



Presbyterian Support Otago

Annual Report 2011



Fair • Just • Caring

* mission

In obedience to the Will of God, and in fellowship with Jesus Christ; Presbyterian Support Otago, guided by its Christian values, enriches people's lives by meeting needs or changing individual and community situations to make a positive difference.

* vision

Presbyterian Support Otago works for a fair, just and caring community for the people of Otago.

* values

In fulfilling this vision, we will endeavour to act with Faith, Compassion, Respect, Integrity, Courage and Independence.



Sisters and neighbours at Wanaka Retirement Village, Betty Kensington and Pat Ross, catch up while collecting the morning mail.

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Chum Chamberlain, owner of the Kurow Holiday Park, and Family Works social worker Amanda Brown, ensure a Christchurch child enjoys her respite from the continuing earthquakes at our Camp Kurow support initiative.



* chairman's report

The last year has been an encouraging one for Presbyterian Support Otago. We've continued to make a difference in the lives of the children, families and older people throughout Otago, whilst at the same time navigating a challenging economic environment.



As New Zealand's population ages, there will be greater demands on providers to respond to an increasingly discerning client group. We are seeing the landscape change for our Services for Older People, with a national emphasis being placed on supporting older people in the community to either avoid or delay the need for residential care. In Otago we face challenges around funding of these services as the Southern District Health Board has focused their funding on personal care in the home, rather than a broader interpretation of support. This has been coupled with an increase in hospital-level or specialised services in our rest homes.

The opening of the Wanaka Retirement Village in December 2010 was a real highlight, a fitting culmination of many years of deliberations and planning at the Board table. The Village is filling fast and has achieved our vision of a continuum of care available on our Wanaka site.

Columba Court, a complex of seven independent living units in Oamaru, has now been transferred to PSO. The complex was originally an initiative of Columba Presbyterian Church, and faced with the need to register under the Retirement Villages legislation and increasing compliance regulations and cost, the trustees decided to transfer ownership to PSO. It is managed by the Manager of Iona Rest Home and Hospital.

Family Works has gone from strength to strength, with its increased community focus and initiatives, which are undertaken in collaboration with other agencies. Restructuring a successful service is never easy, but we are now well placed to respond to future challenges.

We have ended the year with a \$110,000 operating deficit, from an income of \$30,910,000. After the revaluations of investment property and the addition of Columba Court, the overall net result is a surplus of \$143,000.

Always very important to us are our donors and supporters who help us to "make a difference". As we look back over the last 105 years we can see that fundraising has been part of our way of operating since the beginning. In the early years Superintendents would travel across New Zealand asking Presbyterians to support our work of "visitation and prevention". Today most of our donations are given in response to our quarterly appeals. We are also extremely appreciative of the grants we receive from foundations and trusts, and the "in-kind" assistance of our generous suppliers. This year we have been very successful in our fundraising efforts and it is very apparent that the gifts given by our community are vital in helping us meet our Mission.

This year we welcomed Steve Lorimer to the Board. Steve is a member of Leith Valley Church and has an interest in our community development work, particularly as it relates to the church.

I'd like to acknowledge the contribution made by my fellow Board members. The many hours and skills you have given are appreciated and have contributed to strong governance this year. Sincere thanks are also due to our Chief Executive, Gillian Bremner, and her team. Your efforts have ensured that we have been able to finish the year in a positive fashion.

Finally, my thanks to each staff member, donor, supporter or volunteer who helped us serve our community, together, over the past year.

Thank you

A handwritten signature in black ink that reads "Frazer Barton". The signature is written in a cursive, flowing style.

Frazer Barton



Back row L to R: Tim Mepham (Audit Committee Chair), Ray Macleod (Corporate and Finance Committee Chair), Harold Hancox, Stephen Lorimer, Frazer Barton (Chairman).

Front row L to R: Helen Scott, Catherine Little, Margy-Jean Malcolm (Governance Committee Chair), Gillian Bremner (Chief Executive), David Richardson (Co-Deputy Chair), Gaye Edwards (Co-Deputy Chair), Bev Rodwell.



Back row L to R: Callum McKirdy (Human Resources Director), Maurice Burrowes (Services for Older People Director), Andrew Borthwick (Finance Director), Paul Hooper (Family Works Director).

Front row L to R: Jan Samuel (Human Resources Director, on parental leave), Gillian Bremner (Chief Executive), Lisa Wells (Communication and Fundraising Director).

* chief executive's report

When change swirls around us it is crucial to focus on what is important. Fair. Just. Caring. These three words capture the essence of what we do and why we do it. They are part of our vision for Otago. It is good to bear these words in mind because they are not only about aspiration, but relationship.

Since 2002 Presbyterian Support Otago has been producing reports on income adequacy and its contributing factors such as costly housing. Over the last year we have conducted a series of interviews with 11 families, which are representative of our Family Works clients, to find out how they coped with the post-recession economy; with rising prices, GST rates and benefit changes. The report on our findings and recommendations for action will be published as *Voices of Poverty, Dunedin 2011: Has the Landscape Changed?* This will be launched at our AGM in October, thus informing our advocacy platform leading up to the general election. Our mission makes clear the link between our work at a personal level and our advocacy at a societal level.

