



ANNUAL REPORT

2022/23



Presbyterian Support
Central

enliven



Family
Works

OUR PURPOSE

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






Presbyterian Support
Central

enliven

 Family
Works

FROM OUR BOARD CHAIR AND CHIEF EXECUTIVE

KIA ORA MEMBERS

As you are probably expecting 2022-23 has again been tumultuous - a year of continuing challenges, but of success too for Presbyterian Support Central and the care sector. The ongoing impacts from Covid-19, health system reforms, Oranga Tamariki contracting, nursing shortages and of course our economic climate have all played a part in our performance and operating result for the year.

The continued fall-out from the pandemic has perhaps proven to be the most significant challenge the organisation has ever faced. We saw ongoing impacts on our staff, clients and residents with the occupancy of our Enliven Homes dropping to a low of 81% and Family Works appointments being dropped. While the world is now adjusting to a new paradigm of living with covid, the economic and social disruption to Presbyterian Support Central and our communities continues and has been biting even harder this year.

The challenges we have faced have centred on the continued closure of home care beds and the resultant impact on operations, staff sickness levels and availability of contractors to service our business needs - and of course increasing cost pressures across all areas. At the same time, with our focus on bringing us back to a solid financial footing, during the year, we restructured the Central Office, changing roles and reporting lines to improve our business efficiencies. This resulted in a significant number of redundancies including the Senior Leadership Team that has, and continues, to take time to get us settled into a rhythm.

We want to acknowledge and thank our fantastic team that have continued to deliver through yet another year that has been, without doubt, as challenging as 2021/22. We are so very proud of the tenacity and commitment they have shown to keep delivering care and aroha in the face of real adversity. While some of our plans for the year were derailed by national and local influences the team have delivered against many of our goals for the year. Of note, Enliven was awarded the National Excellence in Aged Care Award by the NZ Aged Care Association at the 2022 National Conference.

We continue to see success on the recruitment front for nurses, supported by national efforts on immigration settings. Our visibility in the media during the Aged Care Matters Campaign was suitably represented by our newly appointed Chief Operating Officer, Nicola Turner. While we remain short of nurses and other staff, we are seeing some green shoots. Supporting this growth, we have successfully run a Competency Assessment Programme (CAP) for internationally qualified nurses - supporting over 100 nurses. Additionally, we have extended it to include our Health Care Assistants holding nursing qualifications working for Presbyterian Support Central and expanded our contract with The Ministry of Education. We have worked with other Ministries to secure our contracts, and it is pleasing to see our quality, tested in the form of external audits of our homes and Family Works services, continue to deliver to the standard you would expect.

In October, we were called to present to the Royal Commission of Inquiry Hearing into Abuse in Care in respect of our Berhampore Childrens home that closed in the 1980's. Survivors heard our unreserved apology and our desire to do better, and to learn from their experiences. As a result, additional survivors have come forward with face-to-face meetings held to hear their stories and to help them on their healing journey.

Pay parity and pay equity negotiations have been a significant draw on our resources this year. We have completed work for nurses and social workers and have been identified as a named employer in the pay equity claim for Health and Support Workers. This work is expected to be completed by December 2023.

Our connections with our communities have further developed through the year. Presbyterian Support Central has continued to reach out to Iwi, Presbyterian churches (though PresCare), NGO's and service providers to develop partnerships to better deliver services. We have participated in the Te Pumaomao nationhood building course, hosted the chief economist for ANZ (Sharon Zollner) and established a relationship with the RSA.



Our retirement village developments continue to grow with the completion of Stage 3 Kandahar Village and Stage 1 at Levin War Veterans Village. The Community Centre at Masterton and the Patriot House site for the CAP were completed, along with office relocations for our Family Works Team in New Plymouth. The slowing of the housing market is now impacting sales of retirement villas and we are drawing breath before moving to next stages or starting our development at Longview.

Technology investment has slowed somewhat due to funding pressures, but we have been able to upgrade our telephony system and have had no cyber security breaches. We continue to look at providing the right tools to our people in a timely way.

For many of the reasons noted above we recorded a deficit for the year, but have improved on our initial forecast of \$5.3m, recording a loss of approximately \$2.6m* at year-end. The Board and management remain committed to addressing this position ensuring the financial sustainability of Presbyterian Support Central for the future.

