

Presbyterian Support Otago

# Annual Report 2022

*People helping people*



Presbyterian Support  
Otago



**enliven**  
PRESBYTERIAN SUPPORT OTAGO

**Family  
Works**  
PRESBYTERIAN SUPPORT  
OTAGO

Tamariki showing their support for the Family Works Foodbank at Octacan, our annual winter foodbank appeal.

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## 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!*

## To our Supporters

At Presbyterian Support Otago (PSO) our vision is to ensure that every person is valued and grows in a safe and strong community. We can only do this with the support and care of our generous donors and supporters. Your kindness means we can help people through difficult times and walk beside them as they grow new skills to make positive changes.

We want to make the very best use of every dollar donated and are always looking for ways to be more efficient and effective in our services. We have been collecting email addresses wherever possible, as this is both great for the environment and helps us to reduce costs.

We have seen some fantastic examples of the generosity of our supporters making a real difference this year. This was especially true with Octacan, our major winter campaign for the Family Works foodbank. Octacan raised 21,877 food items

and \$6,298. Our foodbank has experienced record high demand again this year.

Our quarterly People Magazine is produced in-house and helps our supporters keep up-to-date with our latest challenges and good news stories. People magazine is available by email or post, and if you would like to receive a copy, please email me at [fundraising@psotago.org.nz](mailto:fundraising@psotago.org.nz).

A big thank you from me to all our supporters!

Warm regards

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

# Chairman's Report

In the 14 years I have been a board member of PSO, the year ending June 2022 has been the most difficult year for PSO.

The impact of Covid 19, the shortage of nurses and caregivers in NZ, the disparity in pay between nurses working for PSO and nurses working for the DHB and the rising cost of living has created a perfect storm.

The overall financial result shows a net surplus of \$0.6m, however this includes net revaluation gains of \$2.2m from our investment properties. Therefore, the underlying operating result is a significant net deficit of \$1.6m.

This is not as bad as some of the other Presbyterian Organisations in New Zealand but still very sobering.

Another concerning fact is that our employee numbers in Enliven have reduced significantly. In July 2021 there were 682 staff working in Enliven and at the end of June 2022, this had fallen to 443. The impact this has had on the remaining staff is huge with many staff working excessive hours. The cost of overtime and rest home and hospital beds not being filled also impacts our occupancy rates and income.

PSO is not like some of the well-known publicly listed care home providers who have significant

equity and huge investments in retirement villages who return profits to shareholders. PSO has a modest equity base and does not exist to return profit to shareholders. We exist to provide places to live, learn and thrive; to call out injustice and advocate for positive social change. Any profits made are used to support our social services.


The impact of continuing operational losses is significant. We need the ongoing support from donations and legacies, volunteers and most importantly recognition from the government that almost half of aged care providers in New Zealand are not making profits for shareholders. The government could help by offering targeted financial support to registered charities operating in the aged care sector.

PSO will continue to battle on and carry the legacy of 115 years into the future

I would like to thank all our staff and volunteers for the huge effort that has been invested in PSO through this very difficult year, and to encourage you to continue your efforts as we continue to experience difficult times.

Ngā mihi nui

**Tim Mepham**  
Board Chair



## *Our Board*

**Left to right: Tim Mepham (Board Chair), Stephen Willis, Stephanie Pettigrew (Deputy Chair, Chair of the Governance Committee), Kerry Enright, Stephen Christensen, Mark Shirley, Jessica Palmer, Craig Wyatt (Chair of Finance, Audit & Risk Committee), and Gillian Musuka (inset)**



# Chief Executive's Report

I want to start by acknowledging this has not been an easy year, and to express the gratitude that I and the senior leadership team have for our staff across PSO who have stood with us during this time. It has not been easy, but without strict adherence to Ministry of Health and District Health Board guidelines, the safety of the most vulnerable in our community would have been significantly compromised.

For our Enliven and Family Works services, the obligations have included consistent mask wearing, vaccinations, daily RAT testing, and assessing the health of visitors to our sites. Staff, residents and clients alike have borne this necessary burden, but it has been dispiriting at times, as everyone grew weary of processes, restrictions and feelings of disempowerment.

