



Presbyterian
Support
Otago



Christmas 2017

GENEROSITY MAKES POSITIVE CHANGE

The tradition of gift-giving is an important part of the Christmas season for many; it is one way to demonstrate care between friends and family.

While this is the case, the giving of gifts can be a challenge at Christmas, because of the strain it can bring to a family budget that is already extremely tight.

Our Family Works team is particularly busy over Christmas, making sure that food parcels and suitable gifts are distributed to those in need across the region. This year we will work alongside over 200 families to make sure Christmas is a special time.

Much has already happened in recent weeks. Te Rangi Hiroa College students (pictured right) surprised us by donating over 50 gifts in October. The gifts had been selected, purchased and wrapped by students, who chose to make the donation to Family Works in place of giving each other gifts at their annual birthday celebration. This optimises the generosity of people right across the Otago region.

In late November we ran 'Stock the Bus', which saw a Ritchies bus travel around four Dunedin Primary Schools, and several businesses, to collect donations.

Students and staff generously donated a selection of toys and food, which will be given out pre-Christmas by our Family Works team. The joy on school children's faces when they hopped on the bus is just a taste of the delight their gifts will give to the recipients at Christmas.

Family Works Social Work Supervisor Debbie Gelling said, "The generosity of the community means children across the region will wake up on Christmas Day to find there are gifts to open, and something special to eat."

"Children deserve to feel special at Christmas. For some families this is the

first time in a long time where there have been gifts in the home. Others can enjoy the day as a family without the pressure of extra spending, which creates a financial burden for months to come."

"The willingness by the public to give for this need is what enables this to happen, and the feeling it creates for many families is truly incredible."

Thank you for your support in 2017. We wish you, and all our supporters, a very happy Christmas and holiday season.



LOOKING BACK

It's been a busy and productive year for Presbyterian Support Otago. Here are some of the highlights, and a few of the many ways that our supporters have contributed this year.

#1 most
Trusted Brand in
Aged Care &
Retirement Villages

45,823 customers
served at our three
charity shops

1 Master
Practitioner trained
for **Spark of Life***

\$349,081 given
in **donations**

52,790 volunteer
hours given by
576 volunteers

900 people
contributed to
our **strategic plan**

25% growth in our
Buddy Programme

\$384,772 given
in **gifts** from
philanthropic trusts



22,172 cans
donated for a
record-breaking
Octacan

4,100 food parcels
distributed

4 additional units
built at **Ranui Court**

**Spark of Life focuses on effectively meeting the emotional needs of people with dementia. Figures shown are for the period July 2016 - June 2017*



ANNUAL REPORT 2017

Following our 2017 AGM held in October our Annual Report for 2017 is available. It reflects on activity over the last year, and looks ahead to our focus for the coming years.

Read it online at psotago.org.nz. Printed copies are available from 407 Moray Pl, Dunedin or call Michelle on (03) 477 7115 or email michelleg@psotago.org.nz.





ENLIVEN HOMES AT THE TOP OF THEIR GAME

We are delighted that all eight of our Enliven Homes have achieved four-year certification from the Ministry of Health.

Four years is the highest level of certification given to care homes in New Zealand. This achievement was reached following recent audits of three Enliven homes in Otago - Ross Home in Dunedin, and Elmslie House and Aspiring Enliven, both in Wanaka. Our other five homes also have four-year certification from audits in recent years.

Of the 70 care homes in the Otago and Southland area, only 17 have four year certification. Just under half of these are Enliven care homes.

"Four-year certification confirms that Enliven homes consistently provide service and care over and above sector standards, set by the Ministry of Health. It speaks volumes for the calibre of over 650 very committed staff, and the dedicated contribution of countless volunteers, in our homes," said Maurice Burrowes, Enliven Director.

"Achieving four-year certification has been a key area of focus for the Enliven team. To achieve this has taken a real team effort from our staff and volunteers in all areas of our homes, along with regional support staff. We are very proud of our team."

Having all eight of our care homes with four-year certification is significantly ahead of the rest of the sector, who average approximately 20% of homes recognised with four-year certification.

