

Presbyterian Support Otago

# Annual Report

## 2021



Presbyterian Support  
Otago

*enliven*  
PRESBYTERIAN SUPPORT OTAGO

 Family  
Works

*People helping people*



# Contents

Our Supporters	3
Chairman's Report	4
Chief Executive's Report	5
Family Works	6
Creating a Sustainable Future	8
Enliven Services	10
Financial Statements	12
PWC Auditor's Letter	14
Acknowledgements	15
Contact Details	Back Cover

## Vision • Mission • Values

### **Our Vision | Tō Mātou Matawhānui**

Every person is valued and grows in a safe and strong community.

### **Our Mission | Tō Mātou Whakatakanga**

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

### **Our Values | Ō Mātou Uara**

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.



*Thank you!*

## Our Supporters

Here we are, gearing up for Christmas, and another year has just flown by, despite the challenges we have all faced! As a nation we have been blessed with a lot of freedom and safety over the past year but changing Alert levels and restrictions have been hard for many. I am heartened by how we as a community have been very supportive of each other.

At Presbyterian Support Otago (PSO) we are all about “people helping people” and at times like these we are especially grateful for the tremendous care and concern of our many donors and supporters. Your kindness means we can support people through difficult times and walk beside them as they grow new skills to make positive changes.

At PSO, we want to make the best use of every dollar donated and this year we have been collecting email addresses wherever possible, as this is great for the environment, creates less waste

and reduces costs.

We were delighted to be able to hold Octacan this year, where we collected 15,575 items for our foodbank. We continued to produce our seasonal editions of People magazine which is sent to our friends and supporters by post and email. The fresh new format of the magazine has been well received and I am extremely proud of our inhouse creative team for their work on this!

If you would like to receive a copy of People magazine please email me at [fundraising@psotago.org.nz](mailto:fundraising@psotago.org.nz)

A big thank you from me to you all!

Warm regards

**Jude McCracken**  
Supporter Engagement Manager  
Marketing and Fundraising



# Chairman's Report

Tēnā koutou katoa,

The year ending June 2021 has been an encouraging one, as we continue redefining Presbyterian Support Otago both at a governance level and as an organisation.

The Board membership has undergone significant change as we have farewelled Frazer Barton and Helen Scott, both of whom contributed their expertise and a significant amount of time to the functioning of the board and governance of PSO.

The Board has welcomed four new members - Stephen Christensen, Mark Shirley, Craig Wyatt and Stephen Willis. Each of these new members bring significant experience and areas of expertise that cover organisational management, clinical governance, finance, commercial and legal.

The focus of the board continues to be based around accountability, assurance, determining strategy and developing an effective governance team.

We are currently working through the process of determining our Strategic Plan for the next three years. Unfortunately, this process was disrupted due to the August/September Level 4 lockdown and we are not able to present at the AGM as we were planning.

Before we started work on our Strategic Plan, we were compelled to revisit the organisation's vision, mission and values. This involved both the senior leadership team and the board working together in a facilitated session that revisited the essence of who we are and what we stand for.

The resulting renewed vision, mission and values for PSO have been fashioned by board and management and allow for a closer alignment of reporting and measurement of the achievement of our goals against our purpose.

**Our Vision:** Every person is valued and grows in a safe and strong community.

**Our Mission:** We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

**Our Values:** Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

Ngā mihi nui

**Tim Mepham**  
Board Chair

## The Board



Tim Mepham  
BOARD CHAIR



Stephanie Pettigrew  
DEPUTY CHAIR



Jessica Palmer



Lindsay Alderton



Bev Rodwell



Craig Wyatt



Rev Kerry Enright



Ray Macleod



Stephen Christensen



Mark Shirley



Stephen Willis

# Chief Executive's Report

One of the great joys of my role as CEO of Presbyterian Support Otago is the regular visits I make to our sites across our region, in particular our aged residential care homes. The conversations and stories that our staff, volunteers, clients and residents share with me are a remarkable source of insight and inspiration.

The dementia unit at PSO's Ranui home in Alexandra holds a special place in my heart. Here, our staff, dressed in bright and unique outfits, and our 10 wonderful residents have together created a safe, warm, welcoming home. There is a gentle rhythm to life here, with many moments of fun and laughter. As a registered nurse myself and as someone whose mum experienced dementia, I am always moved and energized by being in this environment. People are at the centre of all we do at PSO.

For many people, the past year has not been an easy one, and I want to express the gratitude the Senior Leadership Team of PSO has for all our staff across Enliven, Family Works and corporate services. Without their strict adherence to government guidelines, the safety of the most vulnerable in our community would be significantly at risk.

