



# Making a difference together

## – Takihoa Takimano

Presbyterian Support Central has been supporting and empowering people, families and communities for more than 100 years.

Together we aim to create positive and lasting change so that the people we support and their whānau have a safer and brighter future.

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

Through **Family Works** we keep tamariki safe, build strong families and support connected communities so that Aotearoa is the best place in the world to grow up.

Through **Enliven** we create elder-centred communities so that older people have companionship, choice, meaningful activity and fun in their lives.

Our vision is for PSC to be the preferred provider of aged care and social services in New Zealand.



### Presbyterian Support Central Board and Senior Leadership Team

(L-R) CEO Pat Waite, People and Capabilities Director Holly Bodiam, GM Property Anthony Taylor, GM Family Works Julia Hennessy, Board members So'o Leatigaga and Marie Callander, Deputy Chair Stuart Francis, Chair Peter Sherwin, Board members Nigel Willis and Chris Nichol, GM External Relations Alisha Kennedy and GM Enliven Nicola Turner.

# Chair Report



This is the 110th year since Presbyterian Support Central (PSC) was formed. I am honoured to present this report for an organisation whose Mission has not wavered, despite challenges.

2018-19 has been a year of change for PSC. Chris Graham, who led the organisation as CEO for almost 10 years, retired in March. At that time experienced business leader Patrick Waite joined as Interim CEO to give the Board time to identify a new leader.

Pat has been instrumental in providing the Board with a fresh perspective, identifying options to rebuild financial viability and assisting in setting PSC's strategic direction. He's taken a refreshing and thought-provoking approach to garnering input from staff resulting in a Plan for the Future which is owned by every member of the team.

**Governance:** The Board is committed to the highest standards of corporate governance, business practices and financial management. We are determined to reach and maintain a financially sustainable position. This involves continually improving performance across the organisation, enhancing our profile, developing new offerings, and a refreshed fundraising focus.

**Enliven:** The number of people in NZ aged over 65 is predicted to double within 20 years. Yet operating in aged care is challenging; DHB contracts provide little flexibility to help us address the rising costs, and many of our facilities are older and in need of improvements. Despite this, residents continue to provide wonderful feedback.

We continue to work with older people in our homes and villages, and in the community - day programmes, respite, health-recovery care, fall prevention through modified Tai Chi and continence product home delivery. We are looking at new opportunities to increase this support to older people in the community, and their whānau too.

**Family Works:** In August 2018, we secured a Ministry of Justice family dispute resolution mediation service contract. Family Works Central has responsibility for delivering this service for our region and across the South Island too. This is a service for parents/carers who are separating and wish to make out-of-court parenting agreements.

This year we set the principle of ensuring children have the right to be involved in the decisions made about them.

We start from a point of children opting out, rather than in. We now have 30 children's voice practitioners trained to support children to voice their views and feelings.

**Property:** Last year we outlined development plans for our former Kilmarnock Heights Home and Longview Home sites in Wellington. We knew these large developments would be challenging and they were. Rising development costs and challenges within the construction industry have seen us re-evaluate our plans and priorities. As a result we're now investigating innovative building options for Longview, planning to build retirement units in Levin and Masterton and selling our Central Office building in Wellington. At Kilmarnock Heights the significant earthworks are complete and the site is being left to settle.

**People:** Professional and personal development of our people remains a priority. We believe we have one of the best aged-care training programmes in the industry and our focus on developing cultural competency remains a key initiative. In May 2019, Family Works staff attended their third Māori Cultural Competency hui at Rātana Pā, this time joined by their Enliven and PSC colleagues.

**Appreciation:** At this year's AGM we farewell PSC trustee Chris Nichol who for the last six years has made a significant difference bringing a thoughtful faith-based perspective. Thank you Chris. We must also place on record the Board's sincere appreciation to all those who make PSC's services possible - volunteers; Pat and the leadership team, site managers and all staff; members, generous donors, grant providers and community supporters; and PSC's Board and committee members. Thanks to you, PSC enters its 111th year continuing to provide care, love and support to those in need.

A handwritten signature in blue ink that reads "Peter Sherwin". The signature is fluid and cursive.

**Peter Sherwin**  
Chairman

# Chief Executive's Report

I joined Presbyterian Support Central in March 2019 as Interim Chief Executive following the retirement of Chris Graham. I have had the privilege of seeing the organisation with fresh eyes.