"This recognition follows public acknowledgment of Presbyterian Support Enliven services, when we were named Most Trusted Brand for Aged Care and Retirement Villages earlier this year."

"All of our Enliven homes in Otago continue to see high levels of interest from potential residents and we always have names on our waiting lists. Residents and their families regularly provide feedback confirming high levels of satisfaction with the quality care and support our teams provide," said Mr Burrowes.

Enliven care homes provide accommodation for up to 468 residents at rest home, hospital and dementia level care.

Our thanks, and congratulations, to everyone who continues to make our Enliven homes fantastic places to live.

WE'VE MADE SOME CHANGES

You may have noticed that this edition of *People* is on different paper, with a glue bound spine.

We've also had support from a couple of student volunteers to put this edition together. Thanks to Jack Sharp and Kathleen Raich.

Making these changes means the cost to write, design and print *People* has greatly reduced. We think this is a fantastic outcome!

GROUPS WORK EMPOWERING OTAGO FAMILIES

We facilitate a range of group work programmes, for children and whānau. The impact they have for participants is significant and lasting.



Rayleen Hubac, Family Works Group Work Coordinator, said, “Families come to us every week looking for support. We will work with them and often connect them to various group programmes. This provides an environment where participants learn from each other.”

“I had one young child who wouldn’t even look at you, or greet you, when I first met him. Grant* became a much more confident, happy and expressive young person after completing a three month programme.”

“We were able to help Grant learn about his emotions, which was significant for him. One of the topics that helped him was to understand the impact on others when you express your emotion through aggression.”

“By giving Grant tools, and building a relationship with him, he came out of our course as a completely different person.”

“We also had the opportunity to work with Grant’s mum, and give her skills

and techniques that changed her approach to parenting.”

“One of the things we talk about regularly is ‘catching the good and praising it’. Our Incredible Years programme often changes the view of parents, as it encourages them to focus on positive reinforcement with their children.”

Several family members will often attend different programmes at the same time. They all learn new skills and discover how they work as a family unit.

Because of generous support from the public we can continue to run a number of group programmes each year, making a difference for families across Otago.

Most group programmes are timed to run alongside school term dates. Full details of our group programmes can be found on our website - psotago.org.nz

**name changed to protect identity*

LIFE MEMBERSHIPS AWARDED

Two Life Membership Awards were presented at our 2017 AGM.

The Presbyterian Support Otago Life Membership Award is presented in acknowledgement of an outstanding contribution that has been made to the life and work of the organisation, over many years.

In October, a Life Membership Award was presented to Les Green, who has contributed over 15 years as an advisor to the Board Finance Committee, with special interest in work to support bequests and endowment funds.

Outgoing Chief Executive Gillian Bremner also received a Life Membership Award to acknowledge her contribution over the last 23 years.

Congratulations to both Les and Gillian. Thank you for your many years of service.



Les Green with David Richardson (left) and Gillian Bremner (right)

FACES BEHIND OUR TEAMS

Behind every team of volunteers is always someone looking after the group. We have a number of great people supporting nearly 600 wonderful volunteers - all vital to the work we do.

Larissa Pearce has coordinated our Buddy Programme in Mosgiel since February this year. More recently, her role was expanded and she began to also support some of the Buddies based in Dunedin.

Larissa was drawn to the role because she wanted to know that a need was being met by the work she did, and that she was making a difference.

As a part-time Family Works team member, Larissa is currently responsible for 21 Buddy pairs. Each pair includes an Adult Buddy and a Young Buddy, aged 4-12 years. They connect weekly and spend a couple of hours doing everyday activities, such as baking, playing sport, walking dogs and exploring places like the library.

As part of her work, Larissa meets many people who are looking to join the programme, either as adult volunteers or families with children looking for support.

"I've met so many fantastic volunteers who contribute to the Buddy Programme. Some have been involved for many years, and they bring that stability and life experience which many young buddies require."

"We also have a number of young and vibrant students who are involved in Dunedin. It's clear when you speak with them that they are volunteering because they see a need and they really want to make a difference."

One of the most important parts of Larissa's work is matching pairs together, before ongoing supervision.