To our supporters - those who donate, volunteer and spread the word about our services - thank you. Your commitment to and support for PSO means we can continue to walk alongside the people of Otago, strengthening families and communities.

One of our primary goals this year has been to increase our organisational capability and efficiency. We welcomed an operations director who has taken on the significant task of creating systems and processes that will make us more efficient and therefore able to reach and help more people.

Alongside this, PSO has launched refreshed vision, mission and values statements. These statements are our core principles, and they guide us in our strategic planning - which is the setting of PSO's goals and creating strategies for achieving those goals. We have a bright future ahead but there is still a great amount of work to do for our community.

Nāku iti noa, nā

Jo Rowe  
CEO Presbyterian Support Otago

## Senior Leadership Team

Left to right: Sally Knox (Communications Advisor), Andrew Borthwick (Finance Director), Jo Rowe (CEO), Carmen Batchelor (Family Works Director), Joanne Greatbanks (Corporate Operations Director) and Maurice Burrowes (Enliven Director)





# Family Works

## Kia Ora Koutou, Talofa Lava, Malo e Lelei, Kia Orana, Malo Ni, Fakalofa atu, Bula Vinaka, Taloha Ni

As I write this, I reflect on the on-going impact of COVID 19 and the challenges of re-entry into lockdown due to COVID 19 re-emerging, this time as the highly transmissible Delta variant.

Family Works has seen a significant period of change over and above the unprecedented impact of the pandemic. Despite this we continue to be flexible, responsive and adaptable as we seek to strengthen our core flagship services and streamline our processes to ensure our clients, whānau and our communities are at the heart and centre of what we do.

The demand for our services continues to increase as we focus on raising the visibility of our wrap-around integrated services across the life span. Family Works is often known for its Foodbank, which meets an immediate need, but also serves as an entry point to our wider range of services and programmes - which we now call our Skillsbank. Our Skillsbank gives people the opportunity to choose the support and skills they wish to access, to create a safer, stronger and better future. This aligns to our vision that 'every person is valued and grows in a safe and strong community'.

The rising cost of providing services, responding to increased demand, and securing sustainable funding

continues to be challenging. Increasing baseline funding for all services to better reflect the full cost of providing social services is critical. We also want to achieve pay equity for our Social Workers and our social services staff more generally. Social Workers in non government organisations are currently paid on average 36% less in contrast to their Oranga Tamariki colleagues.

In a year of changes, challenges, farewells and welcoming new staff, attending the South Island Ministry Conference 'Resilience & Well-being in Uncertain Times' with our Missions Co-ordinator Carolyn Sims in May 2021 was a great highlight and an opportunity for refreshment and reflection.

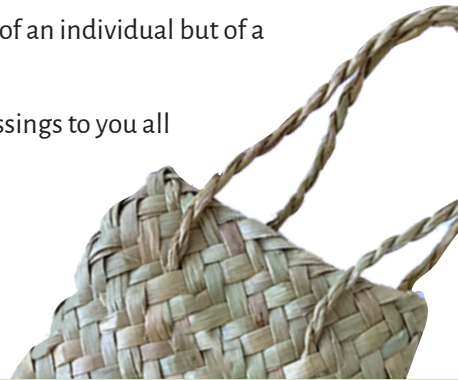
Finally, I want to extend my heartfelt thanks to our many supporters, encouragers, funders, donors, volunteers and churches who continue to support us. We could not do what we do and meet the level of our community need without you.

E hara taku toa i te toa takitahi engari te toa takimono

(My strength is not that of an individual but of a collective)

Ngā mihi aroha and blessings to you all

Carmen Batchelor  
Director, Family Works



## How we helped

**4,591**

Family Works clients

**23,365**

Family Works client contacts

**3,401**

Food parcels supplied

**192**

Children who participated in  
Family Works programmes



# What our clients say about us

**90%**

of clients say they met their goals

**94%**

of clients say our services were accessible

**95%**

of clients were satisfied with their relationship with their worker

**82%**

of clients say they learnt useful new skills/strategies

**73%**

of clients report improved relationships



# Lee-Ann's story

## How many people we helped

<b>Parenting programmes</b>	<b>107</b>
<b>Children's group programmes</b>	<b>76</b>
<b>Buddy Programme</b>	<b>116</b>
<b>YouthGrow students</b>	<b>33</b>
<b>Social Work clients</b>	<b>451</b>
<b>Foodbank clients</b> (Immediate Assistance)	<b>2,409</b>
<b>Financial Mentoring clients</b>	<b>1,202</b>
<b>Financial other (ERANZ, Energy Mates)</b>	<b>63</b>
<b>Community Finance Loans clients</b> (No and low interest loans worth \$339,148)	<b>134</b>

Lee-Ann's warm and caring manner is a perfect fit for her new role as a staff member at one of Presbyterian Support Otago's busy op shops.