I have seen there is certainly much to be proud of but like every organisation serving the community, there are challenges. I have observed:

- An organisation that has survived and indeed prospered for 110 years.
- A commitment to a philosophy which encourages and supports us to truly reach out into our communities.
- A deep aged care skill base, caring for and supporting hundreds of older people in our homes, hospitals, villages and communities. This business accounts for around 90 per cent of our annual expenditure.
- Our professional social services team supporting thousands of tamariki and whānau between Taranaki and Wellington, while our Family Dispute Resolution mediators reach across the South Island as well.
- An impressive team of more than 900 people who bring skills, professionalism and a commitment to serve their communities every day. This is impressive to me as a newcomer to our industry.
- It is a very challenging business financially, as the bulk of our income is under Government contracts.
- The needs of our ageing population and of families struggling with complex issues are increasing faster than our available funding. We must look for opportunities to attract alternative sources of finance.

Over the past few months, following extensive consultation with staff, we have developed clarity around the key drivers of our business. This consultation and planning has helped clarify for me the 'why?' of our business: "We make a positive difference in the lives of those we serve. Their future is in our care". It has also seen us develop the Plan for the Future and our four agreed priorities.

Our first priority is to operate an effective and efficient business ensuring income and expenditure is closely monitored and every dollar spent wisely. We will do that

by focusing on key drivers including occupancy, enquiries and successful delivery of contracts.

The second priority is about building our profile and promoting our differences and uniqueness in order to attract more residents, clients, funders and influencers. We will do that with a focused strategy on building greater brand recognition.

Our third, but equally important priority recognises people as our key resource. We will build our employment brand, ensuring we're attracting the 'best' people, continue to improve the cultural competency of our staff, and provide our people professional and personal learning opportunities.

And finally the fourth priority ensures that we do not stand still. Instead we will embark on a growth strategy focussed on prudent property development, added value services and new business opportunities.

I am confident that our PSC family can achieve these goals. During my many visits to our Enliven homes and Family Works centres, talking to staff, clients and residents, I consistently heard the words kindness, compassion, love, humour, respect, honesty, dignity, empathy, and family. It is these hallmarks of our whānau that will take us forward and into the future.

We face the year ahead with confidence, determination and a commitment to our cause. Yes the year ahead will challenge us. But we will strive for our goals of continual improvement and financial sustainability all the while adhering to our core beliefs and values.



**Pat Waite**  
Chief Executive

# Our plan to 2025.

## ARONGA

Our purpose

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

## Equality

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

## WHANONGA PONO

Our values

## We are whānau.

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

## Whakahi

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 PSC was founded.

## Do good

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

## WHAKAAROTAU

Our priorities

## Tikanga

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

## Effective and efficient business

- We will manage our business efficiently, ensuring income & expenditure is closely monitored and every dollar spent is used wisely.
- We will have a robust capital plan & test every decision to spend.
- We will ensure systems and processes are customer-focused.
- We recognise collaboration as key to growth.

## Attraction Strategy: business and customers

- We will differentiate and profile ourselves capitalising on our for-purpose model and unique selling points.
- We develop and implement an Attraction Strategy that uses engagement, customer service and marketing to create connection to our brands.
- We will attract more residents, clients, funders and influencers.

## Attraction: our people

- We recognise people as our key resource.
- Our employment brand will recruit and retain the right people.
- We will become a learning organisation.
- We will improve the cultural competency of our staff to best serve our communities.

## Sustainability & growth

We will embark on a growth strategy, focused on property development, added value services and new business.

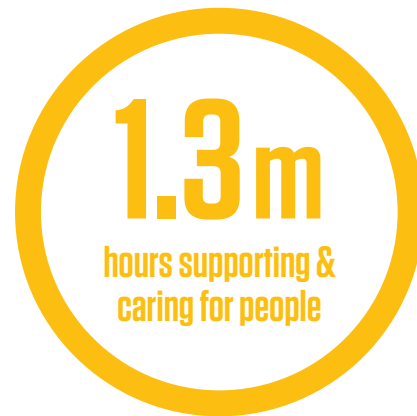
A resilient organisation ready to handle any change and opportunity that may arise.

Takihoa Takimano  
Making a difference together



## Our People

“The people are what make PSC.” At PSC we hear this comment again and again from staff, residents, clients and supporters. We recognise our staff and volunteers as our most valuable resource. Every day these passionate and dedicated people make a real difference in the lives of children, young people, older New Zealanders and whole families.



## Cultural diversity celebrated



PSC is continuing to make its people and diversity a priority. We are committed to developing and embracing cultural practices in our workplace and in service delivery.

