

Annual Report

2024/25





Aronga: Our Purpose

We support and care for all people at the most vulnerable times of their lives, to make a lasting and positive difference in times of need.

Contents

CEO and Chair Report	2
Whanonga Pono: Our Values	6
Our Leaders	7
Highlights and Celebrations	8
Enliven	10
Family Works	12
Property Development	14
Business Services and Sustainability	16
With Gratitude	18
Revenue and Expenditure	20
Financial Statements	21
Statement of Service Performance	24

CEO and Chair Report

Tena koutou, tena koutou, tena koutou katoa.

Last year was another very busy year for Presbyterian Support Central with again more positives than we could have expected across many fronts.

As seen across the aged and social care sector we have had our share of challenges, but our successes have been notable. The continuing cost of living impacts, the inconsistent approaches from Government agencies, and significant contracting changes have impacted service year-end operating results. While better than expected, sector influence has slowed our recovery towards a 'break-even' position. Nevertheless, our results, as in the past few years, have been improving and remain ahead of our forecast budget.

Our operating environment

The aged-care sector has continued to face limited support from Government, but we have again seen growth in our occupancy, to the extent that we hit 92% on a few occasions. Most of the year has remained at or above 90%. The trend of our residents coming to us older, frailer and more needy than before continues with shorter stays, putting additional pressure on our teams to keep the rooms occupied. We have continued with restricted budgets to reduce drawdowns on our reserves – but this has been at the cost of not maintaining our homes and facilities to the high standard we would like to achieve.



“

We would like to acknowledge the commitment and mahi of the whole team

”

At the same time, work has been done to ensure that our Health, Safety and Wellbeing systems and processes are fit for purpose, while continuing to maintain our focus on Te Tiriti and our obligations to those we serve and who make up our whānau.

We have maintained our focus on ensuring that we claim and are paid for the work that we do. Our income from ACC (for Enliven residents) and a further improved result for Family Works is a testament to the effort put in by the teams.

While the country reels from the impacts of a slowed economy and high unemployment, the difficult decisions made some two years ago have now begun to pay dividends. Senior staff and managers responses to opportunities and demands has continued to contribute to our improving performance, and we would like to acknowledge the commitment and mahi of the whole team as we have met most of the organisational objectives that were set for the year.

On recruitment, we have seen a growth in our Bureau, reducing our requirements for agency staff. Visibility in the political area remains high, with us engaging with MPs and officials to get the message across of the dire state of the aged care and social care sectors. The annual staff engagement survey shows a small improvement on previous years with a continued focus on doing right for those in our care.

Our services

After three years of running a Competency Assessment Programme (CAP) for internationally qualified nurses, this wound up due to changes in Nursing Council direction. In response, we are looking to provide online education support in the future.

Whilst it has been a challenging year for our Family Works services (loss of the Family Disputes Resolution and Ministry of Justice funding) it is pleasing to see our services tested and approved through external audits of our services. In addition, our Enliven Homes continue to meet the requisite standard.

Government changes to Pay Equity Legislation this year brought an abrupt end to the significant effort expended on Social Workers and Care and Support Workers; this does leave us in somewhat uncharted waters in respect of negotiations with unions for our staff who anticipated a resolution on this matter and a sector wide alignment of salaries.

CEO and Chair Report *(continued)*

Connections and Relationships

We continue our partnership journey reaching out to suppliers, Iwi, Presbyterian churches (though PresCare), NGOs, service providers and others, to grow our services and offerings.

We have continued to meet expectations from survivors and the follow-up from the Royal Commission of Inquiry into Abuse in Care. We continue to meet with survivors where appropriate, to hear their stories, apologise, and to help them on their path to healing. We remain committed to working with the Government as its recommendations on redress emerge.

Retirement villages

Despite the wider economic challenges, our retirement village developments continue. We have seen a slowing in the market, with little relief afforded through the interest rate cuts from the Reserve Bank. As a result, we paused the development of the second stage at our Levin Poppy Fields Village and took a more prudent approach in Masterton with our Kandahar Village development, reducing the number to be built during the year. We have been excited by the potential to work with a developer on a new 67 unit retirement village in Wellington that could start late 2025. Overall, sales of our retirement villas have been slower than expected but reflect the state of the housing market as a whole and current economic climate.

Technology

Building on our successes of previous years, our organisational partnerships and our team capability, our technology pace of change has continued with enthusiasm. This financial year we have rolled out a new door entry system, introduced a visitor entry system across all sites, successfully tested and implemented a new wireless nurse call system, secured new contracts and started the implementation of an upgrade to our Wi-Fi system across the organisation. All of this alongside a continued 'no cyber security breach' status.

Opportunities

Our activity in the grants space has been, unfortunately, less successful than expected, in part due to the reduced funding available, greater demands for funding, and staff changes. Shop Enliven has continued to generate some income and we have, through partnerships, been able to land our first garments in our adaptive clothing range for elders who have difficulty dressing themselves – we are excited to see where this will go in the future. In addition, the team have refreshed the organisational strategy building on our successes to guide our organisation to 2030, and developed an Environmental, Social, and Governance sustainability framework to responsibly guide our activity going forward.