*unaudited result

Looking forward, together we have worked on a new Charter describing how we will lead in this new world, while through the refreshed business plan drive activity on our core business deliverables and their efficiencies to serve our community well.

He kai kei aku ringa

This whakatauki focuses us on resilience, empowerment and hope. It refers to the ability to use the skills and resources available create success. It's about being responsible for the resources and capabilities needed to grow and develop – all of which rings true for the journey Presbyterian Support Central is on.

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



So'o Leatigaga
Board member



Cheri 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

$$856 + 54 + 46 = 956$$

Enliven
Employees

Family Works
Employees

Business
Support Staff

Total PSC
Team

HIGHLIGHTS & CELEBRATIONS



NZACA AWARD

Our commitment to our staff and residents was recognised with two awards at the prestigious New Zealand Aged Care Association Excellence in Care Awards. We won two awards for Overall Excellence in Aged Care and Training and Staff Development. We are incredibly proud of these accolades which are indicative of our commitment to those in our care.



LEVIN WAR VETERANS VILLAGE - STAGE 1

The first stage of our planned 59 two-bedroom villas was completed in early 2023 and the sales programme executed. These form an important part of our full continuum of care objectives allowing us to support the running and maintenance of our care homes ensuring we are able to support the most vulnerable elders in our communities.



AWHI MAI AWHI ATU CONTRACT

Counselling in Schools is a Ministry of Education Pilot Programme that kicked off in September 2021. Family works Central are contracted to support 16 of the 200 schools enrolled in the scheme. Counselling in Schools helps our ākonga identify and learn skills for learning and coping, and provides a safe place to discuss any difficulties at home and at school. Evaluations so far are extremely encouraging.



PEOPLE SYSTEMS (PIO)

We have implemented a new Human Resources and Learning System, called PIO (People in our Organisation). New starters complete their onboarding to Presbyterian Support Central through this system and have greater access to their personal and employment records. This is where we record learning and are continuing to expand our catalogue of online courses.



CASHMERE HOME TV STARS

Our Cashmere Heights Home was used for filming a TV series here in Wellington. 13 residents from our Cashmere Home were extras in what was an incredibly fun and rewarding day. In lieu of the usage of location and talent, the production company funded a shade sail for one of our courtyards at Cashmere Home which was a great bonus!



KANDAHAR COMMUNITY CENTRE

In April, we were proud to hand over the keys to our Kandahar Village residents and bring this beautiful space to life as a central part of the community. We were grateful to Ngati Kahugunu Iwi for blessing the space, and sharing in the celebration.



POLYPHARMACY PROJECT

A team from Chalmers Home undertook a project to address the misuse of multiple medicines (polypharmacy) which in aged care can lead to increased falls and poorer overall quality of life. The project showed significant improvements with residents reporting improved quality of life and alertness.



PATRIOT HOUSE OPENED

Patriot House at Levin War Veterans Home opened in October 2022 which initially is being used to support the delivery of the CAP (Competency Assessment Programme) for overseas nurses. It further cements us as an integral part of the Horowhenua community.



AGED RESIDENTIAL CARE

We made it! A year of rolling covid outbreaks, constant mask wearing, registered nurse shortages, other labour shortages and construction delays certainly stretched the capacity and good humour of the Enliven staff through our region. The resilience and flexibility shown by Enliven staff during this time was incredible. Managers rolled up their sleeves to cook meals, do night shifts and clean rooms. The few registered nurses we had worked incredible hours and multiple days in succession to support residents and to ensure that the level of care was not compromised. Other staff were proactive and supportive despite ongoing staff shortages and the need to work extended hours. Residents and their whānau were very tolerant about renovation work that has literally taken years to complete due to supply lines failures and a lack of construction workers.

To manage the staff shortages especially the registered nurse shortfall, many rooms were closed on a rolling basis or for extended periods, especially hospital level rooms. While this eased the pressure on staff and ensured in-house residents retained a high level of support, this impacted significantly on our bottom line as we delivered only 246,379 bed days, a reduction in 25,000 bed days from the 21/22 year.