Her life journey hasn't always been easy though.

"I had a hard and traumatic life. I reached out to Family Works to see if they could help".

Lee-Ann connected with our Foodbank and social workers for some immediate help and when she felt ready, worked with our financial mentors to build on her budgeting skills – tools which she has been pleased to pass on to her son.

Deciding to become one of our dedicated volunteers was Lee-Ann's next step, as she generously gave her time and continued to build her resilience.

"I had bad anxiety, but coming here has built me up with confidence", says Lee-Ann.

Now, as a fully-fledged employee, she is full of laughter and thrilled to be part of the retail team.

At PSO, we want every person to be valued in a safe and strong community, and we are delighted to be part of Lee-Ann's journey.

# Creating a sustainable future

Our thinking and practices around sustainability have evolved significantly over the past year, and PSO is committed to strategically managing our impact; environmentally, economically and socially.

We aim to reduce the external uncontrollable impacts on our financial stability, by exploring and establishing an enduring and sustainable funding model. This is necessary to achieve the certainty needed for our services, and to secure their continuity and growth. We will develop our funding and fundraising streams, for healthy diverse future income sources.

In addition, operational performance has been constrained by historical under-investment. Rectifying this issue is a strategic investment priority, and more sustainable and smarter ways of doing business will restore resilience and agility to PSO operations.

We desire that every person is valued and grows in a safe and strong community — greater sustainable funding and operational productivity will enable all sides of the organisation to realise this vision, across the entire continuum of care, without compromise or comparison.

## How you helped

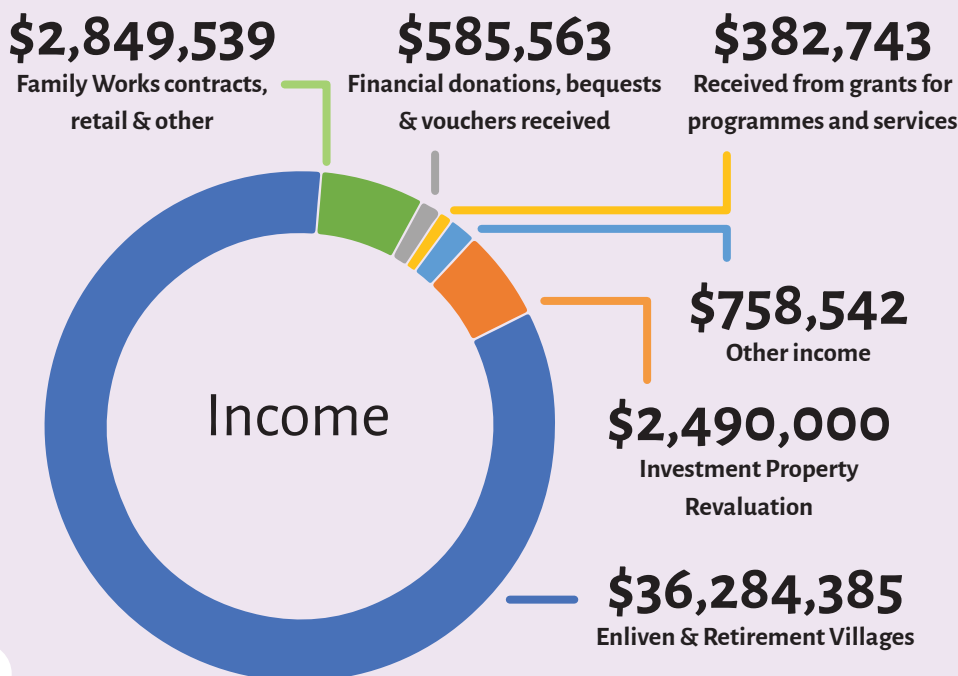


**542** / **772**  
Volunteers / Employees

**1,588**  
Donors

**142,716**  
Gift in kind items  
were donated

## The Year in Dollars



**\$43,350,772**  
Income

**\$42,234,047**  
Expenditure

**\$1,116,725**  
Net surplus



# Sustainable funding

## Retail Shops

Our retail activities help us take a leading role in sustainability by influencing others to reduce consumerism, reuse goods to extend their lifespan, and recycle items transforming them creatively. Two physical stores and one online shop help prevent tonnes of items reaching landfill each year.

We also have a strong focus on affordability and value for all our retail activities, to maximise the potential of all that our supporters generously donate to us. Our passionate and knowledgeable team of staff and volunteers have ensured that our retail spaces perform well, with over **\$181K** much needed net revenue raised through this conversion of pre-loved donated items.