Financials

On our operating result, as alluded to above, we again recorded a deficit for the year but have for the fourth year improved against our starting position in June 2024. We remain committed to further improving this position ensuring PSC's financial sustainability.

We would both like to acknowledge and thank the Board members for their significant contribution during the year, and each member of staff, recognising the effort and dedication shown to help us continue our journey to a sustainable future. In addition, we wholeheartedly thank our partners, supporters and funders with whom we have achieved so much.

He waka eke noa – A canoe which we are all in with no exception.

This whakataukī acknowledges the importance of teams and that we are all in this together. It is a journey, and reflects the refreshed strategic direction for PSC over the coming five years, building on the efforts and successes of our teams over the last few years.

Ngā mihi nui,



M N (Joe) Asghar
Chief Executive



Peter Sherwin
Board Chair

Royal Commission of Inquiry into Abuse in Care: Recommendations and Annual Report

Presbyterian Support Central today holds records for approximately 1000 children who were formerly residents at our Berhampore Home from the 1920's, until it closed in 1984. While we hold a significant amount of information, some files have been lost and some destroyed in a fire during the 1980's. Since the Royal Commission was established, PSC has been open, transparent and collaborative in its approach to the investigation. Survivors that have come forward recently have been treated with respect and dignity to assist them in their healing journey. We have not always got this right, and we continue to learn from their traumatic experiences. As part of the recommendations from the Commission we are required to publish an annual report showing how we are making progress to meeting the necessary requirements.

Our completed review for 2025 can be found here: www.psc.org.nz/wp-content/uploads/PSC-Response-to-RC-Recommendations.pdf

Whanonga Pono: Our Values

Whakawhanaungatanga

Building & honouring relationships

We take time to connect, listen, and understand. By building genuine relationships with residents, clients, whanau, staff, and communities, we create a strong sense of trust, belonging and shared purpose.

Kotahitanga

Unity in purpose

We work together across roles, services, and communities, united by a shared commitment to make a positive and lasting difference in people's lives.

Manaakitanga & Aroha

Care, compassion, and love

We act with kindness, humility, love, and generosity. We treat everyone with dignity and respect, promoting inclusion and supporting wellbeing and self-determination.

Haumarutanga

Safety and protection

We ensure the physical, emotional, cultural, and spiritual safety of everyone. We speak up, act responsibly, and uphold the rights and wellbeing of all.

Kaitiakitanga

Responsible stewardship

We care for our people, resources, and environment with integrity and accountability – ensuring sustainability and cultural safety in everything we do.

Tikanga

Doing what's right

We act with integrity, guided by the correct processes, cultural practices, and protocols. We honour Te Tiriti o Waitangi and ensure our work respects both Māori and non-Māori world views.

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



Highlights and Celebrations



Spark of Life Training

We reintroduced the “How to Ignite the Spark of Life” training earlier this year, and it strengthened our commitment to resident-directed care and a culture of empathy and connection. Staff learned practical tools to meet residents’ emotional needs, foster choice, and enhance engagement. This investment in our team and senior staff development supports sustainable improvements in quality, culture, and resident wellbeing across all sites. So far, around 200 staff across all sites and central locations have completed this invaluable education.



Nurse of the Year 2025

We are proud to announce that two of our registered nurses were selected as finalists for the 2025 Nurse of the Year Awards (Aged Care Association). This recognition reflects their exceptional clinical practice, leadership, and commitment to resident-directed care, and highlights the excellence and professionalism within our nursing team.



Wi-Fi Upgrade

PSC has successfully completed one of our largest technology projects to date – the upgrade of Wi-Fi across all sites. Implementation began in January 2025, with PSC partnering with Spark and Cello to replace the ageing Wi-Fi infrastructure and transition to an outsourced service management model for enhanced security, monitoring, maintenance, and support. Close collaboration with each site was key to managing the process smoothly and minimising disruption. The result is a modern, future-ready Wi-Fi solution delivering faster, more secure, and more reliable connectivity for staff, residents, and visitors.



Introduction of our ESG framework

A key milestone has been the introduction of our Environmental, Social, and Governance (ESG) sustainability framework. This framework is a representation of our commitment to embed sustainability across the organisation and will enhance workforce planning, learning and development while also guiding us to invest and enhance our service delivery to promote resilient, inclusive, and sustainable communities, ensuring the long-term wellbeing of those we support.



Kandahar Village Stage 4

Construction of Stage 4 at Kandahar Village commenced in November 2024, taking advantage of the optimal summer months to achieve a strong start to the building programme. This stage included the development of additional landscaped areas to enhance the environment and prepare for future communal spaces. The completion of eight new villas, along with the addition of the much-anticipated Village Workshop, where residents can undertake their own projects, has further enriched the village’s vibrant and connected community.



Strategic Plan to 2030

We have launched our strategic plan to 2030, which provides a focused direction for the next five years, preparing us to continue on the road to financial sustainability and ensuring we can deliver outstanding care across both Family Works and Enliven for years to come. Our values underpin everything we do, and our purpose to support and care for all people at the most vulnerable times of their lives, to make a lasting and positive difference in times of need is even more important in these current economic conditions with increasing demand for our services.