That was evident at the 2019 Quality and Innovation Awards, where PSC’s Cultural Advisory Group took out the Best Team Award while Cashmere Home’s Multi-Cultural Days took the runner-up prize.

Enliven’s hauora Māori approach to developing care plans is also gaining traction, and with that recognition from the Health and Quality Safety Commission who have profiled the leading initiative on their website.

“The work aims to combine the four elements of the holistic Māori health model, Te Whare Tapa Whā, with Enliven’s elder-directed philosophy. It focuses

on ways to support elders to enjoy the things they always have,” says Enliven general manager Nicola Turner.

Kowhainui Home and Village manager Trish Boswell, Te Whānau-ā-Apanui, explains that Māori health plans are also proving successful with other cultural groups.

“Our first goal is to focus on tangata whenua and ensure we have guidelines in place to meet their spiritual and cultural needs, and then use those experiences to look at how we can be more attentive to other cultural practices.”

At Enliven’s Cashmere Home in Johnsonville, near Wellington, the focus has been on embracing their multicultural roots by celebrating some of the world’s most vibrant cultures.

Recreation Officer Liz Rivadelo explains the home has residents and staff that come from countries near and far. India, the Philippines, Sri Lanka, Samoa, China and many more are represented.

## Staff years of service:



- 547 staff – 0 to 3 years
- 91 staff – 4 to 5 years
- 158 staff – 6 to 10 years
- 85 staff – 11 to 15 years
- 52 staff – 16 to 20 years
- 27 staff – 21 to 25 years
- 19 staff – over 25 years



“Our cultural days are a chance to celebrate the history, culture and food of those places.

“For example, at our Filipino Cultural Day we learnt about the Philippines, tasted popular Filipino foods, and admired lively, traditional dance performances organised, choreographed and performed by staff.”

Of course, PSC’s Family Works services also place significant value in embracing their client’s culture. The social service’s commitment to Māori is well embedded; reinforced by the Māori Cultural Competency Framework launched in 2016.

For the third consecutive year the Family Works team were back at Rātana Pā in 2019, this time with their Enliven colleagues, for a two-day hui focused on Māori customs, tikanga and language.

“It’s about being 100 per cent certain our people and our services can truly reach tamariki and whānau facing tough times, showing them what matters to them matters to us,” says Māori Cultural Advisor Jim Berry.



## Enliven – a year in review

Enliven creates elder-centred communities so that older people have companionship, choice, meaningful activity and fun in their lives.

We provide a full range of services to support people to maintain their independence and enjoy fulfilling lives. Services include boutique retirement villages, vibrant elder-directed rest homes, specialist dementia and hospital care, short-term respite and health recovery care, engaging day programmes and health support services including modified Tai Chi classes and a continence product service.



## Willard Home's community garden

Enliven's Willard Home in Palmerston North celebrated the completion of its community garden in late 2018 – an Enliven first.

The home officially launched the garden, with residents and their families, staff, supporters, Palmerston North City Councillors, school children, business people and members of Rātana Pā brass band in attendance.

Home manager Christine Tester says the event was a chance to thank volunteers and the local community for their support.

"The residents were really keen to show everyone just how much they've appreciated all the support we've received for our garden project; it's just been amazing," says Christine.

"We hope the garden will become a real community hub and that we'll be able to find ways to make it self-sustaining – things like growing our own seedlings."

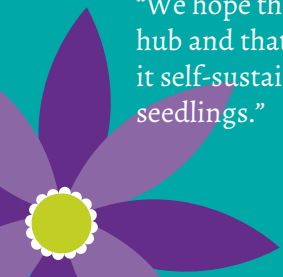
The development of Willard Home's community garden has been driven by residents with the support of staff and volunteers.

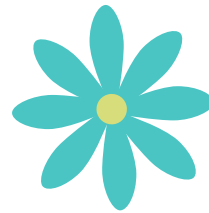
The project aims to help residents engage with the wider Manawatu community and enjoy meaningful activity, explains Christine.

"There are quite a few passionate gardeners at Willard, so we wanted to make sure they felt able to indulge their passion and share their hard-won knowledge with others.

"The residents just love spending time with the children from Russell Street School and Best Start Kindergarten, so we've already reserved a special space in the garden for them," Christine says.

"It's been wonderful seeing residents heading out to check on the veggies and sample the produce, as well as chat to volunteers and offer them advice. They've also loved having vegetables fresh from the garden for lunch and dinner."





