging
- Eden Principle – Your home
- Improved wellbeing for our residents
- Safe and secure
- Practical support
- **Whānau** – we are family

FAMILY WORKS - Building Strong Families & Communities

- Strengthening Support for **Whānau** and Individuals
- A community of support
- Advocacy and inclusion
- Connection to resources

RETIREMENT VILLAGES - Building Resilient Communities

- Creating a caring community
- Independence and sense of wellbeing
- Safe inclusive community

OUR PEOPLE – Building Organisational Capacity

- We truly care and value our people
- We recognise our people as a key resource

MISSION: Our Values (equality, whānau, whakahi, kanorau, tikanga, empowerment and doing good) underpin what we do and strive for those we serve

THE STRATEGY

ENLIVEN

- Increase occupancy annually
- Provide high quality care of our residents – safe and secure
- Meet our nursing requirements through an accredited programme for international nurses
- Improve the upkeep **of our homes**

FAMILY WORKS

- Improved wellbeing of clients
- Increased direct support of whānau
- Retain and grow government funding
- Business breaks even financially

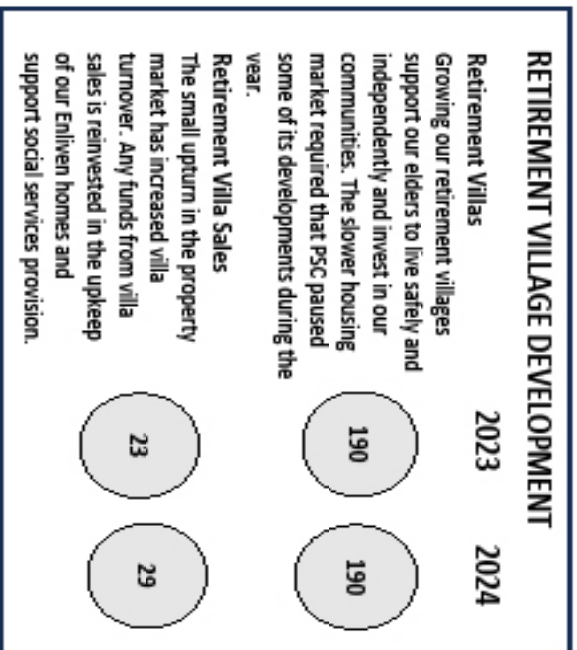
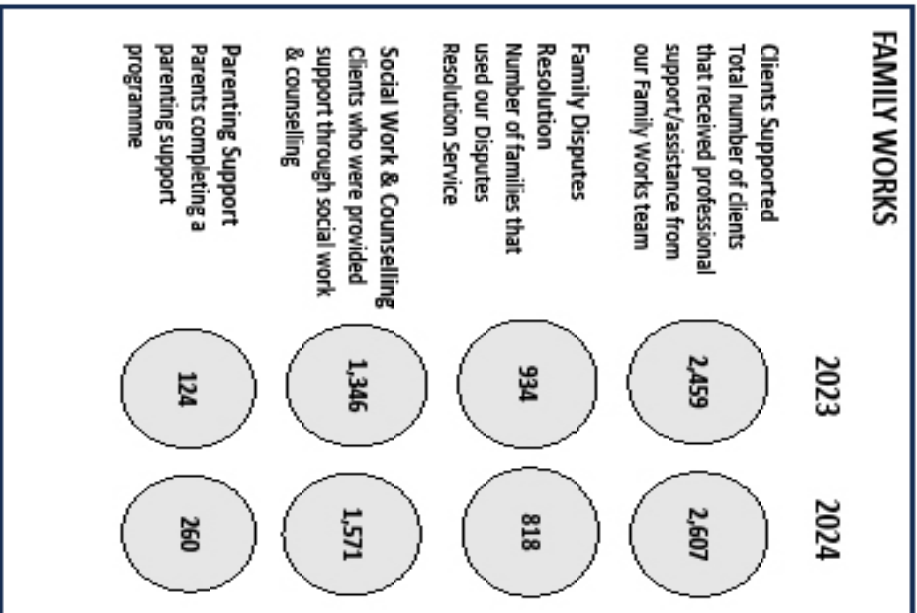
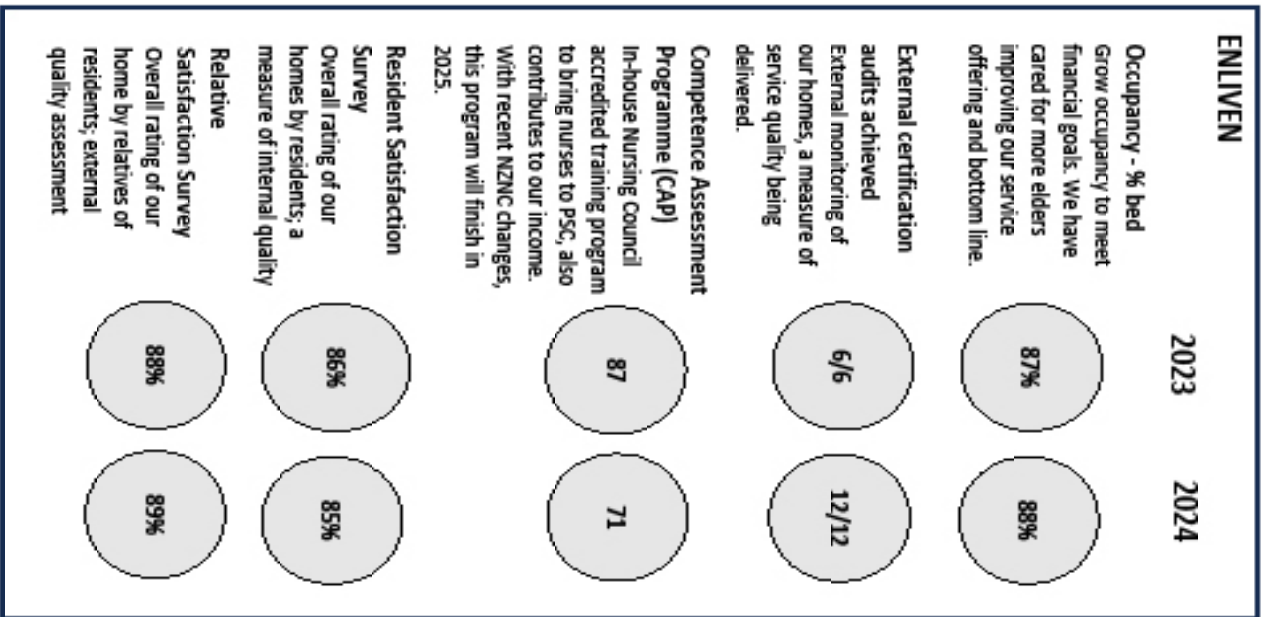
RETIREMENT VILLAGES