SAC Reporting and Learning from Harm

We have implemented a structured Severity Assessment Code (SAC) framework, aligned with Health Quality & Safety Commission Te Tāhū Hauora guidance, to ensure timely, consistent reporting of adverse events across our aged care services. This approach integrates reflective learning reviews, resident and whānau engagement, and action-oriented outcomes to prevent recurrence and enhance safety. By sharing insights across teams and with other providers, we strengthen staff capability, foster a culture of continuous improvement, and support resident-directed care.



Enliven’s Adaptive Clothing launch

In May 2025, Enliven launched blouses designed to provide convenience, comfort and dignity for those living with mobility challenges. Our care staff see everyday how painful and difficult dressing can become as mobility declines, and our adaptive clothing range was thoughtfully developed to combine style, dignity and practicality – without sacrificing comfort. To learn more, visit enlivencentral.org.nz/shop.

This year marked a significant step forward for **Enliven** as we strengthened our clinical care model and continued to innovate how we support residents.

Alongside our focus on safe, supportive living environments, we have been responding to the increasing medical complexity of residents with new initiatives and partnerships.

A key milestone has been the establishment of a multi-disciplinary clinical team. While our priority remains providing safe and culturally respectful environments that maximise quality of life and support end-of-life care, the growing needs of residents now require more intensive clinical oversight.

Enliven has directly employed General Practitioners in the Wellington region for some time, offering services directly to residents. With improvements in technology, we can now provide remote advice and explore telemedicine options, extending GP coverage to Homes further afield. In addition, a new partnership with Westbury Pharmacy has enabled us to add a clinical pharmacist to a team that also includes GPs, nurse prescribers, nurse practitioners, and a physiotherapist. Early results are encouraging, with reductions in both hospitalisations and medication use in the Homes supported by this team.

With the steady increase in residents living with dementia, we have also launched a comprehensive training programme to strengthen communication and care practices. This includes short 'information snippets' at staff handovers, focused communication training, e-learning modules, and face-to-face workshops. Together, these initiatives are embedding respectful, empathetic communication techniques that help people with dementia feel safe and supported. With a growing number of Māori and Pasifika elders and their whānau seeking dementia support, the programme also places emphasis on culturally appropriate communication and cultural safety.

Our Competency Assessment Programme for overseas Registered Nurses was successfully completed during the year, building workforce capability. In early 2025, we also received delivery of 1,000 adaptive blouses designed to reduce discomfort for women with limited mobility who can no longer dress themselves. This marks the beginning of what we hope will become a high-quality adaptive clothing range.

Ngā mihi,



Nicola Turner
Chief Operating Officer



“

Your dedication for caring for our kaumatua has touched our hearts deeply – we’ve seen aroha grow between you all and papa reflecting in every aspect of his care.

Son of a resident at
Levin Home for War Veterans

”

“

Being able to spend time with residents and soak up their experience and to help them is what inspires me every day.

Chalmers Home Manager

”

2329

Elders received services from Enliven in the central region

671

Total Residents admitted across Enliven's 14 homes

220

People supported in Day Programmes

304

People were provided Respite care

5

Competency Assessment Programmes (CAP) Run

58

Nurses Completed CAP with Enliven

For **Family Works**, the year was marked by both challenges and opportunities as we continued to respond to high demand for services in a tough economic environment.

Despite pressures on funding, our teams remain committed to supporting families, women, and children across our region.

Demand for services outstripped supply in several locations, while reduced government spending has meant we are increasingly balancing high levels of need against limited resources. This has affected the number of services we can deliver to reduce family violence and provide support to vulnerable women and children.

After nine years, we were unsuccessful in the re-tender for the Family Disputes Resolution Service, which came to an end during the year. However, we were successful in securing a sensitive claims ACC counselling contract and are actively growing capability in this important area.

Looking ahead, the creation of the Social Investment Agency, with its clear outcomes-focused approach, provides opportunities for more joined-up service delivery. Family Works is excited to explore and pursue these opportunities in the year ahead.

Ngā mihi,



Nicola Turner
Chief Operating Officer



“

Wendy was great, open and honest for me as a male and gave me a good understanding of how the other parent feels.

Client

”



“

I would not have had this type of conversation without the tools I learned from the non-violence programme with Family Works Taranaki.

Client

”



2482

Clients received professional services from our Family Works team

825

Families used our Family Dispute Resolution Service

2219

Clients were provided support through social work and counselling services

360

Parents assisted with a programme

Property Development

Property Development Update

This past year has seen important progress across both our homes and villages as we continue to strengthen PSC's property portfolio. While the sector has faced challenges from a sluggish property market, we have kept momentum on key projects, completed significant upgrades, and laid the groundwork for future growth.

Home Property Budgets

We invested \$3.35m across CAPEX and OPEX budgets, enabling long-delayed major maintenance projects, essential upgrades, and replacement of critical plant and equipment. This work has started to address the backlog created during previous years of tight financial constraints. In 2025/26, we have allocated \$3.53m to continue this programme. It is important to note that the total capital funds available each year (including IT) are drawn from realised capital gains on LTO sales, alongside interest and dividends from our investment fund.



Village Developments

• Levin Poppy Fields Village Stage One

Eleven of the 12 units have now sold, with one remaining alongside the Show Home. Once this is sold, planning for Stage Two will begin. To support sales momentum, we intend to reinvest proceeds from the Kilmarnock development into building the Community Centre early, replicating the success of Kandahar's centre.