"We have all sort of people involved, which is fantastic to see. I have some really patient and kind volunteers. The interaction they have is amazing to watch and you see a huge change in the children they work alongside, over a short period of time."

"I also have some older volunteers who are still full of energy and will happily do things like playing dress ups and orienteering. These volunteers are a perfect match as they embrace the sense of adventure and fun which some of the Young Buddies need."

Larissa is excited about the coming year, and the volunteers she supports. "I've still got plenty to learn, but I certainly



Buddy Coordinator Larissa Pearce

have a greater appreciation for the work involved in coordinating a team of volunteers. I think the contribution from our volunteers is just incredible."

There are over 130 active Buddy volunteers across the Otago Region, and there are always at least thirty young children waiting to be matched with an Adult Buddy.

If you'd like to consider volunteering as a Buddy, or with any of our other programmes, contact Michelle on 03 477 7115 or michelleg@psotago.org.nz.

COOKING FOR CHANGE

A limited number of Dick Frizzell's 'Cooking for Change' books were gifted to us by the author, and are for sale.

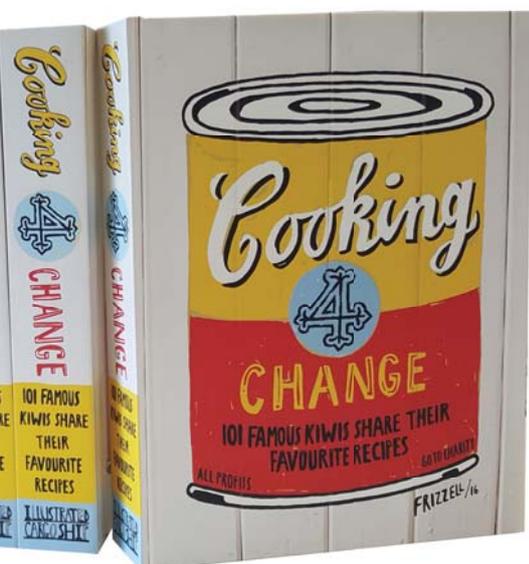
This colourful cook book shares some very tasty recipes from 101 famous Kiwis, including Prime Minister Jacinda Ardern, with her Fish Pie and Apple Crumble.

These will make a fabulous Christmas gift. The RRP is \$50 - we have them available for \$25 (plus \$8 p&p if required).

All funds raised from the book sales will be used to support Family Works group programmes where practical life skills, such as cooking, are taught.

We have very a limited number of copies available, so don't delay placing your order.

Purchase your copy from Presbyterian Support Centre, at 407 Moray Place, during office hours, or contact Michelle on michelleg@psotago.org.nz or 03 477 7115 to place an order.



INDIVIDUAL SUPPORT MAKES A WORLD OF DIFFERENCE

How fortunate we are that everyone is unique, and has different circumstances that make them the people they are.

With this, comes the challenge that some individuals have been, and are, in places where they are struggling. Those who have the means to help others have the responsibility to ensure our social and moral fabric is strong as a community, town, city, and region.

Here is one example of how Family Works are, with your support, changing the lives of people in our community.

We have been working with a man in his 30s who wants to put his past of criminal activities and taking and dealing drugs behind him, and to be an active and positive member of society.

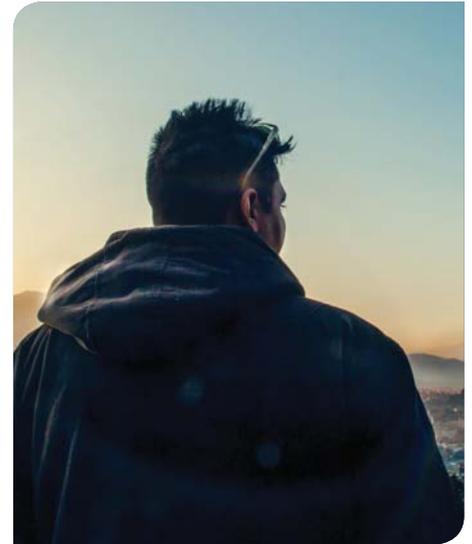
Adam* is not a very social person, and can be quite paranoid. His mind has been damaged from bad choices and a bad environment, but he wants to change. He's been working with one of our dedicated Social Workers to help him find his way.