In January we began to focus on international nurse recruitment. This aligned with the immigration changes that allowed IQNs (Internationally qualified nurses) entry into the country as a care assistant while they gained a practicing certificate. This has resulted in us employing a significant number of nurses who are now entering our workforce as they become qualified in NZ. Our Competency Assessment Programme (CAP) has allowed us to fast track the IQNs we employ as HCAs into our nursing workforce and over the next few months we hope to reinstate the closed rooms. Over the course of the year, we are proud that the Enliven GAP course graduated 72 nurses into the NZ health environment.

Nicola Turner
Chief Operating Officer

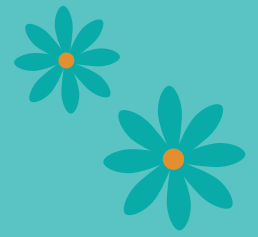




WHAT OUR CLIENTS HAVE SAID...

“ Dad loved living at Cashmere Home. He received wonderful care and felt at home there. The staff treated him kindly and with respect. He made many friends and felt privileged to be part of the Cashmere family. We couldn't have hoped for a better place for dad to spend the final years of his life. ”

Family Member,
Cashmere Home, Johnsonville



2,512

Elders received services from Enliven in the Central Region

285

Total Residents admitted across 14 Enliven Homes

388

People supported in Day Programmes

220

were provided respite care

TRAINING & PROFESSIONAL DEVELOPMENT

6

CAP (Competency Assessment Programmes) run by Enliven

72

Nurses Completed CAP (Competency Assessment Programmes) with Enliven



CHILD AND FAMILY SERVICES

After a restructure of Family Works central office, the team have pulled together to continue to deliver high quality social services to tamariki and their whānau throughout the lower half of the North Island.

Taranaki and Whanganui Family Works participated in a counselling in schools pilot with the Ministry of Education which has seen an increase in school attendance and academic focus and achievement from the tamariki referred through to the programme.

A number of staff work with individuals to reduce family harm by assisting people to manage their anger and reduce their level of violent offending. Safety programmes are delivered across all regions working to strengthen family resilience and to reduce the impact of family harm on the wellbeing of tamariki and their carers.

For Oranga Tamariki, social workers assist children to remain at school, live in safe environments and to deal with the stresses that their living environment can generate. The Family Disputes Resolution team work across the South Island and the lower half of the North Island to facilitate families to make decisions regarding the care of their children. Family Works staff support each other to work in difficult and emotionally charged situations and need to be commended for the work they do.

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...

“ Before I felt sad, angry, scared, lonely. Now I am happy, pleased and safe. ”

Child, Social Workers in Schools Programme, Porirua

“ When first going to see the counsellor, I was nervous but in the end, it was like talking to a good friend. I was against ever going but enjoyed every time I spent with my worker. Really nice to talk with. ”

Adult Client, Non-Violence Programme, Taranaki

2,459

Clients received professional services from our Family Works team

9

Family Works Service centres and satellite in the Central Region

1,346

clients were provided support through through social work and counselling services

934

Families used our Family Dispute Resolution Service

124

Parents assisted with a programme

615

Clients attended group sessions



PROPERTY DEVELOPMENT

Our two village developments have gone very well over the last 18 months considering the effects on the building industry of the pandemic. The construction programs were both extended to accommodate these effects, but thankfully the price escalation contingencies allowed for in both project contracts were not fully expended.

The Levin Village is a 59-unit development to be built over five stages and will be worth around \$37m once fully complete. Stage One comprising twelve units was completed in January this year and is currently being sold down. Three units have now been sold but interest is not strong given the weak property market that we currently have. Stage Two will commence once all of the units in Stage One are sold and 50% of the planned Stage Two units are pre-sold.

Kandahar Village in Masterton is 52-unit development to be built over five stages worth \$31m once complete. Stage Three was completed in April this year with six of the nine units now sold. Stage Four will commence once all of the units in Stage Three are sold, and 50% of the eleven units offered in Stage Four have been pre-sold. The weak property market is affecting sales at this village as well, but it is hoped we are now at the bottom of the cycle, and we will see interest picking up

as we come into spring this year. If this does happen, we expect to be in construction at Stage Four Kandahar in late summer of next year, but with Levin Stage Two starting late in 2024.