• Kandahar Village Stage Four

Construction commenced in November 2024 and was completed in August 2025, on time and on budget. The stage delivered six duplex two-bed villas, two standalone two-bed villas, and a Village workshop, alongside significant upgrades to the Home's adjoining car park and landscaping. Sales have been slower than hoped, reflecting current market conditions, but we continue strong marketing efforts. Planning for Stage Five will commence once all Stage Four units are sold.

• Kilmarnock Land

We expect to finalise a Development Agreement with Thames Pacific for a 67-unit village in Island Bay. This will comprise five one-bed units, 54 two-bed units, and eight premium three-bed villas, plus a Community Centre and workshop. Resource consent **lodgement** is scheduled for October 2025, with pre-sales to begin once **the application is** lodged. The project will proceed once both consent and a 65% pre-sales threshold are achieved. PSC will retain ownership and operation of the village, securing future income streams.

- **Kōwhainui In-fill Project**

Board approval and bank funding have been secured to begin a staged rebuild, replacing 16 existing villas with 38 new villas and a Community Centre over the next decade. Villas purchased back under LTOs will be rented until redevelopment occurs.

Existing Villages

Sales across existing LTO villages, particularly Reevedon, Huntleigh, and Kandahar, have been slow through 2025, especially for single-bedroom units. Targeted marketing campaigns are underway to support sales and are showing some early impact.

Looking ahead, 2025/26 is shaping up as a promising year, with several developments progressing and ready to benefit from the expected recovery in the property market.

Ngā mihi,



Anthony Taylor

General Manager – Property

9

Enliven Retirement Villages
in the Central Region

187

Independent Retirement
Living Units

Business Services and Sustainability

The 2024/2025 financial year, while not without its challenges, has been a year of significant achievement and further progress in strengthening our financial position and organisational sustainability.

What began as 'green shoots' of recovery have now grown into saplings, and with the launch of our new strategic plan to 2030, we are preparing for these to mature into strong, flourishing trees.

Looking back over the past five years, we have journeyed through a period marked by recovery and survival. With determination and resilience, we have turned a large operating deficit into an almost breakeven result – a milestone we are all extremely proud of, and a testament to the mahi and dedication of our staff.

This year, the Business Services and Sustainability team has truly come into its own, providing strong support to the wider organisation. I am deeply grateful to be surrounded by people who consistently go above and beyond for our mission. While the successes have often been hard fought, they are achievements worth celebrating.

Fundraising has been particularly challenging. With rising living costs, less funding available, and increasing competition for funding, we have seen both donation levels and donor numbers steadily decline. As a not-for-profit, we rely on philanthropy to sustain our mission, and every dollar we receive goes directly into supporting vulnerable people in our care. In response, we are seeking new and innovative ways to fundraise, ensuring we can continue to meet community needs in a tough environment. If you are able, and if you would like to continue to support the work we do, please consider leaving us a gift-in-will. Your generosity would be greatly appreciated by those we serve in our communities.

We have also made important investments in our digital and IT infrastructure. This has included replacing ageing devices, upgrading unsupported systems, and commencing a major Wi-Fi upgrade project across our sites. Reliable connectivity is essential to our operations, and these improvements ensure our staff can deliver services effectively in an increasingly digital world.



As part of our Marketing and Communications strategy, we have begun redeveloping our websites to make them more user-friendly, current, and reflective of our story. We are also expanding our use of radio and digital channels, while maintaining a presence in print, to better connect with our audiences and ensure value for money. Internally, we have strengthened our communication processes, including the introduction of monthly newsletters for staff and stakeholders. New partnerships have also been formed with like-minded organisations, from the Enliven adaptive clothing range to joint campaigns that will launch in the coming financial year.

Another key milestone has been the introduction of our Environmental, Social, and Governance (ESG) sustainability framework. While we are early in this journey, we are committed to embedding sustainability across the organisation. Already, we have taken practical steps such as ensuring our suppliers meet sustainability

criteria, transitioning to a hybrid vehicle fleet, and improving waste management systems. These efforts reflect a pragmatic and realistic approach to ESG, balancing financial constraints with our responsibility to future generations.

Finally, I want to acknowledge and thank our staff, partners, donors, and supporters. The work we do is only possible because of your commitment and generosity. We are proud of how far we have come, and as we move forward together, we will continue with kindness, aroha, and respect, always striving to make a positive difference in the lives of those we serve.

Ngā mihi,



Jonathan Gan
General Manager
Business Services & Sustainability



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.



Funding from Margaret Watt Children's Trust has enabled Family Works Whanganui to offer free and subsidised counselling and social work to at-risk tamariki in Whanganui.

There is a real need in the Whanganui community for social services, and a significant cohort who cannot afford these services. Although we have some Government funding to provide services, the need far outweighs the hours we are contracted to provide. Similarly, funding is often not accessible for everyone who needs it, eg children without a diagnosed mental health condition.

This funding enabled us to respond promptly to client needs by offering accessible, timely, and appropriate counselling services. Clients have reported positive outcomes, and the support has helped prevent escalation of mental health challenges.

