

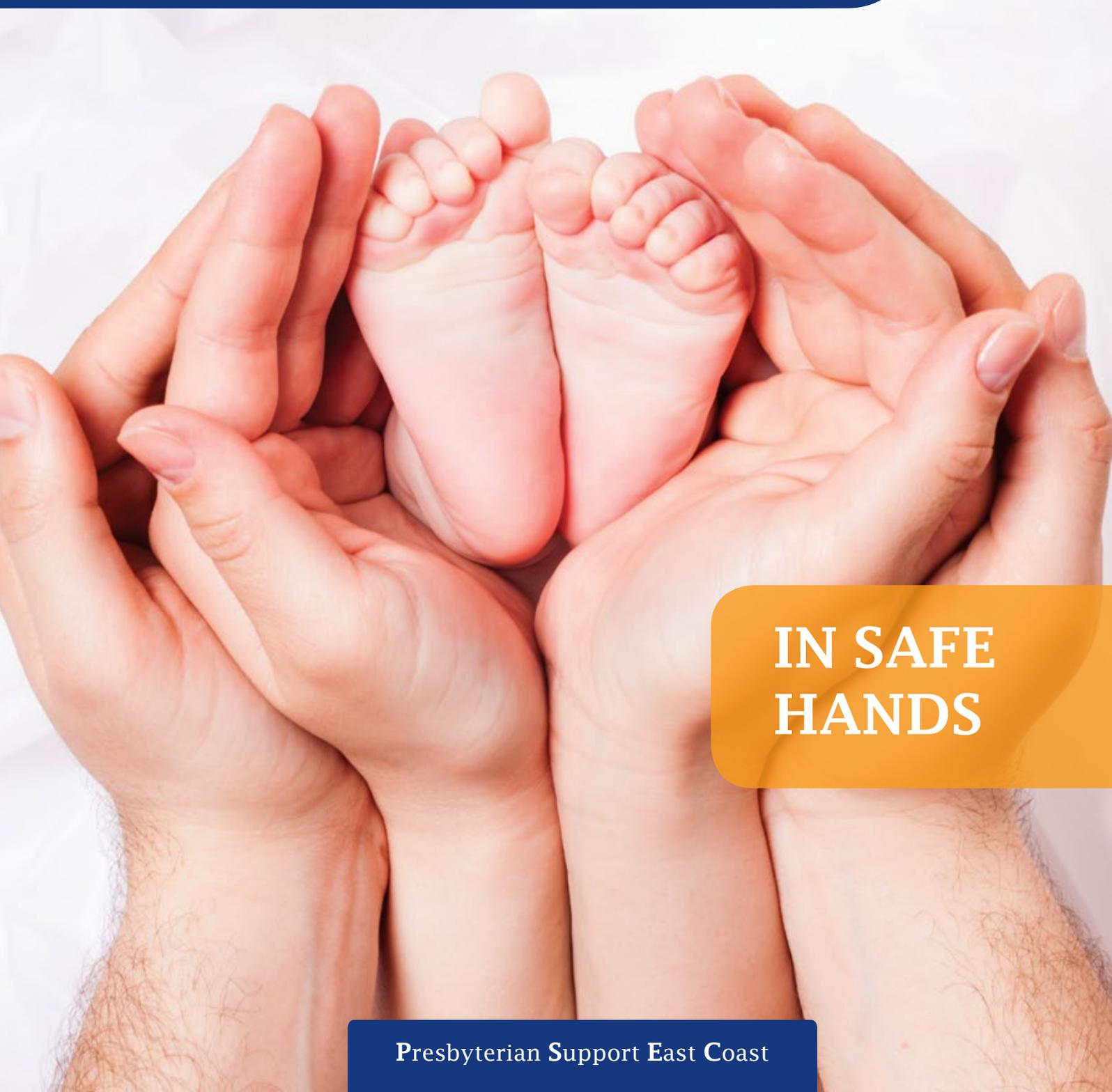
2016/17



Presbyterian Support
East Coast

ANNUAL REPORT

LIVING & GIVING BACK SINCE 1946



IN SAFE
HANDS

Presbyterian Support East Coast

PSEC - OUR SERVICES

Presbyterian Support East Coast delivers \$15 million worth of vital social services throughout the East Coast region, with the help of 250 staff and over 400 volunteers. Visit www.psec.org.nz for more information.