We are also happy to report that the Village Community Centre at Kandahar was completed with a formal opening for the Residents occurring in April. This provides a 220m² building that allows the residents to get together and socialise in a fantastic, light, comfortable environment. The building provides a kitchen, TV lounge, reading lounge, hairdresser salon, craft room and two separable meeting rooms. It also has a beautiful north-facing outdoor BBQ area with outdoor seating, raised gardens and shade trees. This will become the focal centre of Village life and will ensure the future success of the development.



Anthony Taylor
General Manager - Property





Levin War Veterans Village



Levin War Veterans Village



Kandahar Community Centre



Kandahar Community Centre

9

Enliven
Retirement
Villages in the
Central Region

190

Independent
Retirement
Living Units

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.

FROM OUR TEAM OF SUPPORTERS

“ We are incredibly proud to have supported the transformational mahi of Presbyterian Support Central, helping them to create better outcomes for older people and people with dementia in our communities. ”

**Emma Lewis, Executive Director,
Nikau Foundation.**

“ St John's in the City values the opportunity to partner with Presbyterian Support in expressing care to where it is needed in our community. We recognise the important nature of the work Presbyterian Support staff undertake and the benefits of your 'little things project' in providing urgent essential items for tamariki and whanau. Your connections with the community have been fostered through years of faithful and trusted service, and we pray for your continued work making a meaningful difference for people. ”

**Rev Allister Lane, Senior Minister
St John's in the City**

Grants

- Tindall Foundation
- Lottery Community Grants Board - National
- Whanganui Community Foundation
- Four Winds Foundation
- TG (Thomas George) Macarthy Trust
- Winton and Margaret Bear Trust
- Upper Hutt City Council
- Margaret Watt Childrens Trust
- John Beresford Swan Dudding Trust
- Kiwi Gaming Foundation Ltd
- The Strathlachlan Fund - Perpetual Guardian
- Irene Baker Foy Trust
- Edward (Edna) Carter Special Assistance Fund - St John's in the City
- Pelorus Trust
- MusicHelps
- South Wairarapa District Council
- John Ilott Charitable Trust
- Tom & Ann Cunningham Trust
- St Laurence's Social Service Trust

Bequests

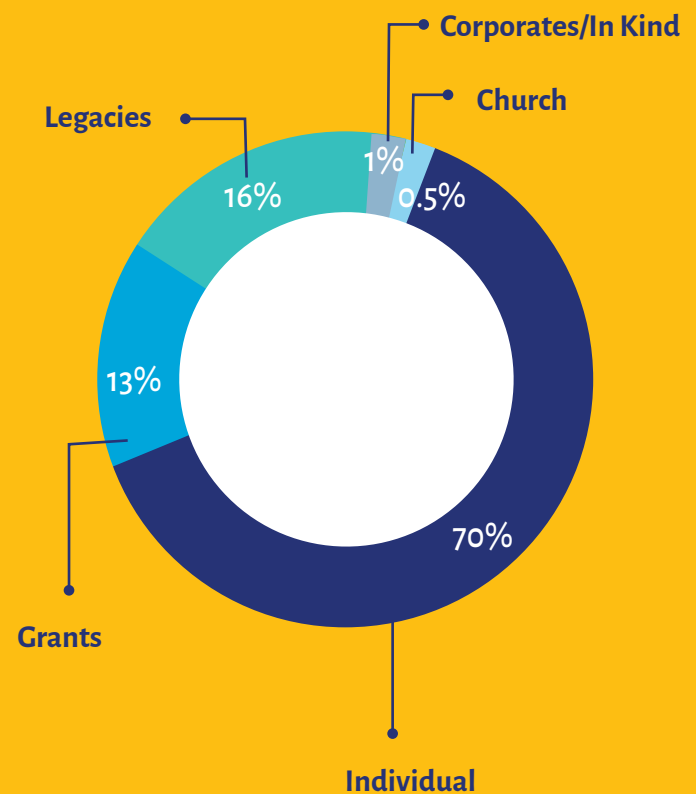
Bequests are an incredible way of helping secure our services for children, families and elders who need us. A very special thank you to the generous but discreet supporters who left a gift in their Will.