We remain committed to supporting more sustainable living, responsible consumer choice, and accessibility to extraordinary value.



40,415

Customers were served in our retail charity stores

## YouthGrow

Presbyterian Support Otago's YouthGrow Garden Centre in Dunedin's North East Valley offers a wide range of plants to the public, including vegetable plants, trees, shrubs, rhododendrons, climbers, grasses and more.

The garden centre is also home to the YouthGrow Programme, a youth development alternative education programme, producing 'life-ready and work ready' outcomes for 16 to 24 year olds who have not been able to thrive in a mainstream educational environments.

Revenue generated by the garden centre helps support this programme and provides 'real world' work experience for the students while they gain their NCEA levels 1 and 2, creating a sustainable future for both the programme and these young people.



\$77,138

Garden Centre Sales

33

Students attending

# Enliven Services

This has been a challenging and demanding but also rewarding year for Enliven Services. The Covid 19 pandemic was never far from our minds, especially as we moved in and out of higher Alert Levels. We have maintained occupancy rates well above the sector average, and this reflects the high calibre of our staff in delivering a quality service.

The wellbeing of our residents remains top-of-mind for our hardworking and dedicated staff. During lockdown and restricted access periods, staff have conducted daily health screening, managed visiting protocols and helped residents connect with their families and friends via Zoom and phone.

While there have been many challenges this year, there is also much to quietly celebrate.

We welcomed the appointment of four new Residential Managers - Jo Hobson, Leigh McLeod, Alexa Gutowska and Madeleine Esdaile. We are proud that each of these skilled and experienced nurses has come from the ranks of PSO, moving from registered nurse positions to more senior RN positions. We have also established a Roving Manager position to support Managers and to provide leave coverage.

We must mention Mavis Thornton, who during her twenty-one years as the Manager of Ranui, made an outstanding contribution to both the home and also to our wider Enliven Service.

In our community-based services area, we took over the Mosgiel Elderly Care Trust day programme and its assets, at the invitation of the Trust, so that the programme can continue to serve older people of the Taieri.

We acknowledge the incredible support of our many volunteers who generously gift their time to Enliven – they are invaluable members of the Enliven team.

The year ahead will continue to have many challenges as the pandemic continues to evolve and we seek to address significant staff recruitment and retention challenges faced by the aged residential care sector.

**Maurice Burrowes**  
Director, Enliven Services



## How we helped

**776**  
Residents of our  
care homes  
(155,026 bed days)



**47,140**  
Meals on wheels delivered

**92**  
Older people attending Club  
Enliven day programmes  
(2,283 attendances)

**38**  
Clients supported by  
the Individualised  
Funding contract

**28**  
Older people being  
supported with a  
visiting volunteer

**90%**

of residents agree "This support service has made a positive difference to my life".

**8**

Residential Aged  
Care Homes





Hazel and Rachel at Ranui care home in Alexandra. (Inset, Hazel's amazing garden in Clyde)



## Living life at Enliven

A life-long passion for gardening is one of the things Hazel has brought with her to Ranui care home in Alexandra.

Originally from Southland, Hazel moved into Ranui in 2018, after many years in Clyde, where she and her husband raised their family and established a beautiful garden, complete with an apple orchard out the back. Colourful photos of her Clyde garden adorn Hazel's walls at Ranui, as a wonderful link to those earlier years.

The warm and friendly Ranui community is a place where Hazel says she really enjoys chatting with other residents and our Enliven staff. "I also really love the Central Otago climate – it's so pleasant and healthy".

Enliven care homes are all about people – where their unique personalities, experiences and preferences are respected, encouraged and celebrated.

Our vision is that every person is valued and grows in a safe and strong community. Our Enliven homes are diverse and caring communities where older people live with dignity, joy and passion. Hazel says "what I like best here is that I feel safe and looked after".

3

Retirement Villages

3

Rental cottage locations

3

Locations for day programmes



# Financial Statements

## Presbyterian Support Otago Incorporated Summary Consolidated Statement of Comprehensive Revenue and Expense

For the Year ended 30 June 2021

	Group 2021 \$000's	Group 2020 \$000's
<b>Income</b>		
Income from services	37,297	36,261
Sale of Goods	1,431	1,248
Donations, Grants and Bequests	968	1,925
Other income	3,653	1,692
<b>Total Income</b>	<b>43,349</b>	<b>41,126</b>
<b>Expenditure</b>		
Employment related	29,774	28,443
General operating	6,748	6,666
Office & Administration	3,437	3,104
Other expenditure	1,388	1,633
Finance Costs	73	58
<b>Total Expenditure</b>	<b>41,420</b>	<b>39,904</b>
Operating Surplus before increase in ORA expense	1,929	1,222
Increase in ORA Expense	940	1,263
<b>Net Operating Surplus / (Deficit) for year</b>	<b>989</b>	<b>(41)</b>
Share of net surplus / (deficit) Joint Venture	127	(487)
<b>Net Surplus / (Deficit) for the Year</b>	<b>1,116</b>	<b>(528)</b>
Other Comprehensive Revenue and Expense		
Gain on revaluation of Operating Property	-	8,834
<b>Total Comprehensive Revenue and Expense</b>	<b>1,116</b>	<b>8,306</b>