To our supporters, those who donate, volunteer and access our services, thank you. Thank you all for your commitment and support. Believe me when I say we would not have survived this last year without you!

Throughout the year one of our focuses has been on strengthening our corporate services as we continue to increase PSO's capability and efficiency. Modern processes have been put in place, spearheaded by our People, Culture and Capability team, alongside a raft of updated health and safety practices. All this has been done during an time of immense pressure and unprecedented staff turnover in the aged care sector.

Our strategic plan will carry us to 2030 and is being embedded across PSO to show our teams how we intend to develop PSO into a much stronger organisation for the future. This strength will be achieved through a body of work that includes the



development of new boutique Enliven retirement village communities. Revenue from the sale of village properties will enable sustainability and aligns with our mission. PSO purchased Castlewood care home in Alexandra this year as we plan to build a retirement village on this site in the future.

We know we need to be much better positioned as a service provider and as an employer, to ensure we can weather future storms better.

Finally, I want to acknowledge the board's governance role, which has guided PSO during these challenging times.

Together, we work as a team towards our vision of a society where every person is valued and grows in a safe and strong community.

Noho ora mai

**Joanne O'Neill** (formerly Rowe)  
CEO Presbyterian Support Otago

## Senior Leadership Team



**Joanne O'Neill**  
CEO & Acting Enliven  
Director



**Andrew Borthwick**  
Finance Director



**Carmen Batchelor**  
Family Works Director



**Joanne Greatbanks**  
Corporate Operations  
Director



**Ronda Keen**  
Executive  
Administrator



**Sally Knox**  
Manager, Communications  
and External Relations

# Family Works



## **Kia Ora Koutou, Talofa Lava, Mālō e lelei, Kia Orana, Mālo Ni, Fakalofa lahi atu, Ni sa Bula Vinaka, Taloha Ni, Nǐ Lǎo, As-salamu alaikum**

The ongoing impact of COVID-19 has dominated our focus and attention, presenting multi-layered complexities, challenges, and opportunities.

For Family Works, this has meant a complete re-work of all aspects of our professional and personal lives; navigating isolation, continuously updating our health and safety protocols, physical distancing, mask wearing, scanning in, the impact of vaccination requirements, and conducting risk/role assessments. As an 'essential critical service', we continue to deliver all our programmes and services in accordance with both government and funding guidelines.

Throughout lockdowns and all traffic light levels, our staff continued to show up and provide support to individuals, tamariki, rangatahi and whānau who were COVID-19 positive and provided both food and welfare support. At the height of the pandemic, we were providing support 7 days per week from 8am to 8pm as part of our MSD funded COVID-19 Community Connection Service. This service continues to be delivered and has pivoted to supporting anyone impacted by COVID-19.

Family Works services across the board have adapted and remain agile to meet the relentless and comprehensive changes required under the government's COVID-19 protection framework. This included our services being delivered via phone, Zoom or Teams, as well as contactless deliveries to meet both urgent food and welfare needs.

Family Works has seen more individuals and families reaching out to us for help and support than ever before. Twenty five percent of first-time presenters to Family Works over the last 12 months were working people (part time, full time, or self-employed). Low-income households continue to be the most affected by the cost-of-living crisis.

The persistent devastating impacts of poverty, including lack of adequate income to afford basics such as food and energy; insecure and unaffordable housing; insecure employment and unemployment; family harm and violence; anxiety and other mental health challenges, together with the COVID-19 related challenges of household transmission and isolation requirements continue to take a significant toll in our community.

Against all this we have seen growing funding gaps in the



social sector, including further proposed cuts to funding, plus uncertainty around future sustainable funding. This is the most challenging time in our sector's history, and its effects will be felt for generations.

Despite all these challenges, there have been many wonderful opportunities to celebrate the strength of individuals, tamariki, rangatahi and whānau and our wider community social sector village in uniting and getting through together.

My heartfelt and sincere thanks to our Family Works Leadership Team and all our frontline staff, 70% of whom were directly impacted by COVID-19 personally over the last 8 months, alongside navigating multiple personal bereavements and health challenges.

I am deeply proud of our Family Works Team who truly live our values of aroha, manaaki and kotahitanga (working as one) with each other, the wider PSO team and alongside our other community agencies and government agencies.