Endowment funds

- Brechin Endowment
- Effie Taylor Endowment
- Honore Endowment
- I & N Davis Charitable Trust
- Teaze Endowment
- Wotherspoon Endowment

\$1,088,131.59

Philanthropic Income (including gifts in kind)

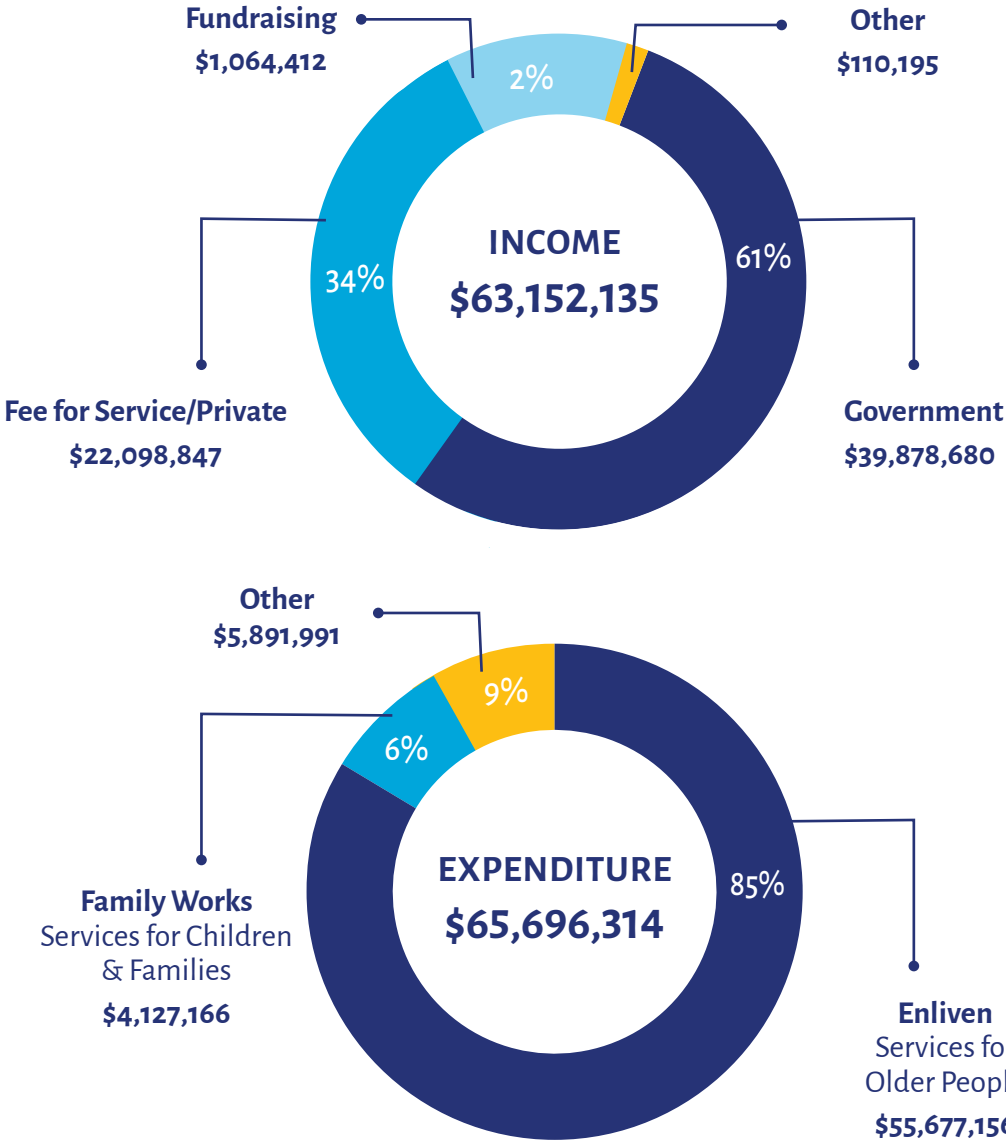


REVENUE & EXPENDITURE

For year ended 30 June 2023

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 \$19.2m in 2022 to \$16 million in 2023 due to cash requirements to support the operations of the business. Net assets are now recorded at \$140 million.