ENLIVEN POSITIVE AGING SERVICES

Supported older people in the community through services to 661 clients

received **258** new clients into the services

99% of Enliven Home Support clients reported they were satisfied with services

100% of key support workers qualified at NZQA Level 2 or higher

98% of Enliven Centre clients agreed that the day programmes help them to feel socially connected and part of the community

97% of clients agreed that the service made a positive difference to their life

"My Tuesday outing is the highlight of my week - and has helped me regain my confidence and become more positive."



REAL PEOPLE

Provided supported accommodation, vocational learning and community participation for 82 people with disabilities

99% of Real People clients reported they were satisfied with services

94% stated they were encouraged to be as independent as possible

98% of Real People clients agreed that these services are making a positive difference to their life

94% of Real People clients felt supported to make their own choices

94% of Real People clients felt socially connected and part of the community

"I'm getting more confident but it takes time. People are encouraging and friendly."



FAMILY WORKS EAST COAST

Provided social services and programmes for 2,154 clients

87% of clients reported they were satisfied with services

96% of clients were satisfied with their relationship with their social worker

91% of clients report that the service helped them learn useful new skills and strategies

90% of clients report that the service helped them meet their goals

"I learnt that I am better than people think I am. I can be who ever I want to and I am the one to pull me up when things get hard. I am my own Pou! I enjoyed someone believing in me."



CRANFORD HOSPICE

Provided specialist palliative care to the Hawke's Bay region

Cared for **740** patients and their families/whānau

Accepted **556** new referrals into the service

Made **6,683** community visits - nursing and medical

99% of Cranford patients and families reported they were satisfied with hospice services

19% of referrals received were for Māori patients

64% of patients were supported to die in their place of residence

"You gave us confidence that we were not alone and that loving help and advice and instant practical action were all there when needed."



CHAIRMAN'S REPORT

I am delighted with the work of our entire organisation this year.

Sanja, our executive team, staff and volunteers, along with our Board, have dealt with their fair share of challenges with a great deal of expertise and professionalism. With three new members to our board, we have great strength to move forward with confidence, knowledge, diverse skills and a fresh perspective.

As always, we continue to operate in a volatile environment, with competitors changing their strategies and alliances. Nationally and regionally, we need to do more to ensure we are the chosen providers for contracts, and as our cover picture suggests, PSEC contracts and services to our clients are 'in safe hands'. PSEC's Board, executive team, staff and volunteers can take pride in our influence and importance on the East Coast.

Fundraising is important to our organisation. It allows us to provide our services at their current level and the competitive climate ensures we continue to innovate. Events provide valuable income and build our organisation's profile with a variety of stakeholders.

Now in its third year, Sparkle continues to forge the PSEC name into the corporate world, giving us the opportunity to grow awareness of our services with key supporters.

I always enjoy the Tairāwhiti Men of the Year Awards and this year was no exception. Seeing all the men with their families and witnessing the mana and pride first-hand is a wonderful experience that I am

humbled to be a part of.

We were lucky the sun was shining for the PSEC Celebration 2017 Garden Party, held at our very own Pakowhai Enliven Day Centre. It was a magnificent event honouring our past and celebrating our contribution to the East Coast community. The fancy hats, decor and fare topped off the well-run event.

An important area of income is our charity shops, and we have expanded by opening a new store in Napier. With Taradale and Havelock North we now have three stores and an event called Redefine that promotes recycling and creative projects. Our retail managers and their team of dedicated volunteers have all exceeded their budgets this year. Well done to everyone concerned.

We are also extremely grateful for the dedication and expertise provided by the directors of Arohiwi Station, just north of Napier in Puketitiri.

The station, which was partially gifted to PSEC by the late Laura Mitchell (nee Holt) and was acquired in its entirety in 2012, generates five percent of PSEC's annual income. It's just fabulous to see the Holt's generosity continue to help and support our community decades on.