Finally, I want to extend my heartfelt thanks to our many supporters, encouragers, elders, community and government agency partners, funders, donors, volunteers and churches who continue to support us as we could not meet community need without you. We are all in the village and waka together.

**E vave taunu'u le malaga pe a tatou alo va'a fa'atasi**  
*Our destiny is within sight when we paddle our canoe together*

Ngā mihi aroha and blessings to you all

**Carmen Batchelor**  
**Director, Family Works**



# Family Works

**5,561**

Family Works clients

**23,736**

Family Works client contacts

**4,462**

Food parcels supplied

**390**

Children who participated in Family Works programmes



Heather and Donald Harvey with Sione Lea (centre)

## How many we helped

Parenting programmes	64
Children's group programmes	196
Buddy Programme	194
YouthGrow students	28
Social Work clients	397
Foodbank clients (Immediate Assistance)	2,088
Financial Mentoring clients	1,122
Financial other (ERANZ, Energy Mates)	63
Community Finance Loans	314 Interviews
	(97 No and low interest loans approved worth \$214,346)

## What our clients say about us

**75%**

of clients say they learnt useful new skills/strategies

**76%**

of clients report improved relationships

**88%**

of clients say our services were accessible

**100%**

of clients say they met their goals

## Sione's story

To celebrate the 30th anniversary of our Buddy Programme, we are delighted to bring you Sione's story. Deputy Head boy for 2022 at Waitaki Boys High School, Sione is of Tongan and Maori descent, with Scots and Irish ancestors too, and has a string of academic, sporting and cultural awards to his name. With plans to study medicine when he leaves school, Sione was recently reunited with his adult buddies, Donald and Heather.

The three first met when Sione was nine and half years old. Sione's mum Sonya recalls that "Heather and Donald were like grandparents to Sione. They were there for him at a very difficult time in his life, at a time when his grandma was unwell. He was extremely close to my mum, so going with Donald and Heather on a weekly basis was so good for him - it was time out from what else was going on in his life, and it really helped him emotionally."

Buddy Coordinator Christine Moffat organized the reunion and said "when Sione met up with Donald and Heather it was like old friends reuniting - they picked up from where they left off. It was really evident in their interactions the trusted, respectful relationship that has developed between them. It really was a delight to see them together and it shows what a difference the Buddy programme makes in the life of the Young buddy and the Adult Buddies as well."

# How you helped

**1,097**

Donors

**277,998**

Gift in kind items  
were donated

**543**

Volunteers

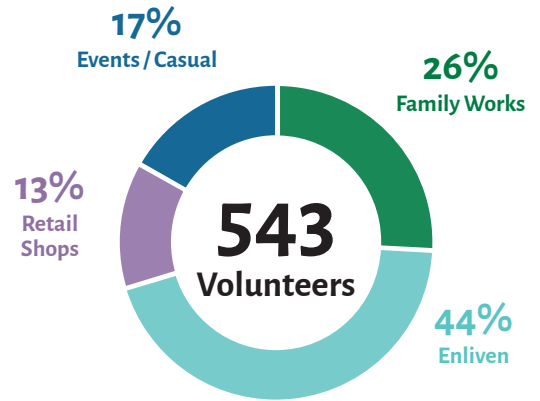
**65,554**

volunteer hours



# Volunteering

Volunteers are a huge part of our services. Our volunteers work across Enliven, Family Works, events and retail shops.



The Buddy Programme won the Education Child and Youth Development Award, as well as the Overall Award at the SBS Dunedin Volunteer Awards in October 2021. Pictured are Dunedin Buddy programme co-ordinator Stephanie Finnie (right) and volunteer Betty Laing.