## Summary Consolidated Statement of Changes in Net Assets / Equity

For the Year ended 30 June 2021

	Group 2021 \$000's	Group 2020 \$000's
<b>Opening Balance of Equity</b>	<b>56,053</b>	<b>47,747</b>
Plus:		
Total Comprehensive Income	1,116	8,306
<b>Closing Balance of Equity</b>	<b>57,169</b>	<b>56,053</b>

## Summary Consolidated Statement of Financial Position

As at 30 June 2021

	Group 2021 \$000's	Group 2020 \$000's
<b>Equity</b>	<b>57,169</b>	<b>56,053</b>
<i>Represented by:</i>		
<b>Current Assets</b>	7,299	7,053
<b>Non-Current Assets</b>	75,573	71,864
	<b>82,872</b>	<b>78,917</b>
<b>Current Liabilities</b>	25,486	21,201
<b>Non-Current Liabilities</b>	217	1,663
	<b>25,703</b>	<b>22,864</b>
<b>Net Assets</b>	<b>57,169</b>	<b>56,053</b>

Signed for and on behalf of the Board as at 29th September 2021:

  
Mr Timothy Mepham  
Chairman

  
Mrs Stephanie Pettigrew  
Deputy Chair

# Financial Statements

## Presbyterian Support Otago Incorporated Summary Consolidated Statement of Cash flows

For the Year ended 30 June 2021

	Group 2021 \$000's	Group 2020 \$000's
Net Cash flows from Operating Activities	1,602	2,538
Net Cash flows to Investing Activities	(2,179)	(3,072)
Net Cash flows to Financing Activities	694	1,370
<b>Net Cash Flow</b>	<b>117</b>	<b>836</b>
Opening Balance at 1 July	2,750	1,914
<b>Closing Balance at 30 June</b>	<b>2,867</b>	<b>2,750</b>

## Notes to the Summary Consolidated Financial Statements

### For the Year ended 30 June 2021

These are the summary financial statements of Presbyterian Support Otago Incorporated group for the year ended 30 June 2021.

The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements authorised for issue by the Board on 29 September 2021. The full annual financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand (NZ GAAP) and they comply with the Public Benefit Entity (PBE) Accounting Standards applicable to not for profit entities.

This summary financial report does not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding as provided by the full financial statements.

An unmodified audit opinion dated 29 September 2021 has been received on the full financial statements for the year ended 30 June 2021. A copy of the full financial statements for Presbyterian Support Otago Incorporated for the year ended 30 June 2021 may be obtained by contacting Presbyterian Support Otago on (03) 477-7115 or by writing to PO Box 374, Dunedin.

These summary Financial Statements have been examined by our auditors for consistency with the full financial statements. These Summary Financial Statements were approved for issue by the Board of Presbyterian Support Otago Incorporated on 29 September 2021.

### 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 summary financial statements of Presbyterian Support Otago Incorporated have been prepared in accordance with PBE FRS 43: Summary Financial Statements. The presentation currency is New Zealand dollars, rounded to the nearest whole thousands (\$000's).

### Impact of COVID-19

On 11 March 2020, the World Health Organisation declared a global pandemic as a result of the outbreak and spread of COVID-19. On 25 March 2020, New Zealand went into a Level 4 lockdown status requiring all non-essential businesses whose employees could not work from home to close for a four week period (extended by a further 5 days to 27 April 2020).

The Group's core operations (aged care – rest homes and retirement villages) were deemed essential services and, as a result, the Group was able to operate in a reduced capacity with no material impact on the balances or disclosures in the financial statements, except for a greater degree of uncertainty attached to the valuation of the Group's properties, as described in Notes 9 and Note 12 of the full financial statements.

Management and the Board have considered the impact of Covid-19 on relevant balances and disclosures in the previous years financial statements and had a reasonable expectation that the Group would continue operating on a financially sustainable basis for the next 12 months. For this reason the financial statements were prepared on a going concern basis, consistent with the prior period. The impact of Covid-19 has also been considered as at 30 June 2021, and it has resulted in minimal impact. The Group continues to operate as a going concern. The latest lock down post year end in August 2021 similarly has had only a minimal impact.