All seven regions of Presbyterian Support are working together on projects where collaboration gives added value to our activities. We have achieved a good profile with government funders under the Family Works and Enliven Positive Ageing Services brands. The work we have done together around restorative home support, dementia care, social work signature services and outcomes-based reporting, has given us a national presence and influence.

Our Family Works structure has changed this year. Being a centre-based welfare and counselling agency has served us well in the past, but we believe our future lies in adopting a more flexible, community-led approach. This is a model of empowerment and, as "The Project" in North East Valley confirms, a more vibrant community is better able to support the people within it.

We have a number of community development initiatives underway, all in collaboration with other agencies, schools, churches, government agencies, health providers, the local business community a rich network of relationships. This isn't just happening in the city, but in Cromwell and Wanaka. It's not easy to do, or even easy to explain how it works, because it is different for every community. We're not the experts telling people what to do,



A highlight every year for Gillian (right) is presenting Long Service Awards to staff and volunteers. She is pictured with Ross Home and Hospital Manager Margaret Pearce at this year's award ceremony.

but by invitation, we work with the leaders of that community and help put in place what is actually needed. This means there is greater flexibility and integration around our services and programmes. Families may be involved with us in multiple ways and will have set their own goals for change. People helping people, in action, providing lasting help to children and families in need.

The changes to our Enliven services, particularly with the DHB cuts to home support, have been on-going. I am very proud of the way that our Enliven Manager, Co-ordinators and support workers have worked together to ensure that people were informed of what the SDHB's changes would mean to them and then to achieve a good outcome for individual clients. It was also important to keep support workers up to date with the implications for them personally and to offer retraining so that we could retain staff wherever possible.

* strategic goals

OUR SERVICES

To provide leading edge services that are flexible, responsive, effective and meet the identified needs for children, families and older people.

To advance our community development initiatives and service models for children, families and older people.

OUR PRESENCE

To be influential advocates based on our service delivery, knowledge, evaluation and research.

To contribute to a strong social service sector.

OUR ORGANISATION

To adequately resource our mission through:

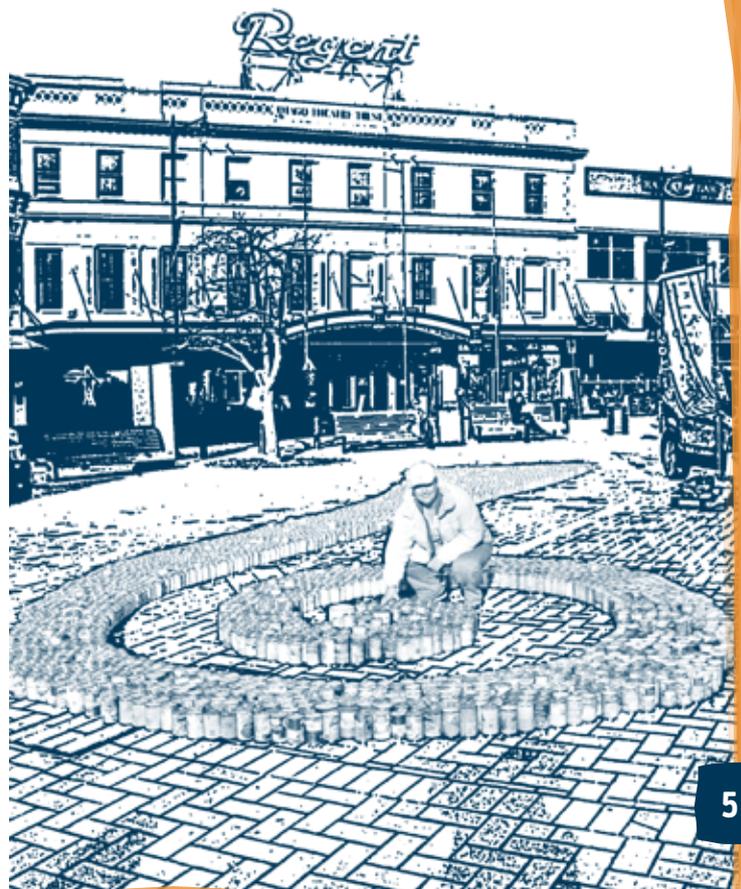
- * Financial stability
- * Effective information services
- * A comprehensive HR strategy that enables a values driven organisational culture.

It has been an fulfilling year, but it has also had its fair share of challenges. Each and every staff member and volunteer can be proud of the contribution they make to our work. Every day they make a difference not only to their workplace and the people they work with and care for, but each day we are one step closer to the fair, just and caring community we all aspire to. In this respect, I would also like to express my personal thanks to the Board and Senior Leadership Team for their time, commitment and enthusiasm over the past year.

Gillian Bremner

Gillian Bremner

OCTACAN, our annual mid-winter can drive for the foodbank, received outstanding support from Dunedin school children.