This year is one that will be noted in the history books as it saw us gift Cranford Hospice, our specialist palliative care service, to the Hawke's Bay community. This was a fitting move for both PSEC and Cranford



Maitland Manning and wife, Helen, with Janet McCardle (middle) at PSEC Celebration Garden Party.

Hospice, allowing both entities to focus on what they do best.

Yet again, we can look back over the last 12 months with pride for all that the organisation has achieved, and again, celebrate how well placed we are as an important social service provider to the East Coast of New Zealand.

Maitland Manning
Chairman

BOARD OF GOVERNANCE

PSEC Board members are drawn from diverse backgrounds and they all share a passion for helping others.



Maitland Manning

QSM, JP, FNZIM, FNZTA, ChF Inst Dir
Appointed to the PSEC Board in 2009, elected Chair since 2012. Elected as Chair for Presbyterian Support NZ in 2013 and 2015, and Chair of Family Works NZ in 2015 and 2016



Peter Barnes

CA, JP
Peter was elected to the PSEC Board in 2008, and elected Deputy Chair in 2016



Mike Konig

BSc, BPharm, MBA, CM Inst of Directors
Elected to the PSEC Board in 2005. Served in the role of Chair in 2010, 2011 and 2012 having previously served as Deputy Chair in 2007, 2008 and 2009. Retired in October 2016



Ron Hall

ACA (retired)
Elected to the PSEC Board in 2005 and served in the role of chair in 2007, 2008 and 2009



Frane Rosandich

BA Psychology, BA Social Work
Elected to the PSEC Board in 2009



Colleen Skuse

Appointed to the PSEC Board by Presbytery in 2012



Stuart Signal

CA, BBS, MInstD
Co-opted to the PSEC Board in December 2013, elected in 2014



David McDonald

LLB, Dip Bus Stud (Dispute Resolution)
Appointed to the PSEC Board by Presbytery in 2015



Barbara Hodgson

Our Patron
Patron of PSEC since 2013. Served on PSEC Board for 17 years, seven as Chair

CEO REPORT

It has been another significant year in Presbyterian Support East Coast (PSEC) family life.

Through the generosity of community donations, government contracts and our financial reserves we have delivered valuable services to clients across the Hawke's Bay and Gisborne area.

We would like to acknowledge the professionalism and skills of our staff and volunteers working alongside our clients in attaining their individual goals and maximising their independence. Every dollar we spend on service delivery is measured by the Result Based Accountability framework telling us what difference we have made to clients' lives.

There were many occasions where we publicly celebrated our innovations and achievements including PSEC

Celebration 2017 Garden Party at the Enliven Centre, Sparkle event supporting Family Works service and Men of the Year Awards acknowledging men's contribution to Tairāwhiti community. We are also very proud that the Enliven brand has been voted nationally by the Readers Digest "The Most Trusted Brand" in its category. During the year we have been preparing our specialist palliative care division, Cranford Hospice, for the life of their autonomy and farewelled them as of 1 July 2017. PSEC established Cranford Hospice 35 years ago and continued to financially support it since. We have now gifted the Cranford Hospice and all its assets to the community.



Sanja and husband, Miso, at Sparkle 2017.

Special acknowledgment goes to our Board of Governance for their dedication and passion in governing PSEC and ensuring its sustainability for future generations.

We are grateful to our many supporters and encouraged that our vision for healthy and inclusive communities is shared by many.

Sanja Sajatovic-Majstorovic
Chief Executive Officer



Tobias Taylor

CFP, AFA, PGDipPPF, BBS

Tobias was elected to the PSEC Board in October 2016.



Julie Ball

Dip. Physio., Dip Bus Stud (Dispute Resolution), JP

Julie was elected to the PSEC Board in October 2016.



Alison Prins

Alison was elected to the PSEC Board in October 2016.