**187**

independent retirement living villas, apartments and rental units

over  
**\$2.3m**

has been spent upgrading Enliven homes and villages

**6,831**

tickets clipped across 728 Enliven modified Tai Chi classes



Residents of Willard Home, enjoying the new community garden.

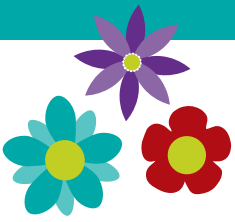


Development of the gardens and grounds around Enliven homes has been a focus recently, inspired by a growing body of research into the benefits of nature on elder's wellbeing.

"Gardens are a great way to enjoy the outdoors and stimulate the senses," says Enliven's General Manager, Nicola Turner.

Gentle gardening has also been shown to improve elders' physical health, reducing the risk of falls and related accidents. Equally, the simple act of pottering about in a vegetable patch or sitting in quiet contemplation under the trees can restore a sense of calm and inner peace.

"We want all of the elders at our homes to be able to stop to smell and touch flowers whenever they want, to have the opportunity to grow seasonal fruits and vegetables, and to connect with others who share a love of the outdoors and gardening."



## Enliven – a year in review

Enliven's philosophy of care is unique. We're different to the rest. We truly see the individual and focus on not only their needs, but all the extra things that make life worth living.

Enliven's philosophy, based on the internationally-recognised Eden Alternative model of care, aims to eliminate loneliness, helplessness and boredom by providing opportunities for elders to have companionship, meaningful activity and fun in their lives.

Our uniquely person-centred support ensures elders achieve things that are important to them such as having a sense of community and purpose, connections to whānau, friends and the community, choice and independence.



## Enliven home residents WoW community

Residents and staff of Enliven's Woburn Home in Lower Hutt are still talking about their colourful three-day 2018 World of Wearable Arts extravaganza, and how they are going to top it in 2019.

The highly-anticipated event, inspired by its world-renowned namesake, saw residents, volunteers and staff take on the challenge of creating wearable masterpieces using only recycled and donated materials.

"We saw residents enthusiastically threading beads in the recreation room for our Māori and Pacific costumes, and making paper maché. It's a real team effort and has given us all something to work towards," says Linda Lankshear, one of the Enliven recreation officers driving the event.

"Residents' families are amazingly supportive of the event, donating all sorts of things like ties and cards. One costume was actually a joint effort by three generations of women from one family."

The event was first organised by the Enliven home's recreation team as a way to bring people together, and enable residents to showcase their creative side.

Providing opportunities for elders to have fun and enjoy a sense of purpose is an important part of the home's Enliven philosophy, says Home manager Sue Wood.

"No matter what your age, having opportunities to take on new challenges and see what you're capable of is so important.

"We do our best to work with residents to help them stay connected to the things they love, and the WoW parade has been a fantastic way for the creative residents here to share their passions with the wider Enliven community."

Among the show's 19 models was 92-year-old resident Joy Payne, whose costume was inspired by her life-long love of knitting.



**15**  
rest homes  
from Taranaki to  
Wellington

**7**  
retirement villages  
from Whanganui to  
Wellington

**347**  
residents cared for  
at rest home  
level

**239**  
residents have been  
cared for at hospital  
level

**103**  
residents have been  
cared for at dementia  
level

**This equates to 259,238 bed days and 5635 respite/ health recovery bed days.**



“I’ve been knitting since I was very little, and the whole six years I’ve been here. It’s so good for your mind and your fingers,” says Joy.

“My children helped measure me and put some things together to decorate my walker, but they’d never seen the whole costume on me. They got a bit of a surprise!”

Joy says she’s delighted to see the event going from strength to strength.

“I was amazed what everyone’s managed to do, and I think the standard has gotten better each year. I’m already looking forward to the next one!”



Eunice Lewis models a literary themed creation for Woburn Home’s ‘World of Wearable Art’ extravaganza.

# Enliven – Feedback

“Whenever you walk in, you can just feel that the wairua or spirit of the place is really positive. It makes you want to be part of life here.”  
– Isobel, relative.

“It’s down to earth, they go the extra mile, have great sense of humour, are friendly and there’s lively banter – it’s just like family.”  
– Relative.

“I like the people, the friendship and the environment. It really feels like home now.”  
– Herbie, rest home resident.

“I love seeing all the animals around the place here. You can’t help but smile when they’re around.”  
– Ruth, rest home resident.

“As soon as the staff here heard I was into bone carving, they started thinking of ways to help me carry on with it.”  
– Kelvin, rest home resident.