* positive ageing

Enliven Positive Ageing Services encompasses our community based services for older people right across Otago. Our core service philosophy is restorative (strengths-based) home support and this has been impacted by the Southern District Health Board's (SDHB) policy of reducing the number of clients funded for household assistance. As anticipated, this has led to an increase in referrals for personal assistance. This change in client mix has a direct effect on the staffing skill mix required and we have supported a number of Support Workers to retrain so that they can provide personal care as well as, or instead of, household assistance. Some clients have chosen to retain their current level of assistance by paying for it themselves, an option we will see more of in the future. We anticipate that with the changes that have been made to date, along with PSO's considerable experience of delivering restorative home support services through our CommunityFIRST and Enliven Taieri programmes, we will be well positioned when the SDHB moves to a competitive tendering environment for the purchasing of restorative home support services some time in 2012.

enliven
Positive Ageing Services
PRESBYTERIAN SUPPORT OTAGO

Club Enliven is our new day activity programme in Alexandra and meets weekly in the Duggan Lounge at Ranui Home and Hospital. Like the Maybank Activity group in North Dunedin, we are reliant on volunteers to collect participants from their homes and to be involved with the daily activities.

Based on an initiative of Presbyterian Support Upper South Island, HomeShare was launched in Central Otago in late 2010. Volunteer HomeShare hosts open their homes to people with dementia, offering purposeful and meaningful activities. The programme is supported by the HomeShare Co-ordinator and training is provided by the Alzheimers Society. Not only does this programme support older people with memory loss to remain in the community, it also supports their family carers. We have been able to develop HomeShare as a pilot programme, ahead of SDHB funding, due to the generosity of a number of local and national trusts.

Other Enliven services include Volunteer Visiting and Family / Whanau Carer support. The latter provides education and support for people caring for an adult or child with a disability. Regional training is offered and well received. There is also a monthly meeting of young carers – children or young people who are supporting a family member with a disability. Research has shown that these young people often become socially isolated, even leaving school because of their responsibilities, so meetings provide a social outlet and fun activities such as ice skating, making sushi and playing basketball.

Enliven Maybank Co-ordinator Marilyn Withnall listens to a popular tune played by group member Nick Rata.



*residential services

Our goal is to provide quality residential services from our seven sites across Otago. Our ability to do this was scrutinised intensely this year when complaints made by relatives of people in our care led to external investigations and spot surveillance audits at Ross Home and Hospital. As a result of this scrutiny, a number of changes have been made across all our Homes. We have established a Clinical Governance Framework, restructured our Quality Programme, developed external benchmarking of key clinical indicators and given greater emphasis to on-going professional development for nursing staff and caregivers. We are committed to offering care to older people with high and complex needs. Four of our Homes retain the Ministry of Health's highest ranking four-year certification status.

All of this had an effect on our occupancy, but overall our targets were achieved. The use of flexi-bedrooms, where residents may receive hospital-level care without leaving their rest home rooms, was well received; especially at Iona, Ranui and Holmdene.

Due to a less predictable income, we sought to constrain expenditure, but were challenged to do so in face of the rising prices of basic foods and energy. As a result our residential services did not achieve the budgeted surplus expected this year.

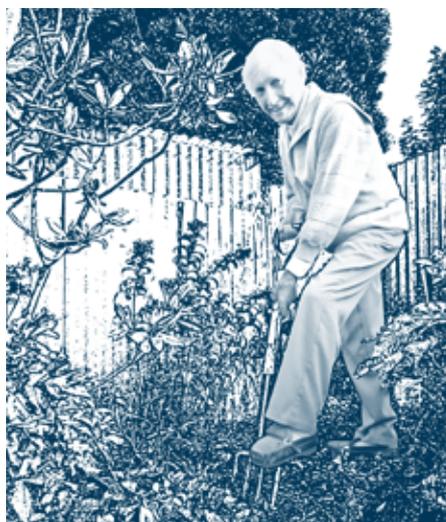
Increased competition from a major provider in Dunedin meant we needed to focus on our point of difference. A marketing campaign for St Andrews, using the by-line "Simple Human Values" and highlighting interaction between staff and residents, has been very successful and provides us with a vehicle to articulate our "valuing lives" philosophy as that point of difference. In addition, the appointment of a new Manager and greater support of staff to attend to clinical needs, positions St Andrews credibly for the future.

PSO is taking a leading role in a national review of psychotropic medication use in our dementia units. This complements the work undertaken on service development for people with dementia in both residential and community settings.

We partnered with Otago Community Hospice in introducing the internationally-recognised Liverpool Care Pathway for people in the last few days of their lives. We are more frequently providing palliative



Doris Watts and Dorothy Swanson meet in the apartment courtyard at Wanaka Retirement Village before heading to an exercise session at Elmslie House.



Village resident Ron Blacknell enjoys a spot of gardening at Columba Court, Oamaru.

care and the principles of this pathway are helpful to relatives and staff as well as to the older person.

The opening of the Wanaka Retirement Village and the gifting of Columba Court in Oamaru added to our existing independent living dwellings available at Ranui Court, Ross Cottages, Iona Cottages and Milton Cottages, and provides retirement living, with security of knowing that help is close at hand.

* strong families

The last twelve months have seen a further development of Family Works' core services in order to provide an integrated model of assistance to families and children.

Counselling is now more tightly focused on those families with adolescent children, although we continue to accept Family Court and ACC sensitive claims referrals. We have contracted with other agencies to provide specialised children's counselling, but often support is otherwise accomplished in our group programmes such as Growing Taller, Assertiveness, Grandy's Group and Seasons for Growth.