Carmel Mckee
Family Works Service Manager



We have had an increase in referrals for art therapy, which we were not providing. We were aware clients would benefit from art therapy so wanted to upskill our team of counsellors in this area so that we could provide this for our clients.

Art Therapy is shown to help children, young people and their families thrive. The grant received from The Tindall Foundation allowed us to upskill our staff through training and deliver art therapy free of charge to some clients we knew would benefit from this. These clients engaged well in the sessions and achieved outcomes whilst providing valuable experience for the counsellor.

Shelly Evans
Family Works Manager, Upper Hutt



Grants

- Estate of Gordon Lindsey Isaacs
- Four Regions Trust
- Harcourts Tawa Realty Limited
- Hutt Mana Charitable Trust
- Irene Baker Foy Trust
- Lottery Community Fund Te Tahua Whakatinana Papakāinga
- Margaret Watt Children's Trust
- MusicHelps
- New Plymouth District Council
- Nikau Foundation
- Rotary Club of Tawa
- South Taranaki District Council
- South Wairarapa District Council
- The Kingdom Foundation
- The Tindall Foundation
- Tom and Anne Cunningham Trust
- Trust House
- Wairarapa Building Society
- Winton and Margaret Bear Charitable Trust
- Wellington City Council (WCC)

Endowments

- Christian Honore Trust
- Effie Taylor Estate
- Estate of Jack McFadzean
- Frank & May Griffith Trust
- George Winder Estate
- I & N Davis Charitable Trust
- Lawrence Teaze Estate
- The James Wotherspoon Trust
- The Presbyterian Church Property Trustees



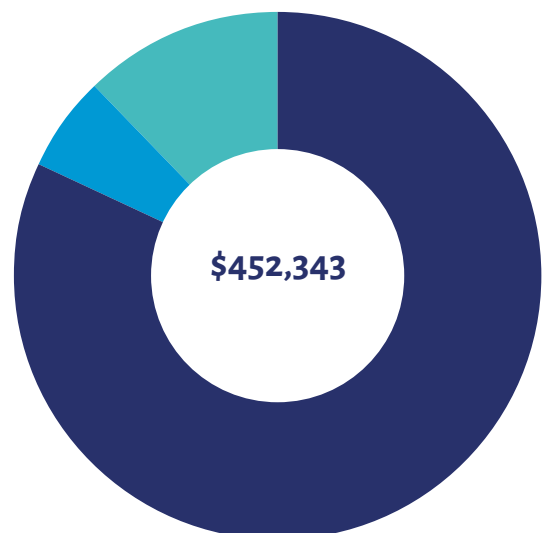
On behalf of the residents, families, and staff at Kōwhainui Home we would like to sincerely thank the Four Regions Trust for the donation so that we could install a heat pump into our chapel. This space is a lovely quiet space used for services, meetings, and gatherings.

The heat pump has increased the enjoyment of the use of this space keeping it cool in summer, and warm in winter. Thanks for assisting with funding for this.

Residents, whānau and staff
Kōwhainui Home



Philanthropic Income



● Legacies/Endowments	\$63,179	82%
● Grants	\$316,113	6%
● Individual giving	\$73,051	12%

Revenue and Expenditure

For Year ended 30 June 2025

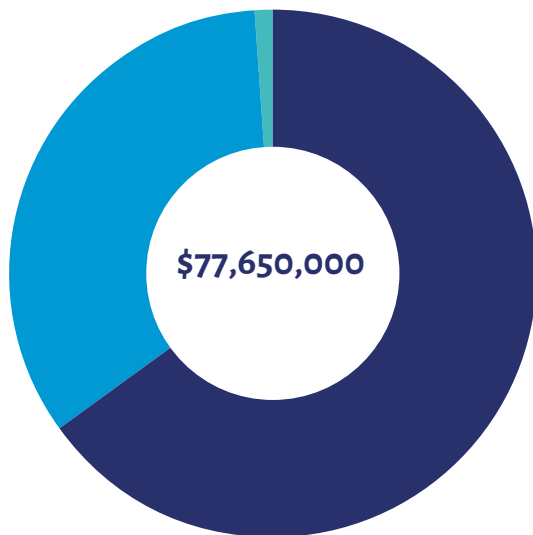
The two major operating segments of Enliven and Family Works continue to be constrained by limited improvements in Government funding that do not fully compensate for increased operating costs.

Despite this, operating results (pre non-operating income) – while still in deficit – have shown significant improvements compared to the previous year's deficit.

Initiatives are in place to reduce the deficit and aim for a return to surplus. The financial net assets of the business are \$142.9m at year end June 2025, an increase in net assets of \$2.1 million vs the 2024 year (net assets \$140.8m).