- Expand village development to support the business and care for the aged population and other clients
- Offering/developing community spaces for village residents

OUR PEOPLE

- Retain and attract staff
- Create a great working environment
- Develop staff
- Create clear career paths
- Improve staff engagement
- Support/enable cultural competence

PERFORMANCE MEASURES: We walk with the people across the generations to create safe places to live, learn and thrive



- ### Our Goals
- Effective and efficient business management, we will be diligent with our resources
 - We will attract more residents, clients, funders & influencers
 - Our staff are key – we will be recognised as an Employer of Choice
 - We will embark on a growth strategy – added services, property development & new business opportunities



Independent Auditor's Report

To the members of Presbyterian Support Central (Incorporated Society)

Report on the audit of the financial report

Opinion

We have audited the accompanying financial report which comprises:

- the statement of financial position as at 30 June 2024;
- the statements of comprehensive revenue and expense, changes in equity and cash flows for the year then ended;
- notes, including a summary of significant accounting policies and other explanatory information; and
- the statement of service performance on pages 20 to 22.

In our opinion, the accompanying financial report of Presbyterian Support Central (the Incorporated Society) on pages 1 to 22 presents fairly in all material respects:

- the Incorporated Society's financial position as at 30 June 2024 and its comprehensive revenue and expenses and cash flows for the year ended on that date; and
- the service performance for year ended 30 June 2024 in accordance with the Incorporated Society service performance criteria.

In accordance with Public Benefit Entity International Public Sector Accounting Standards (PBE Standards) (Not For Profit) issued by the New Zealand Accounting Standards Board.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)) and the audit of the statement of service performance in accordance with the New Zealand Auditing Standard 1 *The Audit of Service Performance Information* (NZ AS 1). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

We are independent of Presbyterian Support Central in accordance with Professional and Ethical Standard 1 International Code of Ethics for Assurance Practitioners (Including International Independence Standards) (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code), and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code.

Our responsibilities under ISAs (NZ) and NZ AS 1 are further described in the *Auditor's responsibilities for the audit of the financial report* section of our report.

Our firm has provided other services to the Incorporated Society in relation to trustee reporting. Subject to certain restrictions, partners and employees of our firm may also deal with the Incorporated Society on normal terms within the ordinary course of trading activities of the business of the Incorporated Society. These matters have not impaired our independence as auditor of the Incorporated Society. The firm has no other relationship with, or interest in, the Incorporated Society.

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Use of this Independent auditor's report

This independent auditor's report is made solely to the members. Our audit work has been undertaken so that we might state to the members those matters we are required to state to them in the independent auditor's report and for no other purpose. To the fullest extent permitted by law, none of KPMG, any entities directly or indirectly controlled by KPMG, or any of their respective members or employees, accept or assume any responsibility and deny all liability to anyone other than the members for our audit work, this independent auditor's report, or any of the opinions we have formed.

Responsibilities of Board for the financial report

The Board, on behalf of the Incorporated Society, are responsible for:

- the preparation and fair presentation of the financial report in accordance with generally accepted accounting practice in New Zealand (being PBE Standards (Not For Profit)) issued by the New Zealand Accounting Standards Board;
- implementing the necessary internal control to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error;
- service performance criteria that are suitable in order to prepare service performance information in accordance with generally accepted accounting practice in New Zealand (being PBE Standards (Not For Profit)); and
- assessing the ability of the Incorporated Society to continue as a going concern. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate or to cease operations or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial report

Our objective is:

- to obtain reasonable assurance about whether the financial statements as a whole and the statement of service performance is free from material misstatement, whether due to fraud or error; and
- to issue an independent auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance but it is not a guarantee that an audit conducted in accordance with ISAs NZ and NZ AS 1 will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They are considered material if, individually or in the aggregate and collectively, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for the audit of the financial report is located at the External Reporting Board (XRB) website at:

<https://www.xrb.govt.nz/standards/assurance-standards/auditing-responsibilities/audit-report-14/>

This description forms part of our independent auditor's report.

KPMG
Wellington
7 October 2024

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**Presbyterian Support
Central**