# The Year in Dollars

**\$2,675,374**

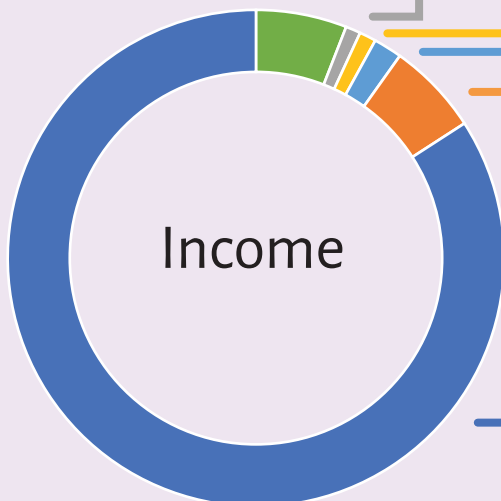
Family Works contracts,  
retail & other

**\$439,403**

Financial donations, bequests  
& vouchers received

**\$492,720**

Received from grants for  
programmes and services



**\$45,195,057**  
Income

**\$44,550,425**  
Expenditure

**\$644,632**  
Net surplus



## Retail Shops

Our retail activities help us to honour the items that our supporters generously donate to us, by sharing them meaningfully with our community.

As the cost of living continues to skyrocket, our central Dunedin OpShop maintains a strong focus on affordability. Prices are set to meet changing social needs, to provide broad access to quality items, and a level of personal choice and style that would otherwise be out of reach.

As retail continues to evolve, our physical stores remain a precious connection between our donors, customers, volunteers, and advocates. Meanwhile our online retail initiatives will expand to reach new customers and increase our base of supporters into the future.

Despite being hit hard by the pandemic, our passionate retail team raised over **\$86K** in net revenue through community unity and sustainable shopping.



### Online Shop orders



**34,192**

Customers 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 native plants, veggie seedlings, fruit trees, herbs, pea straw, compost, shrubs, climbers, grasses and more.

YouthGrow is also home to the YouthGrow youth development programme, an alternative education programme producing 'life-ready and work ready' outcomes for 14 to 24 year olds.

The YouthGrow programme focuses on authentic learning experiences for students, supporting them to gain credits toward their NCEA, and to gain skills to transition to whatever is next.



**28** Students attended

**\$81,416** (excluding GST) Garden Centre Sales

# Enliven Services

This year has seen momentous changes and significant issues for Enliven aged care services. After 28 years of service to Presbyterian Support Otago, Enliven Director Maurice Burrowes retired, marking the end of an era in aged care services. As CEO, taking responsibility for the management of Enliven over and above my 'day job' has not been easy and although we have now recruited a highly experienced capable clinical leader, the pressure on the Enliven team during the process has been immense.

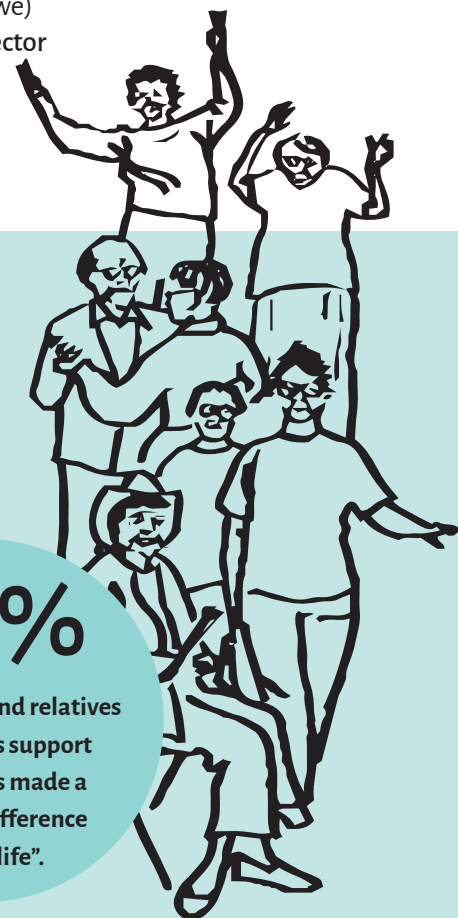
Covid-19 has continued to challenge us in ways we could never have predicted. Lockdowns and restrictions have reduced admissions to our facilities and border closures have hindered the number of overseas workers who can enter New Zealand. Like many providers in our sector, we rely heavily on overseas trained staff and have experienced unprecedented difficulties in recruiting and retaining nurses, carers, housekeepers, cooks and kitchen assistants. This year, Enliven staff numbers are down by over 170, compared to two years ago. That's a shocking and notable number and has inevitably impacted the level of care we provide.