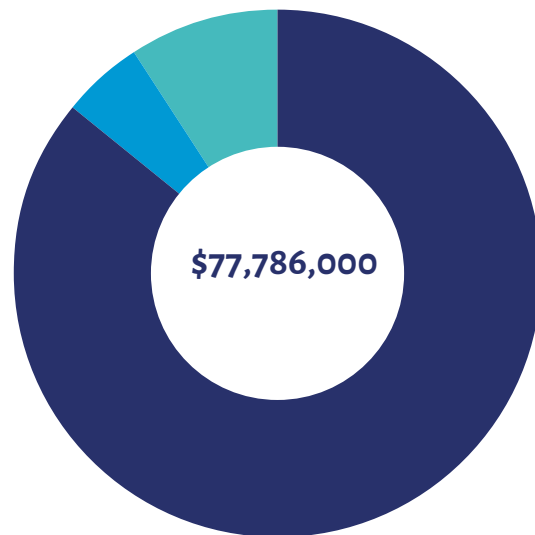
The increase in net assets is driven by non-current assets, specifically LTO investment properties. This increase is offset by current liabilities, primarily bank loans for developing the LTO Villa portfolio.

Income



● Government	\$50,501,913	65%
● Fee For Service/Private	\$26,603,057	34.3%
● Fundraising	\$452,344	0.6%
● Other	\$92,687	0.1%

Expenditure



● Enliven	\$66,578,920	85.6%
● Family Works	\$4,249,899	5.5%
● Other	\$6,957,181	8.9%

Summary statement of comprehensive revenue and expense for the year ended 30 June 2025

	Note	2025 \$000's	2024 \$000's
Operating Income			
Revenue from Services		73,241	67,330
Village Contributions		2,521	2,294
Recovery of Village Outgoings		1,432	1,373
Non-exchange Operating Income	9	456	661
Total Operating Income		77,650	71,658
Operating Expenditure			
Personnel		56,124	51,719
Operating Expenses		14,877	14,208
Property Costs		3,821	3,354
Depreciation and Amortisation of Intangibles	3	2,964	3,509
Total Operating Expenditure		77,786	72,790
Total Operating Surplus / (Deficit)		(136)	(1,132)
Other Income and (Expenses)			
Finance Income (Expenses)			
Interest		321	294
Dividends		261	327
Realised Share Gains (losses)		64	(70)
Unrealised Share Gains (losses)		738	394
Net Change in Fair Value of Investment Properties	2	1,140	(924)
Gain (Loss) on Sale of Fixed Assets		33	-
Grants Distributed from Trusts		(213)	(273)
Legacies		-	-
Tax expense		(60)	(67)
Total Other Income / (Expenses)		2,284	(319)
Net Surplus / (Deficit) for Year		2,148	(1,452)
Other Comprehensive Revenue and Expense			
Net Change in Fair Value of Property, Plant & Equipment		-	-
Total Other Comprehensive Revenue and Expense		-	-
Total Comprehensive Revenue and Expense		2,148	(1,452)

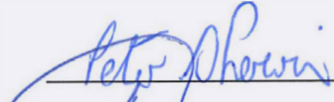
Summary statement of financial position as at 30 June 2025

	Note	2025 \$000's	2024 \$000's
Equity			
Total Equity	4	142,960	140,812
<i>Represented by :</i>			
Current Assets			
Cash and Cash Equivalents		1,185	2,438
Accounts Receivable		3,584	3,919
Other Receivables		376	447
Asset Held for Sale		-	-
Total Current Assets		5,145	6,804
Non Current Assets			
Investment Properties	2	113,370	103,976
Other Financial Assets	6	16,027	15,293
Property, Plant, Equipment & Intangibles	3	87,318	85,884
Total Non-Current Assets		216,715	205,153
Total Assets		221,860	211,957
Current Liabilities			
Residents' Funds		169	181
Accounts Payable		2,727	1,648
Other Current Liabilities		1,838	2,121
Refundable Occupation Right Agreements		59,278	57,178
Employee Entitlements		6,719	6,092
Secured bank loans	7	7,421	3,837
Total Current Liabilities		78,152	71,056
Non-Current Liabilities			
Employee Entitlements		114	90
Secured bank loans	7	634	-
Total Non-Current Liabilities		748	90
Total Liabilities		78,900	71,146
Net Assets		142,960	140,812


Summary statement of changes in equity for the year ended 30 June 2025

	\$000's						
	Accumulated Funds	PPE Revaluation Reserve	Legacies	Trusts	Capital Replacement Reserve	Funds & Reserves	Total Equity
2024							
Balance 1 July 2023	85,931	42,265	4,287	6,473	1,528	1,666	142,150
Total Comprehensive Income for the period							
Net Surplus for the Year	(1,452)	-	-	-	-	-	(1,452)
Other Comprehensive Income							
Revaluation 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	-	89	(11)	-	(2)	114
Balance 30 June 2024	84,377	42,265	4,480	6,474	1,575	1,641	140,812
2025							
Balance 1 July 2024	84,377	42,265	4,480	6,474	1,575	1,641	140,812
Total Comprehensive Income for the period							
Net Surplus (Deficit) for the Year	2,148	-	-	-	-	-	2,148
Other Comprehensive Income							
Revaluation net increase PP&E							
Total Comprehensive Income	2,148	-	-	-	-	-	2,148
Distributions	213	-	-	(135)	-	(78)	-
Transfers- Interest	(638)	-	184	293	76	85	-
Transfers- Other Including Expenditure	12	-	-	(55)	-	43	-
Balance 30 June 2025	86,112	42,265	4,664	6,577	1,651	1,691	142,960

For and on behalf of the Board:

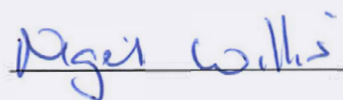


 Board Member



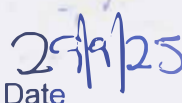
 Board Member

Peter Sherwin



29/09/2025

Date


 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 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. Those items judged to have the most

significant effect on the non-financial information are presented and are related to the selection of information about what PSC has done in the previous 12-month period. **Twelve key** measures are identified that best illustrate what we have done to deliver our objectives.

