



Presbyterian Support
East Coast

P S E C

Annual Report
Pūrongo ā Tau
2024

**Communities reaching
their potential**

E nanaio ana te pito
mata o ngā hāpori





Presbyterian Support
East Coast

Te Matakite

*E nanaiore ana te pito mata
o ngā hāpori.*

Te Kawenga

*Me māia, me kumanu, me aroha,
te arahanga i te panoni pāpori.*

Ngā Whanonga Pono

*Kaitiakitanga
Whanaungatanga
Kotahitanga*

Vision

*Communities reaching
their potential.*

Mission

*Lead social change with
courage, care, and aroha.*

Values

*Guardianship
Connections
Unity*



Stuart Signal, CHAIRMAN

Kaitiakitanga Guardianship



Sanja Majstorović, CEO

Reflecting on the past year it is clear that it has been a year of challenge and renewed commitment to our vision of seeing **communities reaching their potential**.

For more than forty years we have offered trusted and respected disability services. One of the most exciting developments this year is the upgrade and expansion of our disability services. We are proud to announce the completion of the refurbished Rowan cottages, which were heavily impacted by Cyclone Gabrielle in 2023. Thanks to this work, we now have a better, more supportive environment for all twenty nine flatters we support. In addition, we are thrilled to share our commitment to build the new Rowan Apartments that will support four new flatters. Requiring an investment of \$3.5 million, supported by an incredibly generous \$1 million pledge from Royston Health Trust, this project is a symbol of what we can achieve when we build together. It is humbling to witness this level of support from people with strong social consciousness.

Our strategic direction has also seen some changes, particularly in Tairāwhiti, where we have made the very difficult decision to close our office after thirty years of presence there. We are moving towards sectors where we can have the biggest impact, and will be investigating how to close gaps in disability service delivery in Tairāwhiti.

In everything we do, we are guided by our commitment to sustainability and good governance. This year, we released our first Environmental, Social, and Governance (ESG) Report, a significant step forward in aligning our actions with our values. Our Value **Kaitiakitanga** (guardianship) speaks to our responsibility to

safeguard both our people and the environment. We are proud to support the people of the East Coast through our services while being mindful of our environmental impact. The 2023 ESG Report outlines our progress and is available to view on our website.

The heart of our organisation is our dedicated team of staff and volunteers. Their passion and professionalism was evident during the first PSEC Staff Conference last November. It was a memorable day of celebration, recognition, and connection, with Board members acknowledging the incredible work done throughout the year. We are grateful for the Board's steady stewardship during tough economic times. The courageous leadership at all organisational levels, from the Chair and the Board to our senior management team, remains one of PSEC's greatest strengths.

One highlight of the year was our leadership visit to the Kohupātiki Marae. This was a special moment of connection and reflection of our commitment to community partnerships.

Looking to the future, we are investing in significant advancements in technology. This year we have made considerable investments in automation and new IT systems, which are ensuring we are working effectively with the resources entrusted to us.

The Board extend our deepest thanks to our management team for their steadfast and stable leadership. With Sanja's guidance, the team's dedication, and the ongoing support of our community, we are confident that PSEC will continue to **lead social change with courage, care, and aroha**.

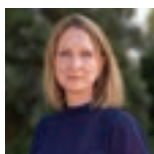
Our Board



Stuart Signal
Chairman
FCA, BBS, M Inst D



Alison Prins
Deputy Chair



Rebekah Dinwoodie
CMIInstD, MMgmt
PGCert(Education), BSc(Hons)



Ken Foote
ONZM, ED***, JP, BCA, Dip Bus Stud
(Dispute Resolution), M Inst D



Warren Hokke
BCA, CA (ret'd), PG Dip Bus
Admin, NZ Cert in Te Reo (L4)



David McDonald
LLB, Dip Bus Stud
(Dispute Resolution)



Rani Morunga
BA Criminology and Māori Resource Mgmt;
Masters(Public Management)



Farley Keenan
Ngāti Kahungunu
PGCert(Public Management)



Sandra Faulkner



Tobias Taylor
CFP, PGDipPFP, BBS
NZZ Dip, M Inst D



Korrin Barrett
Board Observer



Maitland Manning
Our Patron
Queens Service Medal, Justice of the
Peace, Ch Fellow Inst D (ret), Fellow
Inst Mgmt, FNZIM