We have now conducted three Incredible Years parenting programmes in collaboration with the Ministry of Education. Each programme involves up to 18 parents, who make a significant commitment to the 14-week course. Courses have been run in Dunedin and Cromwell and in the coming year we will add Oamaru and Wanaka.

We continue to note the effects of the recessionary environment in the number of families under stress we see. Over the past year we provided immediate services (interview, assessment and brief intervention) for 783 families. Referrals were made to Work and Income, the DCC Electricity Fund and other agencies. Often a food parcel was offered and a total of 2,697 parcels were provided this year. At an average value of 30 items per parcel, this represented a cost of more than \$100,000, which was met by donations of money or food from our generous community.

Family and Social Work support was provided for 147 families who had complex needs; often involving advocacy, Strengthening Families assistance, budgeting, counselling and parenting education; 446 individuals and families received Counselling. Overall Family Works served 1,890 families this year. We continue to be a lead provider in the Strengthening Families network, and find that this adds to the "linked up" nature of our service delivery.

Dunedin has the highest youth unemployment rate in the country so Family Works is now working with secondary school students in two Dunedin initiatives aimed at reducing that standing. One is with the Otago Youth Wellness Trust whereby social



work is provided to young people and their families through the Secondary School environment, with the intent of mitigating family and peer influences on disengagement from education.

An alternative education programme is based at YouthGrow Garden Centre. Individually tailored to each student, a significant focus is on helping build self-esteem and confidence, develop appropriate social relationships, and learn general life skills like budgeting and time management.

While preparing for the transition from school to the workforce, young people develop appropriate work ethics and the necessary skills to seek and retain employment. Poor literacy and numeracy are some of the most common barriers to employment and the mentoring available through YouthGrow ensures that this is identified and changes put in place to enable each young person to succeed. This is complementary to the work we already do with the young people who are YouthGrow employees, and there are obvious synergies between the two programmes.

Seventeen young people "graduated" from YouthGrow last year and of the 13 who have kept in touch all remain in employment or vocational training.

The Buddy Programme completed its 19th year of operation with 226 matched pairs. The programme continues to develop in reputation and numbers, with substantial growth in Central Otago due to the efforts of their Buddy Co-ordinator who has been joined by a new Co-ordinator and Social Worker in Wanaka.

Stepping Stones, our activity programme for people who have a mental health condition continued to meet three times a week and our Total Money Management (TMM) service supported 25 clients this year, as well as providing a sound back up to our wider budgeting team.

*great communities

Community Development is an area of our work that continues to go from strength to strength. Our involvement in various community initiatives varies from advice and mentoring to full-on participation. There are four main geographical areas where we are working: Dunedin's North East Valley, Pine Hill, Wakari/Flagstaff and Central Otago/Cromwell.

"The Project" in North East Valley (NEV) is the most fully developed and there are real changes in the community, such that it is regaining the vibrancy for which it was once known. A community garden is to be found at NEV School, a highly successful Neighbours Week culminated in a family movie at Dunedin North Intermediate, a Car Club has been set up so teenagers can learn how to legally modify a car, sewing machines have been donated and young Mums have lessons in sewing; similarly, donated keyboards have led to piano lessons for children. A great example of a community pulling together to support families.

Pine Hill is still in the early stages of research into community strengths and treasures, but already a Coffee Group, comprising of adults and children, meets in empty classrooms at Pine Hill School. It is culturally very diverse and each week an adult prepares an activity for the group, sharing skills, knowledge and crafts with others. A family Zumba class is available and various family sporting activities have been arranged.

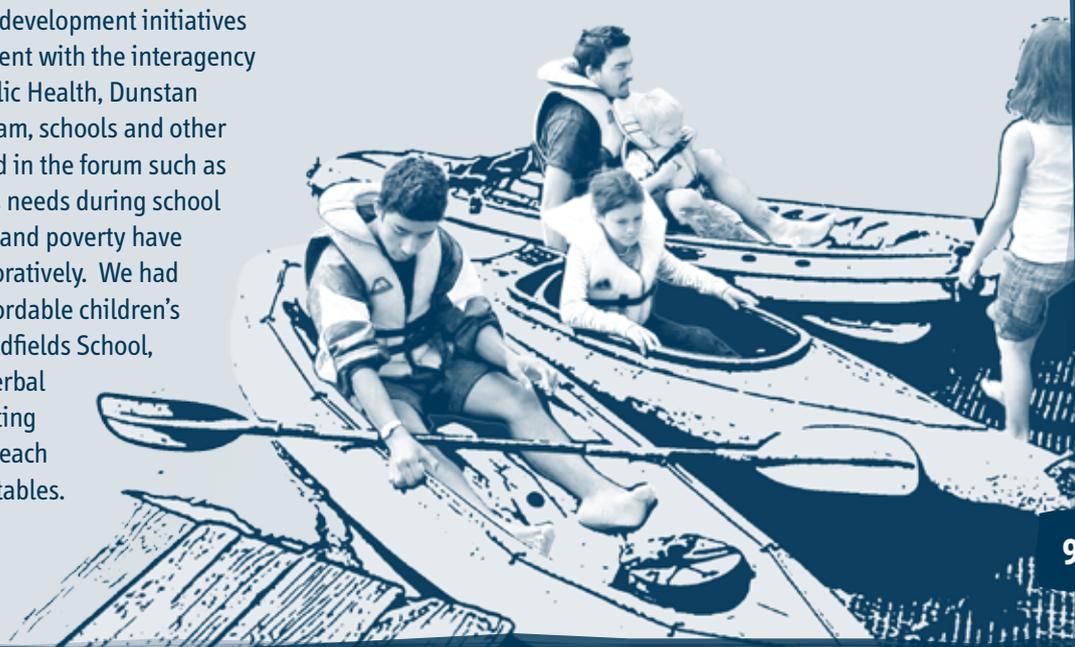
Our involvement in the Flagstaff/Wakari area has been in collaboration with Flagstaff Union parish and we have just begun to work with East Taieri Church to develop a community consultation process in Mosgiel.