“They regularly come and check if you’re happy with everything or need anything fixed. And if you do, everything is sorted out so quickly.”  
– Barbara, village resident.



# Family Works – Feedback

“I would tell a friend that it is ok to come to this group.”

I learnt what to do when I am angry. “Chill out time. Stop, think, breathe.”

“It was very confidential. Very professional, warm and empathic.”

“The parenting styles made me think that neglectful parenting is something I didn't want for my own son.”

“It was very focused, professional and I felt safe. Achieved a great outcome.”

“Learning to talk again. Sharing my experiences and listening to others.”





## Family Works – a year in review

Family Works' vision is for Aotearoa New Zealand to be the best place in the world to grow up – a place where all tamariki are safe, families and whānau are strong and communities are connected.

In short, Family Works provides family solutions. Te Ara Whānau, our family solutions model, is evidence-based, outcomes-focused and internationally recognised.

It sees us taking a whole-of-family approach to providing wrap-around social service support in order to address highly complex and multi-generational issues.



### “I just want to be twelve”

Imagine being an 8-year-old too scared to catch a ball in case it hurt you.

Imagine at 6-years-old feeling happy to go to school because there you are fed and not beaten, only teased by the other children for being ‘smelly’.

Imagine growing up feeling so worthless that by the age of 10, you are cutting yourself to take the pain away.

These are the children Family Works Social Workers in Schools (SWIS) team help, advocate for, support and build into more confident and resilient kids every single day.

SWiS Sarah has been working with Jessie\*, an 11-year-old girl who has felt more pain in her life than many of us.

Raised by her father, who was struggling with his own mental health issues, the girl felt alone and abandoned by her mum. Her extended family

struggled to deal with the girl's challenging behaviour and let her know they thought she was a ‘problem’. She was often exposed to stories of her mothers’ issues including drug and alcohol abuse, incidents of violence, suicide attempts and obvious mental health issues.

Initially Sarah found it difficult to build a rapport with Jessie who would refuse to speak. However noticing the girl's passion for art and music, Sarah used this as a way to break down barriers and connect with the child. Jessie's SWIS sessions were structured in a way where she could be herself and feel important while developing a positive relationship with an adult.

After a number of violent incidents and two reports of concern to Oranga Tamariki, SWiS became the key contact Jessie's family could call in crisis. This was a turning point for the whānau.

With Sarah's support, Jessie started building stronger relationships with her family.

9

Family Works centres  
between Taranaki and  
Wellington

655

people attended group  
programmes

2,401

social work and  
counselling clients

575

parenting group  
clients

1,468

Family Dispute  
Resolution Services\*  
clients

**Nearly 50% of clients identify as NZ European, 25% as Māori or Pacific Islander.**

\*FDR clients from Taranaki to Southland



Her grandmother promised not to give up on her.

Sarah worked with key family members to help them understand how sharing stories of Jessie's mother's issues were contributing to Jessie's depression, low self-worth and challenging behaviour. Sarah also helped Jessie learn emotional regulation strategies as an alternative to self-harm.

Today Jessie is a different child. She's learning at school, looking after herself and has even put her hand up to be a school leader.

SWiS was able to turn the relationship from crisis response to building confidence, resilience and creating positive and lasting change for this little girl and her whānau.

\* Names and images have been changed to protect the privacy of our clients.

# Family Works – a year in review

Family Works' unique way of working creates transformational change for individuals and whānau facing significant and complex challenges.

Our unique way of working sees our multi-disciplinary team engaging with not only individuals but whole whānau units so that we can work together to create positive and lasting change. By providing this seamless service at the right level and time, outcomes for families are improved, and individuals become more resilient and better equipped for the future.

Our professional services include family violence safety support, social work and advocacy, counselling and specialist therapies, dispute resolution and mediation, parenting advice and education, mentoring and group programmes.



## Samantha's Story

Samantha\* lived in constant fear. She suffered daily beatings at the hands of her partner; black eyes, bruising and head injuries were common. She couldn't see a way out.

The turning point for Samantha came after she crawled to her neighbours for help after a particularly severe beating. Dipping in and out of consciousness she was so bloodied and bruised, her neighbours almost didn't recognise her.

Despite the seriousness of the charges her partner was facing he still received bail. Samantha was then referred to Family Works family violence safety programme.

"Sam declined the opportunity to relocate because she was caring for her mother, instead we supported her to get a Protection Order, to make sure her home was secure and develop an emergency safety plan," explains Family Works social worker Aroha\*.