### 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 Incorporated.

# PWC Auditor's Letter



## Report of the independent auditor on the summary financial statements

To the Board of Presbyterian Support Otago Incorporated

The consolidated summary financial statements comprise:

- the summary consolidated statement of financial position as at 30 June 2021;
- the summary consolidated statement of comprehensive revenue and expense for the year then ended;
- the summary consolidated statement of changes in net assets/equity for the year then ended;
- the summary consolidated statement of cash flows for the year then ended; and
- notes to the summary consolidated financial statements.

### Our opinion

The summary financial statements are derived from the audited consolidated financial statements of Presbyterian Support Otago Incorporated, including its subsidiary (the "Group") for the year ended 30 June 2021. In our opinion, the accompanying consolidated summary financial statements are consistent, in all material respects, with the audited consolidated financial statements, in accordance with FRS-43: *Summary Financial Statements* issued by the New Zealand Accounting Standards Board.

### Consolidated Summary financial statements

The consolidated summary financial statements do not contain all the disclosures required by New Zealand equivalents to International Financial Reporting Standards (NZ IFRS). Reading the consolidated summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited consolidated financial statements and the auditor's report thereon. The consolidated summary financial statements and the audited consolidated financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited consolidated financial statements.

### The audited consolidated financial statements and our report thereon

We expressed an unmodified audit opinion on the audited consolidated financial statements in our report dated 29 September 2021.

### Information other than the consolidated summary financial statements and auditor's report

The Directors are responsible for the annual report. Our opinion on the consolidated summary financial statements does not cover the other information included in the annual report and we do not express any form of assurance conclusion on the other information.

In connection with our audit of the consolidated summary financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the consolidated summary financial statements, or otherwise appears to be materially misstated. If, based on the work we have performed on the other information, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Responsibilities of the Directors for the consolidated summary financial statements

The Directors are responsible, on behalf of the Company, for the preparation of the consolidated summary financial statements in accordance with FRS-43: *Summary Financial Statements*.

### Auditor's responsibility

Our responsibility is to express an opinion on whether the consolidated summary financial statements are consistent, in all material respects, with the audited consolidated financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

We are independent of the Group. Our firm carries out other services for the Group by providing Trust Deed Compliance services in the form of a separate Deed of Supervision report. The provision of these other services has not impaired our independence as auditor of the Group.

### Who we report to

This report is made solely to the Charitable Trust's directors, as a body. Our audit work has been undertaken so that we might state those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Trust and the Charitable Trust's directors, as a body, for our audit work, for this report or for the opinions we have formed.

For and on behalf of

A handwritten signature in black ink, appearing to read 'PricewaterhouseCoopers', is written over a horizontal line.

Chartered Accountants  
29 September 2021

Dunedin

PricewaterhouseCoopers, Westpac Building, 106 George Street, PO Box 5848, Dunedin 9058 New Zealand  
T: +64 3 470 3600, www.pwc.co.nz



# Acknowledgements

*Thank you!*

We gratefully acknowledge the support of the entire Otago community. Bequests, grants, gifts and donations are an important part of our income and make it possible for us to carry out our Mission each year. We simply couldn't do what we do without the generosity of you all. We thank each and every one of you who has supported us, who share our values and our commitment to making a difference.

We received significant support from the following organisations and trusts during this financial year.

## Grants

ACE Shacklock Charitable Trust  
Alexander McMillan Trust  
Callis Charitable Trust  
Central Lakes Trust  
Colin GL Jones Trust  
DIA - Lottery Community  
Donald & Nellye Malcolm Trust  
Dunedin City Council  
Estate of JDS Roberts  
Graham and Olive West Charitable Trust  
J N Lemon Charitable Trust  
Kingston Sedgfield (NZ) Charitable Trust  
Mercy Hospital Trust  
McGruer Estate  
Nellie Milnes Charitable Trust  
Network Waitaki  
Oamaru Licensing Trust  
Otago Community Trust  
The Campbell Charitable Trust  
The Lion Foundation  
The Presbyterian Church Property Trustees  
The Timothy Blair Trust  
The Tindall Foundation  
The Trusts Community Foundation Ltd  
The Wilks Charitable Trust  
United Way NZ

## Gifts-in-kind

Abbotsford School  
Absolute Free Range Eggs  
ACC  
Agreeable Nature  
Allied Press  
Anderson Lloyd  
Andersons Bay School  
ANZ  
Arana College  
Arjo – Medical Supplies  
Arthur Street School  
Ashburn Clinic  
B&G NZ Production Limited  
B@tCH  
Balmacewan Intermediate School  
Bayfield High School  
Bayfield Kindergarten  
Bear Park Early Childcare Centre  
Beca  
Better Moves  
Bike Riders Organisation NZ  
Brockville School  
Café Mokha  
Campbell's Butchery  
Carrington Residential College  
Challenge Marketing Ltd  
Church of Christ