Arohiwi Station Board



Peter Tod
Chairman



Sandra Faulkner
Director



Ken Foote
Director



Marie Burgess
Director



Robbie Schaw
Farm Manager



Thank you



*To our supporters and donors not individually mentioned,
thank you for your gifted time, donations, prayers and moral support.
Without your support we could not serve East Coast people who need our support the most.*

GRANTS

During the year, generous grants were received from the following:

ENLIVEN DISABILITY

Pub Charity

MOSAIC CREATIVE SPACE

Harry Otton Charitable Trust

ROWAN

Four Winds Foundation Ltd

Hawke's Bay Foundation

Sanderson Trust

Te Kupenga Hauora Ahuriri Trust

Thomas Richard Moore Trust

MIDDLE ROAD

First Light Foundation

ENLIVEN OLDER PEOPLE

GW Malden Charitable Trust

Hastings District Council

FAMILY WORKS HAWKE'S BAY

Frimley Foundation

Hawke's Bay Children's Holding Trust

Hawke's Bay Foundation

Lion Foundation

Presbyterian Children & Families Ministry

The Presbyterian Church Property Trustees

The Tindall Foundation

Trust House

FAMILY WORKS TAIRĀWHITI

The Sunrise Foundation

The Tindall Foundation

PRESBYTERIAN SUPPORT EAST COAST

PARISHES

We wish to acknowledge and thank Presbyterian Churches and parishioners throughout the region for their loyal support and donations to Presbyterian Support East Coast or its services over the past year.

CHARITY SHOPS

Our retail managers and volunteers in our charity shops work tirelessly to contribute a significant amount each year so that our vital community services remain free for those who need them. Thank you!

LIFE MEMBERS

Mr Jack Mackie

Dr Anne Denton

Mr John Gould

Ms Marie Burgess

Mr Michael König

Mr Maitland Manning

Mrs Colleen Skuse

Mr Kerry Marshall





Presbyterian Support

East Coast



About PSEC

PSEC is a not-for-profit charity formed in 1946. We provide vital social services to East Coast disabled people, older people, and children and families.

\$15M

cost of
services
provided

1,000+

people
supported

200+

staff

100

volunteers

Services are guided by our Environmental, Social, and Governance (ESG) principles

Being a sustainability-oriented organisation means that we:

- promote environmental sustainability by monitoring and minimising, wherever possible, our impacts on the environment;
- promote social sustainability by making a positive difference in the lives of our clients, staff, and volunteers;
- ensure best-practice governance and stewardship within PSEC.

In 2023-2024 PSEC was proud to publish our first Environmental, Social and Governance (ESG) report, which is available for download from our website. Going forward, we aim to produce an ESG report every two years. PSEC has started promoting environmental sustainability at work. We have created an Environmental Sustainability information and resources page on our staff intranet, and we have formed a team of Eco Champions who will keep our services informed and inspired. Family Works staff led the way by building a vegetable garden outside their office – a fantastic initiative to enhance staff and client wellbeing.

Arohiwi Station

PSEC is the sole shareholder of Arohiwi Station Limited, a farm that was partly gifted to PSEC. Dividends from the farm support our social services.

1,472 ha

Station located near Puketitiri which is 56km North West of Napier. The 1,396.5 ha Arohiwi Station along with its 75.5 ha leased blocks represents one of Hawke's Bay's best properties of its size.

The Scott Fund Trust

53

people with disabilities under the age of 21 years received financial support from The Scott Fund Trust for educational or vocational assistance

PSEC Charity Shops

9,000

volunteer hours





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Disability

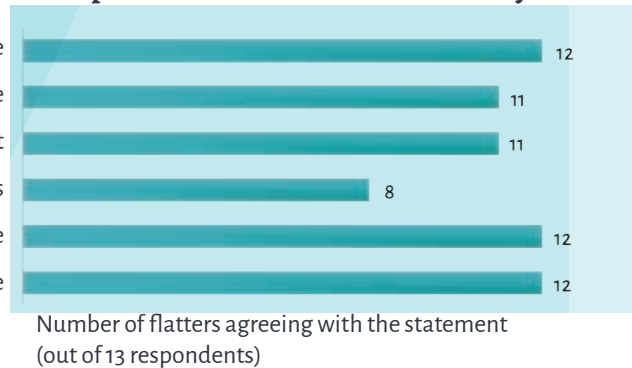


Residential Services supported 30 younger disabled people under 65 with a high level of complex needs at Rowan and Middle Road sites.

Rowan and Middle Road aim to foster choice, working alongside flatters to support them to reach their potential. Over the course of the year, Rowan was home for 20 flatters and Middle Road sites were home for 10 flatters.