The beatings affected Samantha's memory and her ability to drive, so Family Works delivered a family violence safety programme, social work support and counselling in her home.



Today, art is helping Samantha to heal from the abuse she experienced.

An art piece, donated to Family Works, depicts both the abuse, shown in the darker aspects of the artwork, and the support she's receiving, shown in the lighter parts. She says Family Works "walked" with her when she was stuck in a cycle of abuse, "made things happen for her", and showed her the way out.

92%

of clients learnt  
useful new skills and  
strategies

95%

of clients met  
their goals

88%

of clients reported  
improved relationships

## Joe's Story

When 40-year-old Joe\* first made contact with Family Works, he felt anxious, angry and unheard. Looking back now he believes it was actually a turning point in his life.

Although admitting to being violent towards his partner and yelling at his daughter, at first Joe didn't think he needed to attend the 15-week non-violence programme run by Family Works. He felt no one would listen to him.

But Joe found with Family Works, for the first time in his life, he was able to speak of his painful upbringing, and his sense of loneliness and low self worth. Drugs, he confessed, sometimes felt like his only friend.

During his sessions with Family Works, Joe says he was able to work through 'stuff' that had happened in the past and openly talk about how it manifested in violent and anti-social behaviour.

He made a conscious decision not to let his past define him, and started putting what he learned into practice in his daily life. Upon completion of the programme Joe checked himself into a detox clinic.



Earlier this year, Joe was declared drug-free for the first time in his adult life. He has set himself goals and is feeling like his life has purpose once again.

In 2018-19 Family Works supported 399 people through the Ministry of Justice and Department of Corrections family violence safety and prevention programmes.

\* Names and images have been changed to protect the privacy of our clients.

# Fundraising

Over the last 12 months hundreds of wonderful donors have continued to generously donate their time and money.

This helps us to make change for elders feeling alone and helpless, families living in poverty, and young people struggling to cope with life's pressures. Without this incredible support, we simply couldn't serve the communities that we are so passionate about.



## Fund supports cutting-edge dementia care technology

Enliven elders with dementia or anxiety have been some of the first in New Zealand to experience the latest in relaxation technology, thanks to the AR & TI Harper Trust.

A grant of more than \$32,000 has allowed Enliven to purchase two state-of-the-art Nordic Wellness Chairs and a range of therapeutic dementia resources to be used with residents of Coombrae Home in Feilding and Brightwater Home in Palmerston North.

“This incredible technology is not available in any other elder care facility in New Zealand, and we are extremely grateful to the AR & TI Harper Trust for partnering with us to support our elders in this way,” says CEO Pat Waite.

Ray Ball is one Enliven resident who has experienced the benefits of the wellness chair.

When Ray was diagnosed with dementia, it was a real blow to him and his family. Despite their desire to care for him at home, Ray's loving family (he and his wife have four sons and four daughters) ultimately made the decision to help him move to

Enliven's Levin Home for War Veterans.

As a veteran of the Vietnam War and sufferer of Post-Traumatic Stress Disorder (PTSD), they knew staff there would be able to offer him the care he deserved.

“It was really hard for us but we can see now that it was the best thing we could have done for him,” says daughter Sharon-Lee Calder.

Whenever Ray is experiencing a violent episode or bout of anxiety, staff try to calm and soothe him using a range of therapies. But in early 2018 when the home trialled the Nordic Wellness Chair with Ray, they were blown away by the results.

“The chair has been a great aid in helping us restore a sense of calm to agitated residents. On many occasions, this has reduced their need for medication,” says Clinical Nurse Manager Vicki Marshall.