To date, our Social Worker has supported Adam by:

- Providing advocacy – Adam has anger management issues and is not able to access services or articulate what his needs are without getting angry. Our Social Worker has been speaking on his behalf to agencies, like WINZ, to ensure he is receiving the financial support he is entitled

to, on his life-changing journey of change.

- Building self belief and self worth – our Social Worker is helping to build Adam's belief in himself by using tūrangawaewae – finding out where he is from, and the links and connections he has in order to find the place where he can stand strong and contribute to society.
- Planning for the future – together, Adam and our Social Worker have drawn up a CV. This has been a challenge as Adam has no qualifications and no work experience, so he has been attending several pre-employment training courses to help build up his experience, and his confidence. It is working.
- Assisting work with others – our Social Worker is connecting with other agencies and services to ensure Adam is receiving all the support he needs, outside of that which we are not able to provide directly. The aim is to build a community of support for Adam so that his changes can be sustainable and have long-term impact for himself, and his family.



Working with Adam may be long-term, but already there have been many small successes.

As an organisation, we're fortunate to be able to be flexible in who we can work with, and how we work with them. This ensures they receive the support they need, when they need it and in a way that works for them.

It is not easy for someone to turn from a life of crime, to positively contributing to society. With your support, Adam, and those like him, can have a second chance at life.

**name changed to protect identity*

KEEP UP TO DATE WITH LATEST NEWS

Lots of fantastic things happen at Presbyterian Support Otago between every edition of the People magazine, and we like to share our news when it happens. As well as regularly receiving *People* we encourage you to follow us on social media, as another easy way to keep up to date with our latest news.



PresbyterianSupportOtago



PSOtago



PSOtago

GIVE OTHERS YOUR SUPPORT THIS CHRISTMAS

Our appeal this Christmas asks you to give your support. By doing this we can continue to help families and whanau across Otago to make a positive and lasting change.

As the stories in this edition of *People* demonstrate, the support that we receive through grants and public donations makes an enormous positive difference for people in need. We see ongoing and significant changes in the lives of people that we work alongside, and these changes can literally change someone's life for the better.

Your donation to Presbyterian Support Otago's Christmas appeal will not only assist those who face an extra financial burden that the Christmas and holiday period will bring, it will contribute to our ongoing welfare programmes for all people, young and old, across Otago.

For some, the year has been tough, and we know that 2018 will present the same challenges. We anticipate providing support for more than 5,500 people through out Family Works programmes and assisting more than 1,200 older people through our meals on wheels service, social programmes and care homes across Otago.

Christmas is a time for giving, and for thinking of others.

Complete the form and return it to us with your donation, or go online to get involved and make your donation at psotago.org.nz



"I went to Growing Taller this year. It was fun and I learnt how to be brave and make good choices."

YES! I WANT TO SHOW MY SUPPORT THIS CHRISTMAS.

Please tick how you wish to support us

- \$20 could feed a family for a day
- \$50 could support a Young Buddy with mentoring
- \$100 could enable parents to complete a parenting course
- \$150 could support emergency housing
- Other \$
- I have left a gift to PSO in my will
- I would like more information about leaving a gift in my will
- I will like more information about making a regular donation

Please tick payment method

Cheque Credit Card

Internet Banking



Card number

Name on card

Expiry date

Signature

Internet Banking PSO Account Number:

06 0901 0005597 00 (please include your surname and 'donation' in the particulars)

My contact details are

Name

Address

Phone

Email

Please return this form to:

Fundraising Team
Presbyterian Support Otago
FREEPOST 845
PO Box 374, Dunedin 9054

(All donations are receipted. Gifts over \$5.00 are tax deductible. Charities Commission number CC 20878)

Thank you

for your generous support in 2017



**When you donate, volunteer or shop with us,
you are making a huge difference
for families and children in need across Otago.**



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Our Services

enliven

 **Family
Works**