BOARD OF GOVERNANCE

Introducing our three newly elected PSEC Board members

FINANCIAL SUMMARY

Financial Summary for the year ended 30 June 2017

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR ENDED 30 JUNE 2017	GROUP	GROUP
	2017 \$000's	2016 \$000's
OPERATING INCOME AND EXPENDITURE		
Revenue from Operations	10,907	10,964
Total Expenses	(11,959)	(11,664)
Operating Deficit	(1,052)	(700)
Finance Income	70	80
Finance Expenses	-	(1)
Net Movement in Investments in Managed Funds	1,521	465
Movement in Fair Value of Non-Financial Assets	975	(211)
Surplus (Deficit) for the year from continuing operations	1,514	(367)
Surplus (Deficit) for the year from discontinuing operations	442	199
Surplus (Deficit)	1,956	(168)
Gain on Revaluation of Property, Plant and Equipment	-	3,303
TOTAL COMPREHENSIVE REVENUE AND EXPENSE	1,956	3,135

STATEMENT OF CHANGES IN NET ASSETS/EQUITY FOR THE YEAR ENDED 30 JUNE 2017	GROUP	GROUP
	2017 \$000's	2016 \$000's
Balance as at 1 July	53,209	50,074
Total Comprehensive Revenue and Expense	1,956	3,135
Balance as at 30 June	55,165	53,209
Comprising:		
Revaluation Surplus	7,846	8,033
Accumulated Revenue and Expense	47,319	45,176
TOTAL NET ASSETS / EQUITY	55,165	53,209

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017	GROUP	GROUP
	2017 \$000's	2016 \$000's
Current Assets	32,089	28,091
Non-Current Assets	26,521	28,552
Total Assets	58,610	56,643
Current Liabilities	3,445	3,434
Total Liabilities	3,445	3,434
NET ASSETS / EQUITY	55,165	53,209

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2017	GROUP	GROUP
	2017 \$000's	2016 \$000's
Net Cash Inflows / (Outflow) from Operating Activities	(569)	280
Net Cash Inflows/ (Outflow) from Investing Activities	4,804	821
Net Increase (Decrease) in Cash and Cash Equivalents	4,235	1,101
Cash and Cash Equivalents at the Beginning of the Year	4,152	3,051
CASH AND CASH EQUIVALENTS AS THE END OF THE YEAR	8,387	4,152

These summary financial statements have been extracted from the full financial statements. They comply with PBE Standards RDR as they relate to summary financial statements. All figures are in NZ\$ and rounded to the nearest \$000's.

The full financial statements were authorised for issue by the Trustees on 27th September 2017.

The full financial statements have been prepared in accordance with Tier 2 Public Benefit Entity Accounting Standards (PBE Standards RDR) and they comply in full with those Standards.

The summary financial statements do 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.

The full financial statements have been audited and an unmodified opinion was expressed over all periods presented in these summary financial statements.

On 1 July 2017 the Cranford Hospice assets and liabilities were beneficially donated to The Cranford Hospice Foundation and The Cranford Hospice Trust by way of a sale and purchase agreement for nominal consideration. Any outstanding liability to staff working at Cranford Hospice as at 1 July 2017 including holiday pay and sick pay was transferred to The Cranford Hospice Trust as at that date. The Cash and Cash equivalents balance transferred included an amount equivalent to the value of these liabilities. Any outstanding liability on contracts relating to Cranford Hospice as at 1 July 2017 were transferred to The Cranford Hospice Trust as at that date. The net assets transferred to Cranford Hospice totalled \$10,080,000.

A full set of the audit financial statements is available from: The Chief Executive Office, PO Box 8119, Havelock North. Telephone 06 877 8193.

THE SCOTT FUND TRUST

During the course of the last financial year the Scott Fund Trust distributed \$59,120.82 in grants.



The Trustees often faced a daunting imbalance between the applications and the funds available to spend on them. The majority of applications are still for educational assessments (41%) and computer equipment (29%). The assessments are used to facilitate targeted assistance with learning disabilities, and the computer equipment uses specific applications to assist students with reading and writing skills. The letters of appreciation received from children and their parents, often with accompanying photographs, provide reassurance that the Scott Fund Trust really is making a difference.

The increase in applications and corresponding pressure on capital funds is an ongoing issue. It is of particular concern that educational services are more and more scarce and expensive in the Gisborne region, putting increased pressure on families and on their communities. A recent and ongoing focus for Trustees is the Scott Fund Trust's historical role in advocating for better resourcing, and the need for targeted research to inform and support any such advocacy.

As always, many thanks to the Trustees who continue to give generously of their time and expertise and to our very able and supportive secretary Karen Rouse.