Central Otago community development initiatives derive from PSO involvement with the interagency forum which involves Public Health, Dunstan Hospital Mental Health team, schools and other agencies. Issues identified in the forum such as youth addiction, children's needs during school holidays, transport issues and poverty have been responded to collaboratively. We had roles in developing an affordable children's holiday programme at Goldfields School, lobbying for the ban on herbal stimulant Kronic and creating transportable gardens to teach the skills of growing vegetables.

Rural services are now placed to expand into North Otago and will strengthen some of the more remote Central Otago work in places such as the Maniototo. This has been made possible through the Community Response funding we were successful in achieving again.

Our response to the Christchurch earthquakes included assisting with the staffing of the "Dunedin Embassy" and Community Link in the first instance, followed by releasing staff to be part of the massive recovery effort of contacting all households in the affected areas. Over 100 families from Christchurch required assistance in resettling in Dunedin and we provided for needs as simple as food, clothing and shelter at the time. Long-term, a number of these families will require our support as they cope with the trauma of losing homes, possessions, friends, jobs and social connections.

In March we offered families from some of the worst affected areas of Christchurch a week-long break at the Kurow Holiday Camp. It was pleasing to see how the community came together to make this a memorable experience for those families. Kurow was chosen because it was at the northern end of our region, far enough away from the shakes for some sense of normality to reign. Staff and volunteers from Presbyterian Support South Canterbury provided a barbeque for families en route to Kurow. We are looking to repeat this later in 2011, as more families need a break from their stressful situations.



* supporting our services

We would not be able to accomplish all that we do if it was not for the work of staff involved in reception, administration, accounting, property, purchasing, delivery, information services, human resources, communications and fundraising. These staff effectively resource our services by making sure that the “behind the scenes” work is done, enabling front-line staff to get on with the task of attending to the needs of the people we serve.

Good progress has been made on the HR Strategic Plan objectives this year. Leadership development and workforce training have been a priority and 70 Services for Older People employees completed national qualifications. Development of performance management processes, job descriptions based around core competencies and the introduction of a new Code of Conduct have ensured that Managers are supported in their role. A staff survey is scheduled in late 2011 and will provide feedback on staff engagement.

Despite the difficult economic environment, we continued to receive generous support from our community with philanthropic fundraising income of \$784,000, up 18% on the previous year. Our retail stores: The OpShop, Shop on Carroll and Shop on Taieri, excelled themselves in achieving a net surplus of \$66,069. Bequests were also a significant form of income with \$310,536 received from benefactors.

The Family Works Guardian Angel campaign, part of a national awareness campaign focussing on child abuse, was successful in attracting new donors and bringing Family Works to the attention of many within the community.

PresCare is a significant new national partnership initiative between the Presbyterian Church of Aotearoa New Zealand and Presbyterian Support New Zealand, which commenced in late 2010. It provides an opportunity for Presbyterian parishes and Presbyterian Support in each region to work together, especially in ways that make a difference to the wellbeing of children, youth and their families.

PresCare began with the development of Lenten resources for parish use, raising awareness and support for Family Works services (specifically the “Guardian Angel” campaign). It has also surveyed parishes and Presbyterian Support regions to

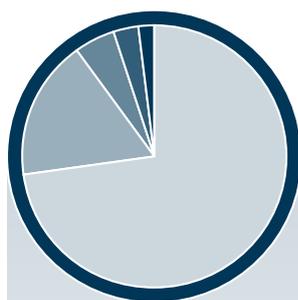


Lenten meditation resources produced by PresCare

establish where the two organisations are already working together. It is intended that PresCare will continue with a Lenten campaign each year, whilst also promoting existing and new initiatives in coming years, including a closer relationship with Presbyterian Schools.

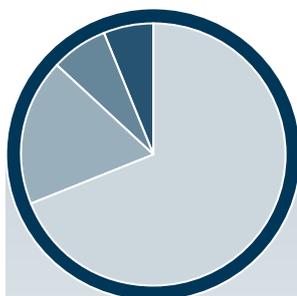
Financially, we finished the year with an operating deficit of \$110,000 on a turnover of \$30,910,000. Our set of accounts now reflects the group position of Presbyterian Support Otago and PSO Retirement Villages Ltd and puts our current equity at \$43,879,000, which comprises of assets (primarily our rest homes and hospitals) of \$56,233,000 and liabilities of \$12,354,000.