The service performance measures are based around the quantity of services delivered in the year, as this information is already retained and used for internal management and governance reporting 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 and 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 and 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
- Independent living and sense of wellbeing
- Safe inclusive communities

Our People

Building Organisational Capacity

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

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 rates annually
- Provide high quality care of our residents that is safe and secure
- Meet our nursing needs through an accredited programme for international nurses
- Improve the standard of our homes

Family Works

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

Retirement Villages

- Expand village development to support our 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 our 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

Enliven	2024	2025
Occupancy % bed Grow occupancy to meet financial goals. We have cared for more elders improving our service offering and bottom line.	88%	89%
Health & Disability Service Standards Complaints regarding Resident Aged Care Services (based on Sites).	1/14	0/14
Severity Assessment Code Adverse event monitor. This is measured & reported to Te Tāhū Hauora.	16	10
Resident Satisfaction Survey Overall rating of our homes by residents; a measure of internal quality.	85%	89%
Relative Satisfaction Survey Overall rating of our home by relatives of residents; external quality assessment.	89%	90%
Family Works		
Clients Supported Total number of clients that received professional support/assistance from our Family Works team.	2,607	2,482
Family Disputes Resolution Number of families that used our Disputes Resolution Service.	818	825
Social Work & Counselling Clients who were provided support through social work & counselling.	1,571	2,219
Parenting Support Parents completing a parenting support programme.	260	360
Retirement Village Development		
Retirement Villas Growing our retirement villages will support our Elders to live independently within a secure environment. We are now looking to invest further in this area as the property market recovers.	190	187
Retirement Villa Sales The very subdued property market has affected villa sales this year, in both our existing stock and our new to market stock. However, we are now starting to see some signs of recovery. All returns from our Villa sales are re-invested in the upkeep of our rest home facilities.	29	15
Our People		
Staff Turnover We have seen the workforce including nurses stabilise during the year and a continued downward trend in turnover.	35%	26%

Our Goals

Effective and efficient business management, we will be diligent with our resources

We will attract more residents, clients, funders and influencers

Our staff are key – we will be recognised as an Employer of Choice

We will embark on a growth strategy – seeking added services, property development & new business opportunities

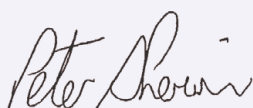
Note to the Summary Financial Statements for the year ended 30 June 2025

The summary financial statements for Presbyterian Support Central (the Incorporated Society) for the year ended 30 June 2025 on pages 21 to 26 have been extracted from the full financial reports. The full financial reports were adopted by the Board on 29 September 2025. The full financial statements were prepared in accordance with New Zealand generally accepted accounting practice (“NZ GAAP”).

For the purposes of complying with NZ GAAP, the Incorporated Society is a public benefit entity and is eligible to apply Tier 1 Not For-Profit Public Benefit Entity International Public Sector Accounting Standards on the basis that it has total expenditure greater than \$30 million in the two preceding periods. These summary financial statements comply with PBE standards as they relate to summary financial statements.

The summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial reports. A copy of the full financial reports has been made available on the Incorporated Society’s website.

The auditor KPMG Wellington has examined the summary financial statements for consistency with the audited full financial statements. An unmodified audit opinion has been issued. These summary financial statements have been approved for issue by the Board.



Peter Sherwin
Chairperson

12 November 2025



Independent Auditor's Report

To the members of Presbyterian Support Central

Report on the summary financial report

Opinion

In our opinion, the accompanying summary financial report of Presbyterian Support Central on pages 21 to 27:

- i. have been correctly derived from the audited financial report for the year ended 30 June 2025; and
- ii. Are a fair summary of the financial report in accordance with Public Benefit Entity Financial Reporting Standard 43 ('PBE FRS 43') Summary Financial Statements (**PBE FRS 43 Summary Financial Statements**).

The accompanying summary financial report comprises:

- the summary statement of financial position as at 30 June 2025;
- the summary statements of comprehensive revenue and expense, changes in net assets/equity and cash flows for the year then ended; and
- the summary statement of service performance on pages 24 to 26.



Basis for opinion

We conducted our audit in accordance with International Standard on Auditing (New Zealand) 810 (Revised) Engagements to Report on Summary Financial Statements (**ISA (NZ) 810 (Revised)**).

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.

Other than in our capacity as auditor we have no relationship with, or interests in, Presbyterian Support Central.



Summary financial report

The summary financial report does not contain all the disclosures required for a full financial report under PBE FRS 43 Summary Financial Statements. Reading the summary financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report of Presbyterian Support Central and the auditor's report thereon. The summary financial report and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our audit report on the financial report.

© 2025 KPMG, a New Zealand Partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

Document classification: KPMG Public



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 the Board for the summary financial report

The Board, on behalf of Presbyterian Support Central, are responsible for:

- the preparation and fair presentation of the summary financial report in accordance with PBE FRS 43 Summary Financial Statements; and
- implementing necessary internal control to enable the preparation of a summary financial report that is correctly derived from the audited financial report.