Alison Kerr
Chairperson

The Scott Fund Trust is a charitable fund set up under the will of the late David Henry Scott.

The income of the Trust is used to provide educational or vocational assistance to people under the age of 21 who have disabilities and live in the Hawke's Bay and Gisborne regions.

The Trustees are tasked with making grants each month in the spirit of that bequest.

Visit www.psec.org.nz/learn-more/the-scott-fund-trust/ for more information on the Scott Fund Trust

HOW YOU CAN HELP

PSEC provides \$15 million worth of social services to the East Coast region each year. Although some government funding is received, PSEC is responsible for raising approximately \$2 million to ensure that these services remain free to the people who need them most.

We are heavily reliant on the generosity and goodwill of the community to help us deliver services to those most in need. There are many ways to help.

VOLUNTEER

- Volunteer at one of our PSEC charity shops
- Help out at PSEC fundraising events
- Help with client/patient support at one of our services

INVOLVE YOUR ORGANISATION

- Invite PSEC to speak to your business or community group
- Pledge an annual company donation
- Give employees the option of payroll giving
- Sponsor a fundraising event
- Give of your services, time and experience, or donate prizes
- Organise or host an event for one of our services as a community fundraiser. PSEC can provide you with a community fundraising pack and support you along the way
- Organise staff volunteer days to help at our charity shops, services or events
- Promote your business in the next issue of our PSEC magazine

MAKE A DONATION

- Make a one-off donation online, by mail, or respond to one of our appeals
- Make a regular donation by direct debit or automatic payment
- Become a Guardian Angel to Family Works with a donation of \$30 or more each month to help children at risk in the local area

DONATE GOODS



- Donate goods to our PSEC charity shops in Taradale, Havelock North and Napier.

GET INFORMED & ADVOCATE

- Attend annual meetings, presentations and service functions
- Sign up for our magazine
- Visit our website www.psec.org.nz to learn more
- Follow us on Facebook and 'like' and 'share' our posts

LEAVE A BEQUEST

Bequests can be gifted in several ways:

- A financial or asset donation e.g. money, property, shares or jewellery
- A percentage of an estate
- A residual bequest that ensures specific gifts are assigned to family and friends first before the remainder is gifted
- A life insurance policy naming PSEC as the beneficiary
- A grant-making charitable trust established during a lifetime or in a Will
- An assignment of income from investments to PSEC

For information about setting up regular giving or making a bequest, contact our Philanthropy Manager on **06 877 8193** or at philanthropy@psec.org.nz

To volunteer at one of our charity shops, services or events contact our PSEC Volunteer Manager on **06 877 8193** or at volunteer@psec.org.nz

For general information contact our Communications Manager on **06 877 8913**

Visit our website www.psec.org.nz/donate-now

THANK YOU

We could not serve the people of the East Coast region who need our help most without the wonderful support of the local community.

To our supporters and donors, not individually mentioned, thank you for your concern, prayers, moral support, gifted time, donations and donated goods. During the year, generous grants and donations were received from the following organisations:

Grants

Generous grants and donations were received from the following organisations:

PSEC

James Anderson Bequest Trust

Enliven

Bernard Chambers Charitable Trust (Senior Chef)

Harry Otton Charitable Trust

Hastings District Council (Senior Chef)

Holcim New Zealand Ltd (Senior Chef)

Family Works Hawke's Bay:

First Light Community Foundation Ltd

Frimley Foundation

Hawke's Bay Children's Holding Trust

The Lion Foundation

The Presbyterian Church

Properties Trustees

The Tindall Foundation

Trust House Foundation

Hawke's Bay Foundation (HIPPY)

Trust House Foundation (HIPPY)

First Light Community Foundation Ltd (Vehicle grant)

Gisborne:

NZ Lottery Grants Board

The Presbyterian Church Properties Trustees

The Tindall Foundation

JN Williams Memorial Trust &

HB Williams Turanga Trust (Tauawhi Men's Centre)

Mosaic:

The Southern Trust

Frimley Foundation (Kitchen/Laundry renovations)

The Kingdom Foundation (Kitchen appliances)

Eastern & Central Community Trust (Building heating)

Rowan:

Pub Charity Inc (Furniture and air conditioning)