For more information on financial matters, please refer to the summary accounts on the following pages, or visit our website www.psotago.org.nz to download a copy of the full audited accounts.



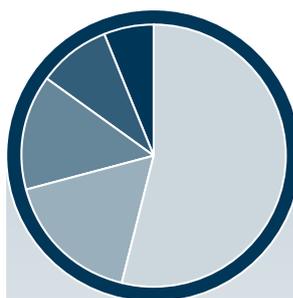
Sources of Income 2010/2011

- 73%** Services for Older People - Residential
- 17%** Services for Older People - Non Residential
- 5%** Donations/Grants/Bequests/Fundraising
- 3%** Investments & Other
- 2%** Family Works



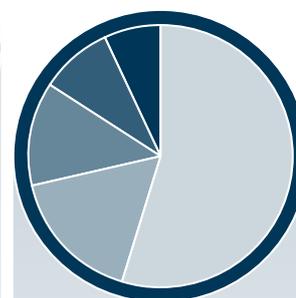
Expenditure by Service 2010/2011

- 69%** Services for Older People - Residential
- 18%** Services for Older People - Non Residential
- 7%** Family Works
- 6%** Other



Income by Region 2010/2011

- 54%** Dunedin
- 17%** Central & West Otago
- 14%** North & East Otago
- 9%** South Otago
- 6%** Taieri



Expenditure by Region 2010/2011

- 56%** Dunedin
- 17%** Central & West Otago
- 13%** North & East Otago
- 9%** South Otago
- 5%** Taieri

The following specific grants have been received and expended between 1 July 2010 and 30 June 2011 and are recorded separately in accordance with the instructions of the funder:

Central Lakes Trust	\$45,200	Enliven HomeShare, Central Otago social work and Buddy programme
Community Organisations Grants Scheme (COGS)	\$9,500	Central Otago Buddy programme, Enliven HomeShare, Central Otago social work, Dunedin social work, Buddy Dunedin, Enliven Volunteer Visiting Programme
Donald and Nellye Malcolm Trust	\$1,000	Buddy programme
Dunedin City Council	\$19,817	Rates rebate YouthGrow and Support Centre, social work Dunedin
John Mitchell McLachlan Trust	\$5,000	North Otago social work
Otago Community Trust	\$120,000	Family Works and volunteer-based projects
Otago Masonic Charitable Trust	\$3,500	Holmdene Rest Home and Hospital

* summary income statement

For the Year ended 30 June 2011

	Group 2011 \$000's	Parent 2011 \$000's	Parent 2010 \$000's
Income			
Services for Older People	27,919	27,919	28,028
Family Works	1,383	1,383	1,313
Other Activities	1,608	1,595	1,466
Total Income	30,910	30,897	30,807
Expenditure			
Services for Older People	26,883	26,883	27,041
Family Works	2,272	2,272	2,165
Other Activities	1,752	1,439	1,477
Finance Costs	113	113	30
Total Expenditure	31,020	30,707	30,713
Operating Surplus / (Deficit)	(110)	190	94
Non-Operating Movements			
Columba Court - net assets gifted	363	363	
Revaluation of Investment Properties	(110)	(110)	(37)
Total Non-Operating Movements	253	253	(37)
Net Result for Year	143	443	57

* summary statement of comprehensive income

For the Year ended 30 June 2011

Net Result for Year	143	443	57
Other Comprehensive Income			
Operating Property Revaluation	6,708	6,328	
Total Comprehensive Income	6,851	6,771	57

* summary of changes in equity

For the Year ended 30 June 2011

	Group 2011 \$000's	Parent 2011 \$000's	Parent 2010 \$000's
Opening Balance of Equity	37,028	37,028	36,971
Plus:			
Total Comprehensive Income	6,851	6,771	57
Closing Balance of Equity	43,879	43,799	37,028

* summary balance sheet

As at 30 June 2011

	Group 2011 \$000's	Parent 2011 \$000's	Parent 2010 \$000's
Equity	43,879	43,799	37,028
<i>Represented by:</i>			
Current Assets	3,370	2,897	2,543
Non Current Assets	52,863	51,943	43,248
	56,233	54,840	45,791
Current Liabilities	6,708	6,664	7,655
Non Current Liabilities	5,646	4,377	1,108
	12,354	11,041	8,763
Net Assets	43,879	43,799	37,028

Signed for and on behalf of the Board as at 28th September 2011:



Mr Frazer Barton
CHAIRPERSON



Mrs Gillian Bremner
CHIEF EXECUTIVE

* summary statement of cash flows

For the Year Ended 30 June 2011

	Group 2011 \$000's	Parent 2011 \$000's	Parent 2010 \$000's
Net Cash flows from Operating Activities	1,481	1,755	1,086
Net Cash flows to Investing Activities	(422)	(747)	(4,366)
Net Cash flows to Financing Activities	(660)	(660)	2,631
Net Cash Flow	399	348	(649)
Opening Balance at 1 July	622	622	1,271
Closing Balance at 30 June	1,021	970	622

* notes to the summary financial statements

for the year ended 30 June 2011

These are the summary financial statements of Presbyterian Support Otago Incorporated and group for the year ended 30 June 2011. The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements dated 28 September 2011. The full annual financial statements have been prepared in accordance with the New Zealand Equivalents to International Financial Reporting Standards (NZ IFRS).