Auditor's responsibilities for the summary financial report

Our responsibility is to express an opinion on whether the summary financial report is a fair summary of the audited financial report based on our procedures, which were conducted in accordance with ISA (NZ) 810 (Revised).

We expressed an unmodified audit opinion on the financial report in our audit report dated 29 September 2025.

KPMG

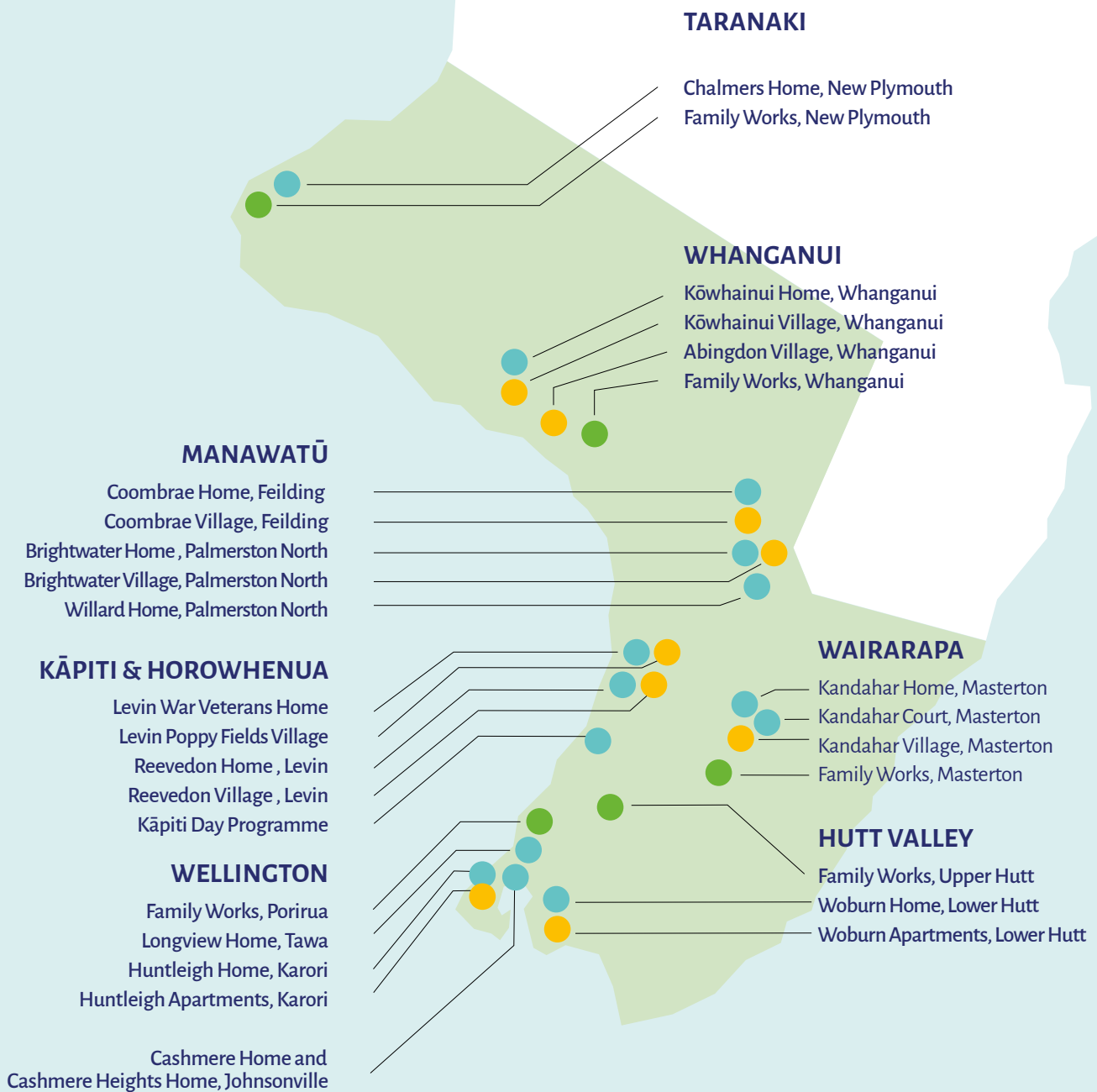
Wellington

12 November 2025

Presbyterian Support Central Sites

KEY

- FAMILY WORKS CENTRE
- ENLIVEN HOME
- ENLIVEN VILLAGE





Presbyterian Support Central

1 Prosser Street, Elsdon,
Porirua 5022

PO Box 12706, Thorndon,
Wellington 6144

Phone: 04 439 4900
Email: info@psc.org.nz
www.psc.org.nz



enlivencentral.org.nz
0508 365 483



FOLLOW US ON FACEBOOK
[@EnlivenCentralNZ](https://www.facebook.com/EnlivenCentralNZ)



familyworkscentral.org.nz
0800 FAM WORKS
(0800 326 96757)



FOLLOW US ON FACEBOOK
[@Familyworkscentral.](https://www.facebook.com/Familyworkscentral)