I cannot thank the Enliven leadership team enough for their support, energy, enthusiasm and capability. I also thank our nursing and care staff who have appeared unbreakable in the past but are now understandably tired and run down from the pressures of low staff numbers and mask wearing. This year has also seen us rely even more on our wonderful volunteers who have stepped in and supported us at a time when we desperately needed it.

Into this challenging mix, we welcomed two new managers into key roles. Sophie Harvey to the Aspiring team, and Regan Gilchrist, who made the jump from a senior role at our Ross Home to Holmdene in Balclutha.

The year ahead will be focused on recruitment and retention and we will continue to advocate for increased funding for the aged care sector.

**Joanne O'Neill (formerly Rowe)**  
CEO and Acting Enliven Director



## How we helped

**778**  
Residents of our  
care homes  
(163,959 bed days)



**45,183**  
Meals on wheels delivered

**77**  
Older people attending Club  
Enliven day programmes  
(4,536 attendances)

**26**  
Clients supported by  
the Individualised  
Funding contract

**18**  
Older people being  
supported with a  
visiting volunteer

**88%**

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

**9**

Residential Aged  
Care Homes  
\*Including Castlewood



Staff at Aspiring Enliven, Wanaka

## Aged Care Advocacy

PSO has always been a voice for the disadvantaged, and our recently refreshed mission statement highlights this part of our work.

**“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 advocacy takes a range of forms – regular proactive and reactive interaction with the media on issues such as the cost-of-living crisis; written submissions to government on legislation affecting older people and vulnerable people; and advocacy directed to government Ministers regarding aged care funding and staffing.

In particular, we have spoken out, and will continue to do so, on the nursing shortage, as it is impacting the aged care sector especially hard. Over 1,000 aged care beds have closed in New Zealand due to the shortage. We are fighting for changes to immigration settings and pay parity for aged care nurses.

“Rowe told Morning Report the sector was in peril because of the low number of registered nurses and high number of vacant beds.”

**RNZ - 25 August 2022**

The government must fast-track residency for overseas trained nurses to avoid further crisis in the sector.

Advocacy is a key part of our mission and we will continue to be a robust voice across all these issues.

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 2022

	Group 2022 \$000's	Group 2021 \$000's
<b>Income</b>		
Income from services	38,911	37,297
Sale of Goods	1,273	1,431
Donations, Grants and Bequests	932	968
Other income	4,051	3,653
<b>Total Income</b>	<b>45,167</b>	<b>43,349</b>
<b>Expenditure</b>		
Employment related	31,760	29,774
General operating	7,365	6,748
Office & Administration	3,204	3,437
Other expenditure	1,580	1,388
Finance Costs	97	73
<b>Total Expenditure</b>	<b>44,006</b>	<b>41,420</b>
Operating Surplus before increase in ORA expense	1,161	1,929
Increase in ORA Expense	545	940
<b>Net Operating Surplus / (Deficit) for year</b>	<b>616</b>	<b>989</b>
Share of net surplus / (deficit) Joint Venture	28	127
<b>Net Surplus / (Deficit) for the Year</b>	<b>644</b>	<b>1,116</b>
Other Comprehensive Revenue and Expense		
Gain on revaluation of Operating Property	-	-
<b>Total Comprehensive Revenue and Expense</b>	<b>644</b>	<b>1,116</b>

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

For the Year ended 30 June 2022

	Group 2022 \$000's	Group 2021 \$000's
<b>Opening Balance of Equity</b>	<b>57,169</b>	<b>56,053</b>
Plus:		
Total Comprehensive Income	644	1,116
<b>Closing Balance of Equity</b>	<b>57,813</b>	<b>57,169</b>

## Summary Consolidated Statement of Financial Position

As at 30 June 2022

	Group 2022 \$000's	Group 2021 \$000's
<b>Equity</b>	<b>57,813</b>	<b>57,169</b>
<i>Represented by:</i>		
<b>Current Assets</b>	6,240	7,299
<b>Non-Current Assets</b>	79,281	75,573
	<b>85,521</b>	<b>82,872</b>
<b>Current Liabilities</b>	24,344	25,486
<b>Non-Current Liabilities</b>	3,364	217
	<b>27,708</b>	<b>25,703</b>
<b>Net Assets</b>	<b>57,813</b>	<b>57,169</b>