City Choir Dunedin  
Coastal Unity Parish  
Columba College  
Computer Concepts Limited (CCL)  
Concord School  
Contact Energy, Dunedin Branch  
Cottonsoft Ltd  
Cowell's Genuine Pavlovas  
Crombie Lockwood  
Cubro Medical Equipment  
Cumberland College  
Danish Delights  
Darling Fruit  
Department of Corrections - Otago District Office  
Dog Rescue Dunedin Charitable Trust  
Dunedin City Baptist Church  
Dunedin City Council  
Dunedin Public Library  
Dunedin Quakers  
Dunedin South Presbyterian Church  
East Taieri Preschool  
Elgin Food Market  
Fairfield Hall Committee  
Family Ties Educare Musselburgh  
Firebrand  
First Church  
Fisher & Paykel  
Flagstaff Community Choir  
Flagstaff Community Church  
Fonterra New Zealand Limited  
Foodstuffs Dunedin Distribution Centre  
Frances Hodgkins Retirement Village  
FreshChoice Roslyn  
Gallaway Cook Allan  
Gardens New World  
Gilmour Motors  
Goodman Fielder New Zealand Limited  
Grants Braes School  
Green Island School  
Harbour Fish  
Harpoon Cold Brew Coffee  
Harraway and Sons Limited  
Hayward College  
Highgate Presbyterian Parish  
John McGlashan College  
Kaan's Catering Supplies Limited  
Kaikorai Presbyterian Church  
Kavanagh College  
King's High School  
KiwiHarvest  
Knox Church, Dunedin  
Knox College  
LJ Hooker Dunedin  
Logan Park High School

Maniototo Parish  
Maori Hill School  
Marsh Limited  
Maungatua Presbyterian Parish  
Meat the Need  
MediaWorks (Radio) Otago  
Mercy Hospital Dunedin Limited  
Ministry of Education  
Mornington Hair Design  
Mornington Presbyterian Church  
Mornington School  
Mosgiel Community Foodbank  
Mosgiel Elderly Care Trust  
Motor Trade Finance Ltd  
Musselburgh Baptist Church  
Musselburgh Pharmacy  
Musselburgh School  
Nations Church  
New World - Centre City  
NXP  
NZ Probation Service  
OfficeMax New Zealand  
Opoho Presbyterian Church  
Otago Boys' High School  
Otago Childcare Centre  
Otago Community Hospice  
Otago Country Music Club  
Otago Daily Times  
Otago Embroiderers' Guild  
Otago Girls' High School  
Otago Polytechnic Te Punaka Owheo  
Otago Regional Council  
Otago University Childcare  
Otago University Childcare Association Te Parekerekere o Te Ki  
Otago University Staff Families Association  
PAK'NSAVE  
Palmerston/Dunback Presbyterian Church  
PGG Wrightson  
PKF Bredin McCormack Rewcastle  
Placemakers Dunedin  
Platinum Recruitment  
Pleasant River Produce  
Polson Higgs  
Public Health Service  
Pukehiki Community Church  
Purple Butterflies  
Queen's High Pre School  
Queen's High School  
Reformed Church of Dunedin  
Rock Choir Dunedin  
Roslyn Kindergarten  
Ross Home  
Rotary Park Kindergarten  
Salvation Army  
Scott Technology