This summary financial report cannot be expected to provide as complete an understanding as provided by the full financial statements.

An unqualified audit opinion has been received on the full financial statements for the year ended 30 June 2011. A copy of the full financial statements for Presbyterian Support Otago for the year ended 30 June 2011 may be obtained by contacting Presbyterian Support Otago on (03) 477-7115 or by writing to PO Box 374, Dunedin.

This summary financial report has been examined by our auditor for consistency with the full financial statements. These summary financial statements were approved for issue by the Board of Presbyterian Support Otago on 28 September 2011.

BASIS OF PREPARATION

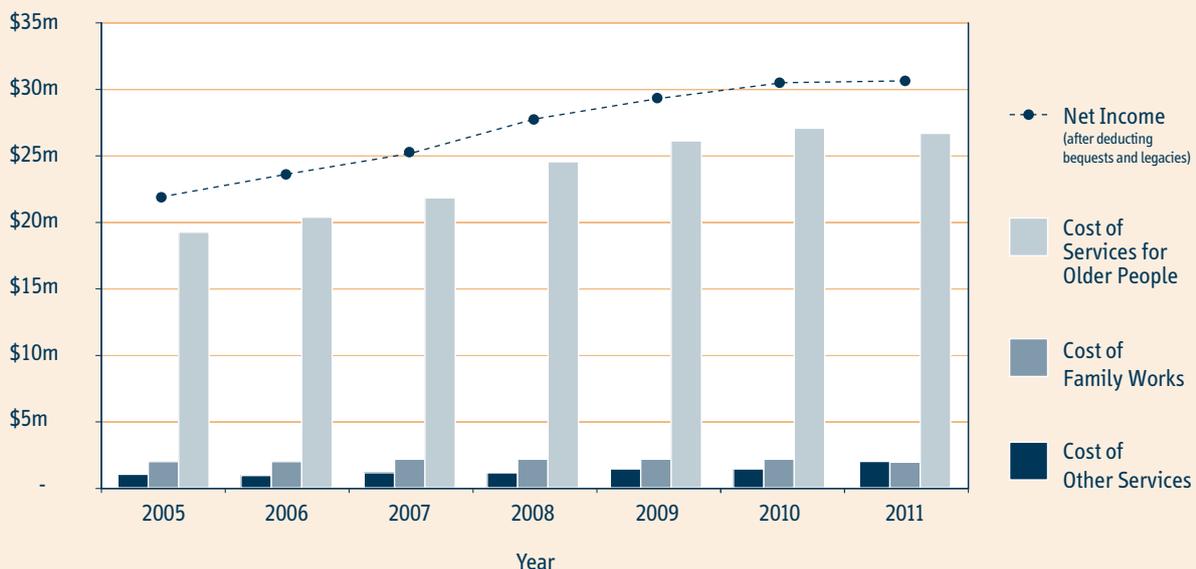
Presbyterian Support Otago Incorporated is a public benefit entity and was registered on 12 October 1907 under the provisions of "The Religious, Charitable and Educational Trust Board Incorporated Act 1884" (now the "Charitable Trusts Act 1957").

These are the summary financial statements of Presbyterian Support Otago Incorporated and they comply with FRS 43: Summary Financial Statements. The presentation currency is New Zealand dollars, rounded to the nearest whole thousands (\$000's). The full financial statements upon which these Summary Financial Statements are based, have been prepared to comply with NZ GAAP.

SPECIFIC ACCOUNTING POLICIES

All specific accounting policies have been applied on the same basis as those used in the full financial statements of Presbyterian Support Otago.

* income and expenditure trends 2005 - 2011



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W www.ph.co.nz

INDEPENDENT AUDITOR'S REPORT

To the Members of Presbyterian Support Otago Incorporated

Report on the Consolidated Group Summary Financial Statements

The accompanying summary consolidated financial statements, which comprise the summary balance sheet as at June 30, 2011, the summary income statement, summary statement of comprehensive income, statement of changes in equity and summary cash flow statement for the year then ended, and related notes, are derived from the audited consolidated financial statements of Presbyterian Support Otago Incorporated for the year ended June 30, 2011. We expressed an unmodified audit opinion on those financial statements in our report dated September 28, 2011.

The summary financial statements do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Presbyterian Support Otago Incorporated and its subsidiaries.

Trustees' Responsibility for the Summary Financial Statements

The trustees are responsible for the preparation of a summary of the audited financial statements in accordance with FRS-43: Summary Financial Statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810, "Engagements to Report on Summary Financial Statements."

Other than in our capacity as auditor we have no relationship with, or interests in, Presbyterian Support Otago Incorporated or any of its subsidiaries.

Opinion

In our opinion, the summary financial statements derived from the audited consolidated financial statements of Presbyterian Support Otago Incorporated for the year ended June 30, 2011 are consistent, in all material respects, with those financial statements, in accordance with FRS-43.



28 September 2011
Polson Higgs
Dunedin

* acknowledgements

Presbyterian Support gratefully acknowledges the support of the Otago community. Bequests, grants, gifts and donations are an important part of our income and make it possible for us to live out our Mission each year. To those who have supported us, who share our values and our commitment to making a difference: our sincere thanks.