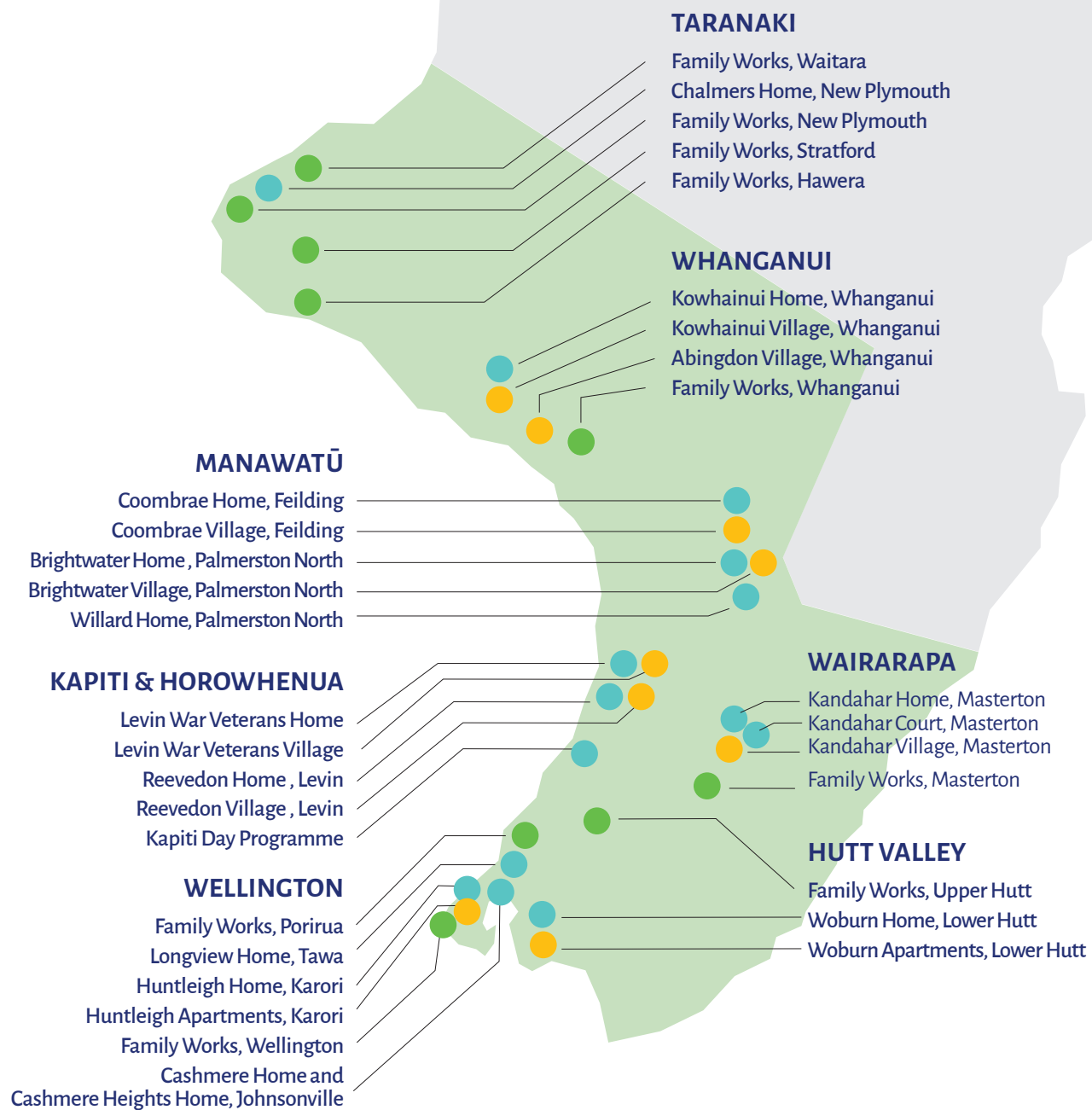


*Figures are subject to the final audit sign off. For a full report of our audited accounts please visit our website www.psc.org.nz

PRESBYTERIAN SUPPORT CENTRAL SITES

KEY

- FAMILY WORKS CENTRE
- ENLIVEN HOME
- ENLIVEN VILLAGE



0508 365 483



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- Aged Care & Social Services provided by -



Presbyterian Support
Central