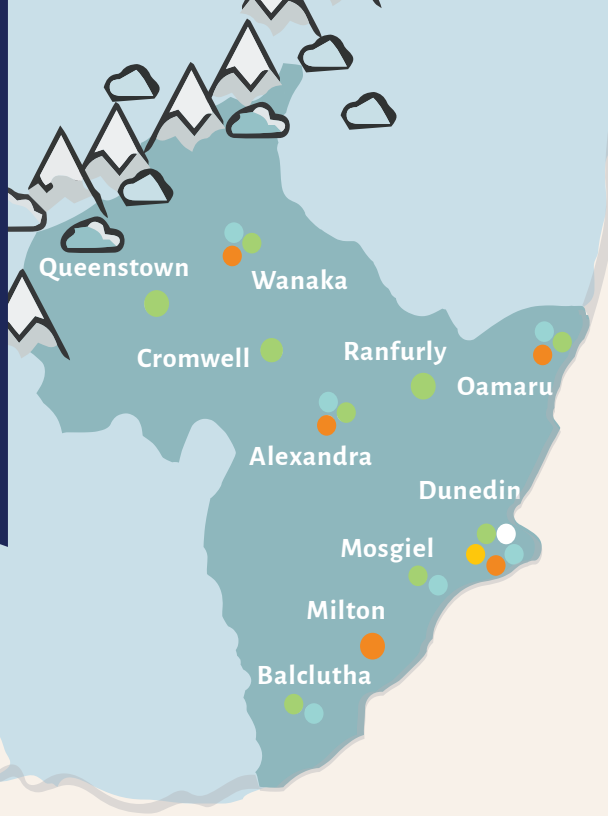
Silver Ferns Farms  
Silverstream School  
Southern District Health Board  
Southern District Police  
Southern Electrical  
SPCA Dunedin  
Speight's  
Sport Otago  
St Clair School  
St Clair Social Tennis Club  
St David's Presbyterian Parish N.E.V.  
St Hilda's Collegiate School  
St Mark's Pine Hill Church  
St Philips Church Grants Braes  
Stantec - Dunedin Social Club  
Stephen Duff Motors  
Summeret at Bishopscourt  
Tahuna Normal Intermediate School  
Te Rangi Hiroa College  
The Corner Store Cafe  
The Flukes  
The Nattering Knitter  
The Perc  
The United Church of Port Chalmers  
The Warehouse Limited South Dunedin  
Trents Dunedin  
Turners and Growers Limited  
United Way NZ  
University of Otago  
University of Otago Department of Preventative and Social Medicine  
University of Otago Disability Information and Support  
University of Otago Psychology Department  
University of Otago Zoology Department  
University of Otago, Department of Biochemistry  
Wakari School  
Watties  
West's NZ Limited  
Who Ate All The Pies  
York Place Preschool & Nursery  
Zeagold Foods

## Legacies

Estate of Catherine McLeod  
Estate of Dawn Ibbotson  
Estate of Dorothy Taylor  
Estate of George D McKenzie  
Estate of Margaret Lockhart  
Estate of Mervyn Cranefield  
Estate of Margaret Mallett



Presbyterian Support  
Otago



- Support Centre
- Family Works
- Enliven
- Cottages and Villages
- Retail Shops

## Support Centre/ Head Office

All Enquiries 03 477 7115  
407 Moray Place, Dunedin, 9054  
PO Box 374, Dunedin, 9054

## Family Works

All Enquiries Freephone 0508 396 678  
Good Loans 0800 477 711

## Enliven care homes

Ross Home, Dunedin	03 473 0029
St Andrews, Dunedin	03 455 4396
Taieri Court, Mosgiel	03 489 6044
Iona, Oamaru	03 437 1870
Holmdene, Balclutha	03 418 1468
Ranui, Alexandra	03 448 8280
Elmslie House, Wanaka	03 443 7899
Aspiring Enliven, Wanaka	03 555 3010

## Our Retail Shops

<b>Op Shop on St Andrew</b> 59-61 St Andrew St, Dunedin	03 477 5019
<b>Shop on Carroll</b> 10 Carroll St, Dunedin	03 471 8249
Online Shop	<a href="http://www.shoponcarroll.org.nz">www.shoponcarroll.org.nz</a>
<b>Youthgrow Garden Centre</b> 146 Norwood St, Dunedin	03 473 1334

# Presbyterian Support Otago **Services**

## Family Works

### Social Services

Community Foodbank  
Strengthening Families  
Social Work  
Stepping Stones  
YouthGrow - NCEA L1 & L2

### Parenting Groups and Child & Youth Services

Grandy's Group  
Incredible Years  
Harakeke Group  
Negotiating the Minefield  
Growing Taller  
Heads Up  
Buddy Programme

### Financial & Budgeting

Money Mates  
Financial Mentors

### Good Loans

Dunedin, Oamaru, Timaru,  
Balclutha, Alexandra, Wanaka,  
Nelson & Blenheim

## Enliven

### Residential aged care homes

Dunedin, Mosgiel, Oamaru,  
Balclutha, Alexandra, Wanaka

### Retirement Villages

Columba Court, Oamaru  
Wanaka Retirement Village  
Ranui Court, Alexandra

### Community based services for older people

Individualised Funding  
Visiting Volunteers, Dunedin  
Club Enliven, Dunedin, Taieri  
& Alexandra  
HomeShare, Alexandra

### Rental Cottages

Ross Home Cottages, Dunedin  
Iona Cottages, Oamaru  
Milton Cottages, Milton

**772** STAFF

**542** VOLUNTEERS

Editorial contact: [publications@psotago.org.nz](mailto:publications@psotago.org.nz)  
Cover image: stock photo

[www.psotago.org.nz](http://www.psotago.org.nz)