We received significant support from the following companies, trusts and individuals in the year ended 30 June 2011:

GRANTS, MAJOR DONATIONS AND GIFT-IN-KIND

- ACE Shacklock Charitable Trust
- Brumby's Bread Shop
- Campbell's Butchery
- Central Lakes Trust
- Channel 9 Dunedin Television
- Community Organisations Grants Scheme
- Community Trust of Southland
- Donald and Nellye Malcolm Trust
- Dunedin Casino Charitable Trust
- Dunedin City Council
- Ebos Healthcare
- Fairfax Media
- Fonterra New Zealand
- Harvey Norman
- Hansen Rentals
- HeatCo Dunedin
- Ignite Consultants
- JDS Roberts Trust
- JN Lemon Trust
- John Ilott Trust
- John Mitchell McLachlan Charitable Trust
- Kaan's Catering Supplies
- Kingston Sedgfield Charitable Trust
- Kurow Bakery
- Kurow Holiday Park
- Little Hut Café
- MediaWorks

- Mercy Hospital
- Night n' Day, The Octagon
- OSCAR Foundation
- Otago Auto Trimmers
- Otago Community Trust
- Otago Masonic Trust
- Otago Office Furniture Warehouse
- Packaging House
- Paterson Charitable Trust
- Patricia France Charitable Trust
- Pioneer Generation Ltd
- Presbyterian Church Property Trustees
- Quality Bakers
- Radcliffe Electrical
- Ross Memorial Fund
- South City Print
- Southern Hospitality
- Southern Victorian Charitable Trust
- Stephen Duff Motors
- T & D Marketing
- Telecom NZ Ltd
- The Lion Foundation
- The Tindall Foundation
- Timothy Blair Trust
- Total Food Equipment
- Trens Wholesale
- William Downie Stewart Charitable Trust

BEQUESTS

- R H Clark
- J M Gray
- A Hogg
- Johnstone Trust
- R A McDowell
- G H Paul
- W E Paul
- H Pullar
- W J Thomson

LIFE MEMBERS

- Gerry Gillespie – 1995
- Huntly Skinner – 1995
- Jean Ballard (d) – 1995
- Alex Luke (d) – 1995
- Keith McCaw (d) – 1996
- Ian Tough – 1997
- Angus Black (d) – 1997
- Frances McNamara (d) – 1998
- Colin Fitzpatrick – 2001
- Royden Somerville QC – 2001
- Isobel van Royen – 2001
- Betty Simpson – 2002
- Phyllis Varcoe – 2002
- Jean Begg – 2006
- Huia Ockwell – 2006
- Ken Irwin – 2006
- Ruth Houghton – 2008
- Peter Callachor - 2008

* directory

DUNEDIN

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407 Moray Place
PO Box 374
Dunedin 9054
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Fax 03 479 2020
enquiries@psotago.org.nz
www.psotago.org.nz

FAMILY WORKS

Buddy Programme	03 477 7116
Social Work & Counselling	03 477 7116
Food Bank & Welfare Assistance	03 477 7116
Stepping Stones	03 466 4726
Total Money Management & Budget Advice	03 477 7116
YouthGrow Garden Centre, NEV	03 473 1334

SERVICES FOR OLDER PEOPLE

Enliven Community FIRST	03 477 7115
Enliven Family Carers	03 477 7115
Enliven Dunedin Home Support	03 477 7115
Enliven Taieri	03 489 7462
Enliven Visiting Volunteers	03 477 7115
Maybank Activity Group	03 473 0890
Ross Home & Hospital, NEV	03 473 0029
St Andrews Home & Hospital, Kew	03 455 4396
Taieri Court Rest Home, Mosgiel	03 489 6044

OTHER

Community Mission	03 477 7115
Shop on Carroll, 10 Carroll Street	03 471 8249
Shop on Taieri, 135 Gordon Road, Mosgiel	03 489 1351
The OpShop, 59-61 St Andrew Street	03 477 5019

CENTRAL OTAGO

Buddy Programme, Alexandra area	027 489 419
Buddy Programme, Upper Clutha	027 631 2919
Family Works Social Worker, Cromwell	03 448 5327
Family Works Social Worker, Upper Clutha	027 631 2919
Elmslie House Home & Hospital, Wanaka	03 443 7899
Enliven Central Otago	03 440 2016
Club Enliven Activity Group	03 440 2016
Ranui Home & Hospital, & Ranui Court, Alexandra	03 448 8280
Wanaka Retirement Village Manager	03 443 7899

NORTH OTAGO

Buddy Programme	03 434 9926
Family Works Social Worker	0221 369108
Columba Court Manager	03 437 1870
Iona Home & Hospital, Oamaru	03 437 1870

SOUTH OTAGO

Buddy Programme	03 418 1799
Enliven Clutha	03 418 0299
Holmdene Rest Home & Hospital, Balclutha	03 418 1468
Milton Cottages	03 477 7115

WEST OTAGO

Buddy Programme	03 418 1799
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EAST OTAGO

Buddy Programme	03 465 7151
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www.psotago.org.nz
www.otago.familyworks.org.nz
www.otago.enliven.org.nz
www.wanaka-retirement-village.co.nz