**\$930k**

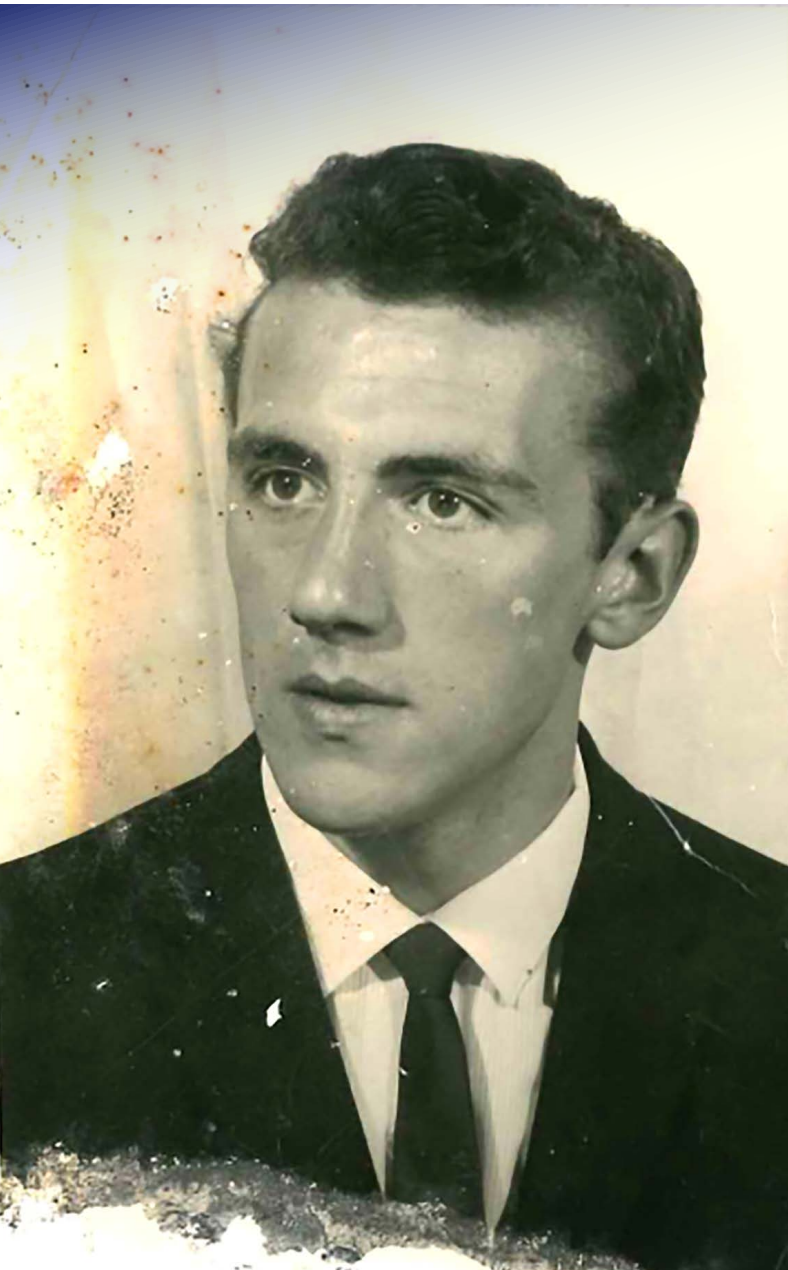
bequest funding  
received

**\$150k**

grants funding  
received

**\$37k**

for wellness  
chairs received



The state-of-the-art technology uses soothing music, gentle movement, tactile stimulation and a weighted blanket to relax, calm and soothe those feeling anxious, angry or agitated.

“We’ve come in sometimes and he’ll have gone from being agitated to fast asleep, he’s so relaxed in that chair. It makes such a big difference to his mood,” says Ray’s wife, Carrole-Lee. She believes that her husband has greatly benefitted from the technology.

Enliven is now seeking further funding so that it can offer the wellness chair technology to all residents, like Ray, at Levin Home for War Veterans and all of its dementia care facilities.



# With thanks

On behalf of all the wonderful elders, incredible families, and beautiful children that our services support, we thank our incredible supporters.

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

Thank you to all the philanthropic trusts, foundations and groups who have supported us this year. Your generosity has ensured real change for so many people.

## Major grants

- AR & TI Harper Charitable Trust
- Lottery Community Grants Board - National
- The Tindall Foundation

## Community grants

- COGS (Wanganui/Waimarino/Rangitikei)
- Hutt City Council Community Development Fund
- Irene Baker Foy Trust
- Kingdom Foundation
- Margaret Watt Childrens Trust
- Office for Seniors
- Roy & Jan Mace Charitable Trust
- Thomas George Macarthy Trust
- Tom & Ann Cunningham Trust
- Trust House Foundation

Legacies are an incredible way of truly creating lasting change for children, families and elders in our communities. Thank you to these wonderful people who have left a legacy by choosing to leave a gift in their will.

## Legacies

- Estate of Doreen Crawford
- Estate of Jessie Elizabeth Greenaway
- Estate of John Walter Allomes

## Endowment funds

- Brechin Endowment
- Clark Endowment
- Effie Taylor Endowment
- Frank & May Griffith Endowment
- George Winder Estate
- Honore Endowment
- I & N Davis Charitable Trust
- McFadzean Endowment



# Chief Financial Officer's Report

The 2019 operating deficit of \$5.6 million reflects the challenging environment in which Presbyterian Support Central operates.