Signed for and on behalf of the Board as at 28th September 2022:



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 2022

	Group 2022 \$000's	Group 2021 \$000's
Net Cash flows from Operating Activities	(139)	1,602
Net Cash flows to Investing Activities	(1,149)	(2,179)
Net Cash flows to Financing Activities	1,191	694
<b>Net Cash Flow</b>	<b>(97)</b>	<b>117</b>
Opening Balance at 1 July	2,867	2,750
<b>Closing Balance at 30 June</b>	<b>2,770</b>	<b>2,867</b>

## Notes to the Summary Consolidated Financial Statements

### For the Year ended 30 June 2022

These are the consolidated summary financial statements of Presbyterian Support Otago Incorporated group for the year ended 30 June 2022.

The specific disclosures included in these consolidated summary financial statements have been extracted from the full annual consolidated financial statements authorised for issue by the Board on 28 September 2022. The full annual consolidated 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 consolidated summary financial report does not include all the disclosures provided in the full consolidated financial statements and cannot be expected to provide as complete an understanding as provided by the full consolidated financial statements.

An unmodified audit opinion dated 28 September 2022 has been received on the full consolidated financial statements for the year ended 30 June 2022. A copy of the full consolidated financial statements for Presbyterian Support Otago Incorporated for the year ended 30 June 2022 may be obtained by contacting Presbyterian Support Otago on (03) 477-7115 or by writing to PO Box 374, Dunedin.

These consolidated summary Financial Statements have been examined by our auditors for consistency with the full consolidated financial statements. These Consolidated Summary Financial Statements were approved for issue by the Board of Presbyterian Support Otago Incorporated on 28 September 2022.

### 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 consolidated 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 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 the prior period. The impact of Covid-19 has also been considered as at 30 June 2022, and it has resulted in ongoing staffing shortages which limit the capacity and therefore revenue generated from the aged care rest homes. Despite these limitations the Group continues to operate as a going concern.

### Specific Accounting Policies

All specific accounting policies have been applied on the same basis as those used in the full consolidated 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 2022;
- 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 2022.

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 28 September 2022.

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

The Board is 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 Board for the consolidated summary financial statements

The Board is responsible, on behalf of the Charitable Trust, 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 Board, 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 Board, as a body, for our audit work, for this report or for the opinions we have formed.

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

Chartered Accountants  
28 September 2022

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  
Callis Charitable Trust  
Catalytic Foundation (formerly United Way)  
Central Lakes Trust  
Donald & Nellye Malcolm Trust  
Downie Stewart Lawyers  
Dunedin Casino Charitable Trust  
Dunedin City Council  
Estate of JDS Roberts  
Graham and Olive West Charitable Trust  
Healthcare Otago Charitable Trust  
J N Lemon Charitable Trust  
Kingston Sedgfield (NZ) Charitable Trust  
McGruer Estate  
Mercy Hospital Dunedin Limited  
Nellie Milnes Charitable Trust  
New Zealand Lottery Grant Board  
Otago Community Trust  
Patricia France Charitable Trust  
The Campbell Charitable Trust  
The Colin G.L. Jones Trust  
The Lion Foundation  
The Presbyterian Church Property Trustees  
The Timothy Blair Trust  
The Tindall Foundation  
Waitaki District Council  
Waitaki Safer Community Trust  
William Downie Stewart Charitable Trust