GW Malden Charitable Trust (Van upgrade)

Donations from businesses and other organisations

We are always grateful for the donations we receive from businesses, service groups, churches and other groups. A special thank you to the following supporters:

Iona College

Greenmeadows Rotary Ladies

Fireside Group

Hurford Parker Insurance Brokers Ltd

St John's Presbyterian Church Hastings

St Paul's Presbyterian Church Napier

Robinson Taxation Co Ltd

Treble Developments Ltd

PSEC Payroll Giving staff

PSEC Event Sponsors

The PSEC fundraising team was able to raise a significant amount of the much needed funding with the help of events such as Hawke's Bay's finest black tie event - Sparkle 17 at Trinity Hill, Redefine - love your op shop, Tairāwhiti Men of the Year Awards Charity Dinner and the PSEC Celebration Garden Party. These events were made possible by the tremendous support and sponsorship of businesses and individuals. Many thanks to you all.



Charity Shops

Our retail staff and volunteers in our charity shops work tirelessly to contribute a significant amount of funds towards our vital community services.

Parishes

We wish to acknowledge and thank Presbyterian Churches and parishioners for their loyal support, donating \$21,862.50 to PSEC over the past year..

Volunteers

They say “The heart of a volunteer is not measured in size, but by the depth of their commitment to make a difference in the lives of others” and no truer words could be spoken of our dedicated PSEC volunteer team. We could not be prouder of the massive contribution volunteers make to our team and how they enable us to provide social services throughout Hawke’s Bay. From the bottom of our hearts to yours, thank you, thank you, thank you.

PSEC Life Members

Dr Anne Denton
Mr John Gould
Mrs Barbara Hodgson
Mr Percy Jessep
Mrs Constance Jessep
Rev Nolan Martin
Ms Marie Burgess
Mr Jack Mackie
Mr Jim Redgrave

Patron

Mrs Barbara Hodgson

Cranford Hospice

Grants received from:

Pub Charities Ltd (operational)
Trust House (operational)
Doris M Partridge Trust (operational)
RSA Gaming Grant (BAMC event)

MM Stead (operational)
Tasman Smith Charitable Trust (operational)
NZ Community Trust (Hospice NZ conference attendance)
NZ Community Post (envelopes)
Infinity Foundation (syringe driver batteries)
First Light Community Foundation (mattresses for the community)
Joan Fernie Trust (operational)
Eastern & Central Community Trust (vehicle)
Weem Charitable Trust (portable bladder scanner)
The Lion Foundation (marquee)
Infinity (balance for the vehicle)
Endeavour Community Foundation (Operational)
First Sovereign Trust (life review training)
Tasman Smith Charitable Trust (operational)
Harry Otton Charitable Trust (operational)

Bequests received from:

Donald Perano
Thelma Smith
Jennifer Biss
E Burton
C Trask
Lesley Heynes
JM Baird
Patricia David
MF Holder
Terence Whitelegge
Murray Hathaway
R Bell
Clair Thomas
G Charters
B Wheatley

Organisational support received from:

BNI - Wine Country

BNI - Heretaunga
BNI - Deco City
BNI - Hawke’s Bay
HB Nissan
Oderings
Farmers Trading Company
Hastings Karamu Rotary Club
Hawke’s Bay British and American Motorcycle Club
HB Health Collaborative
House of Travel Hawke’s Bay
Hair2Go
Te Mata Estate
Clearview Estate Winery
The Battle Cave
Tim Whittaker Photography
HB Wine Auction
Furnware
Z Karamu Road
Cape Kidnappers
The Te Mata Mushroom Company
Hastings Orphans Club
Swap for Good NZ
Geneva Healthcare
Caci Clinic
The Real Exchange
Hawke’s Bay Classic Motorcycle Club
Maranu Gascoigne at Harcourts
Pimp My Lawn
Art Hawke’s Bay
MCL Construction Ltd
ANZ
You Travel Napier
Dilmah
MJ’s Cupcakes
Hospice Holly Trail
Wildflower Sculpture Exhibition
Birdwoods Gallery
Napier Rotary
Art Deco Trust
And many others.

LIVING & GIVING BACK SINCE 1946



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