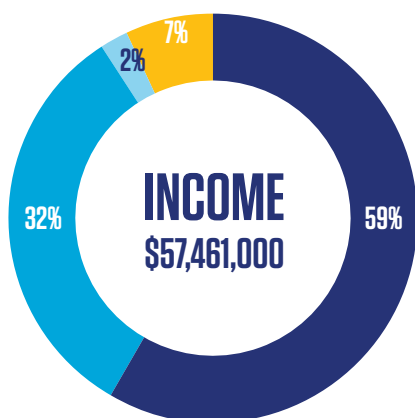
The two major operating segments of Enliven and Family Works are both constrained by limited improvements in government funding that do not fully compensate for increased operating costs.

Our goal for Enliven was to increase occupancy, in particular hospital occupancy, in order to bring the operating result back to surplus. Enliven's occupancy however remained at an average 89%.

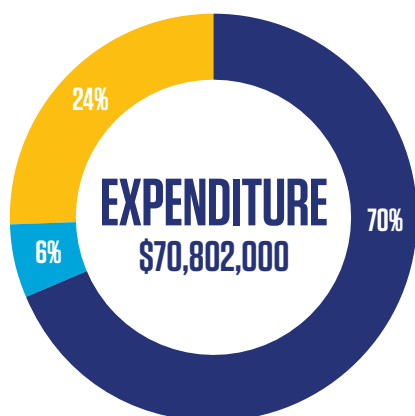
The write down of the development work at Longview and Kilmarnock Heights by \$13.3 million reflects the challenges of building multi-story complexes in the post Kaikoura environment. This write down resulted in a net loss of \$13.3 million for the year.

The development projects have been financed by the sale of shares and maturity of fixed interest securities which have reduced from \$35.2 million in 2018 to \$24.7 million in 2019. Net assets are now recorded at \$124 million.

**Income:** \$57,461,000  
**Expenditure:** \$ 70,802,000  
**Deficit:** -\$13,341,000



- Government – \$33,581,000
- Fee-For-Service/Private – \$18,820,000
- Fundraising – \$1,280,000
- Other – \$3,780,000



- ENLIVEN Services for Older People – \$49,697,000
- FAMILY WORKS Services for Children & Families – \$4,127,000
- OTHER – \$16,978,000

# Revenue and Expenditure

## Statement of Comprehensive Revenue and Expenditure for the year ended 30 June 2019

	Note	2019 \$000s	2018 \$000s
<b>Operating Income</b>			
Revenue from Services		49,232	47,358
Village Contributions		1,313	1,319
Recovery of Village Outgoings		851	836
Non-exchange Operating Income	8	346	612
<b>Total Operating Income</b>		<b>51,742</b>	<b>50,125</b>
<b>Operating Expenditure</b>			
Personnel		41,068	39,942
Operating Expenses		10,370	9,887
Property Costs		3,394	3,060
Depreciation and Amortisation of Intangibles	3	2,553	2,607
<b>Total Operating Expenditure</b>		<b>57,385</b>	<b>55,496</b>
<b>Total Operating Surplus (Deficit)</b>		<b>(5,643)</b>	<b>(5,371)</b>
<b>Other Income and (Expenses)</b>			
Finance Income (Expenses)			
– Interest		496	861
– Dividends		733	737
Realised Share Gains (Losses)		(351)	173
Unrealised Share Gains (Losses)		2,081	2,337
Net Change in Fair Value of Investment Properties	2	1,817	1,220
Gain (Loss) on Sale of Fixed Assets		14	4
PP & E Development Impairment	3	(2,196)	–
Investment Property Development Impairment	2	(11,108)	–
Grants Distributed from Trusts		(113)	(160)
Legacies		929	273
<b>Total Other Income and (Expenses)</b>		<b>(7,698)</b>	<b>5,445</b>
<b>Net Surplus for Year (Deficit)</b>		<b>(13,341)</b>	<b>74</b>
Other Comprehensive Revenue and Expense			
		–	–
<b>Total Other Comprehensive Revenue and Expense</b>		<b>–</b>	<b>–</b>
<b>Total Comprehensive Revenue and Expense</b>		<b>(13,341)</b>	<b>74</b>

For notes and full details of PSC's financial position please refer to the Audited Financial Statements which are available to download at [www.psc.org.nz](http://www.psc.org.nz) or by emailing [info@psc.org.nz](mailto:info@psc.org.nz).



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