B@tCH  
Balmacewan Intermediate School  
Bayfield High School  
Bayfield Kindergarten  
Bidvest Food Service Ltd  
Carisbrook School  
Challenge Marketing Ltd  
Christadelphian Church  
Church of Christ  
Coastal Unity Parish  
Columba College  
Community Food Harvest  
Cotton soft Ltd  
Countdown Central  
Couplands  
Cowell's Genuine Pavlovas  
Crest Clean Dunedin  
Crombie Lockwood  
Cumberland College  
Danish Delights  
Department of Conservation  
Dunedin Christadelphian Ecclesia  
Dunedin City Pharmacy  
Dunedin Hospital  
Dunedin Public Library  
Dunedin South Presbyterian Church  
Early Childhood on Stafford  
East Taieri Gardens  
East Taieri Presbyterian Parish  
Farmers Dunedin  
First Church  
Flagstaff Community Church  
Fresh Choice  
Gallaway Cook Allan  
Gardens New World  
George Street Normal School  
Golden Centre Holding Ltd  
Goodman Fielder New Zealand Limited  
Grants Braes Kindergarten  
Grants Braes School  
Green Island School  
Harraway and Sons Limited  
Integrated Mechanics  
John McGlashan College  
Kaikorai Kindergarten  
Kaikorai Presbyterian Church  
Kaikorai Primary School  
Kāinga Ora  
King's High School

KiwiHarvest  
Knox Church  
Knox College  
Maori Hill School  
MediaWorks (Radio) Otago  
Mercy Hospital Dunedin Limited  
Mini Thinkers Early Learning  
Ministry of Social Development  
Mornington Presbyterian Church  
Mosgiel Community Foodbank  
MTF Finance  
Musselburgh School  
New World  
Nidd Realty Ltd  
Olveston Historic Home  
Opoho Presbyterian Church  
Orokonui Ecosanctuary  
Otago Boys' High School  
Otago Cleaning Supplies  
Otago Girls' High School  
Otago Polytechnic Te Punaka Owheo  
Otago Regional Council  
Pak' n Save  
PGG Wrightson  
Platinum Recruitment  
Port Chalmers Four Square  
Queen's High School  
reThink Children's Therapy  
Ross Dowling Marquet Griffin  
Ross Home  
Rotary Park Kindergarten  
Salvation Army  
Silver Fern Farms  
SPCA Dunedin  
St Margaret's College  
St Philips Church Grants Braes  
St Stephen's Leith Valley Presbyterian Church  
Summerset at Bishops court  
SuperGrans Dunedin Charitable Trust  
Taieri College  
Tainui School  
Trents Wholesale Limited  
University of Otago  
Wakari Kindergarten  
Wilkinson Rodgers  
Zeagold Foods

## Legacies

Estate of Catherine McLeod  
Estate of MW Potter  
Estate of Norma Shirley Jones

## Gifts-in-kind

*Organisations who have donated over 50 items include:*

Absolute Free-Range Eggs  
Anchor Milk Otago  
Anderson Lloyd  
Aquinas College  
Ashburn Clinic  
Aurora Health Centre



Presbyterian Support  
Otago



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

## Support Centre

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

## Family Works

All Enquiries Freephone  
0508 396 678

Presbyterian Support Otago

809 STAFF

543 VOLUNTEERS

## Enliven Services

### Residential aged care homes

Ross Home, Dunedin  
St Andrews, Dunedin  
Taieri Court, Mosgiel  
Iona, Oamaru  
Holmdene, Balclutha  
Ranui, Alexandra  
Castlewood, Alexandra  
Elmslie, Wanaka  
Aspiring Enliven, Wanaka

### Retirement Villages

Columba Court, Oamaru  
Wanaka Retirement Village, Wanaka  
Ranui Court, Alexandra

### Rental Cottages

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

### Community based services for older people

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

## Family Works Services

### Social Services

Community Foodbank  
Social Work  
Stepping Stones  
YouthGrow

### Parenting, support and children's programmes.

Buddy Programme  
Grandy's Group  
Harakeke Group  
Incredible Years  
Growing Taller

Negotiating the Minefield  
Heads Up  
Strengthening Families

### Financial & Budgeting

Money Mates  
Financial Mentors  
Energy Mates

### Good Loans

Dunedin, Oamaru, Timaru, Balclutha, Alexandra, Wanaka, Queenstown

## Retail Shops

Op Shop on St Andrew  
59-61 St Andrew St,  
Dunedin  
03 477 5019

Shop on Carroll  
10 Carroll St, Dunedin  
03 471 8249

Shop on Carroll Online  
[www.shoponcarroll.org.nz](http://www.shoponcarroll.org.nz)

Youthgrow Garden Centre  
146 Norwood St, Dunedin  
03 473 1334

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

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