In 2024, 13 flatters or their family members completed a client satisfaction survey.

This is a safe and homelike place for me to live
My visitors, friends, and whānau are made welcome here
I choose what I do in the wider community and how I do it
I am making progress towards achieving my goals
I am as independent and in control of my life as I can be
Living here makes a positive difference to my life



Community Services supports disabled people to develop an aspirational vision for their future, and to have plans and actions to achieve their goals.

Adult education and creative space courses are group based while other services work with individuals.

11

young people supported to transition from school to life in the community

33

adults supported with individualised planning and co-ordination services

67

people attended literacy, numeracy, digital skills, and/or creative arts classes at the Mosaic Creative Space

Students' feedback included:

"I have had a wide variety of experiences and things to do."

"I have some cool friends at Mosaic."

"I have got braver in the things I have been doing. It's a good place to come for people with disabilities."

Enliven Disability demographics across residential and community services.

57% Male

42% Female

1% Gender diverse

78% European

17% Māori

5% Pacific Peoples

2% Other ethnicities*

*Adds to more than 100% because some clients identified with more than one ethnicity.





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Older People



Intensive Home Support supports older people to stay independent and safe at home and delay rest home entry.

209 people supported to remain in their own homes and in their community

100% of clients supported by a multi-disciplinary team of registered nurses, social workers, physiotherapists, occupational therapists, dietitians and a speech-language therapist

97% of Key Support Workers qualified at NZQA Level 2 or higher, 79% at Level 3 and above

65,858 in-home support visits provided by Key Support Workers

"I would not be living in my own home still if not for your input. It's a wonderful service."

"The staff treat us with very high respect and it is a pleasure to know them."

"I am very grateful for the service I receive from Enliven, which enables me to continue living in my own house. It takes the pressure off my immediate family too. Keep doing what you do!!"

Community Services includes **Community Day Programmes** and two **Retirement Villages**. **Community Day Programmes** support older people to remain motivated and socially connected, and offer carers regular breaks.

57 older people supported (50 live with Dementia) at Community Day Programmes

145 falls prevention exercise sessions delivered to Community Day Programmes attendees

17 new referrals enrolled to Community Day Programmes

52 people in our Retirement Villages:
JH Mason Retirement Village in Havelock North and Sheilton Village in Wairoa

"My husband has dementia. He thoroughly enjoys his days at Enliven and always looks forward to attending. We are so grateful that he is able to take part."

"Love trying things I wouldn't normally attempt."

Enliven Older People demographics across **Intensive Home Support** and **Community Day Programmes**.

54% Female

46% Male

90% European

5% Māori

2% Pacific Peoples

3% Other ethnicities





Family Works East Coast



Family Works East Coast provides wrap-around early intervention services, using a mana enhancing bicultural approach with tamariki and whānau to overcome challenges around trauma, family violence, and child safety.

Our team provides confidential social work, counselling, and facilitated programmes responding to local needs. We work collaboratively with local community groups and services.

Client demographics*

62%	Female
38%	Male
57%	Māori
46%	European
5%	Pacific Peoples
2%	Asian
2%	Other ethnicities

**Ethnicity adds to more than 100% as some clients identified with more than one ethnic group.*

Services provided

629	people received social services support
726	enrolments were received**:
268	enrolments in child and youth programmes and services
207	enrolments in adult social work and counselling
234	enrolments in adult programmes and support groups
17	enrolments in other services, including assessments

***Some people enrolled in more than one service or had repeat enrolments.*

Based on the 187 adult clients who completed service evaluation forms in 2023-2024:

90%

reported
improved
relationships

96%

learnt new
skills and
strategies

96%

felt better
prepared for
the future

“I feel we received excellent support. Values-based and problem-solving strategies improved our overall well-being and gave us tools for the future.”

“I was treated with dignity and respect throughout my time with this agency.”

“Valuable tools I can use and pass on to younger generations.”

“Thank you for your time, effort, support in guiding me through this difficult period of my life.”



Financial information



	2024 \$000's	2023 \$000's
Revenue from Operations, and Other Income	16,716	16,987
Total Expenses	(17,925)	(17,719)
Operating Deficit	(1,209)	(732)
Increase / (Decrease) in value of Investments	1,332	1,085
Increase / (Decrease) in value of Livestock	(873)	(407)
Increase / (Decrease) in value of Property	(404)	(3,918)
Total Gain / (Loss)	(1,154)	(3,972)

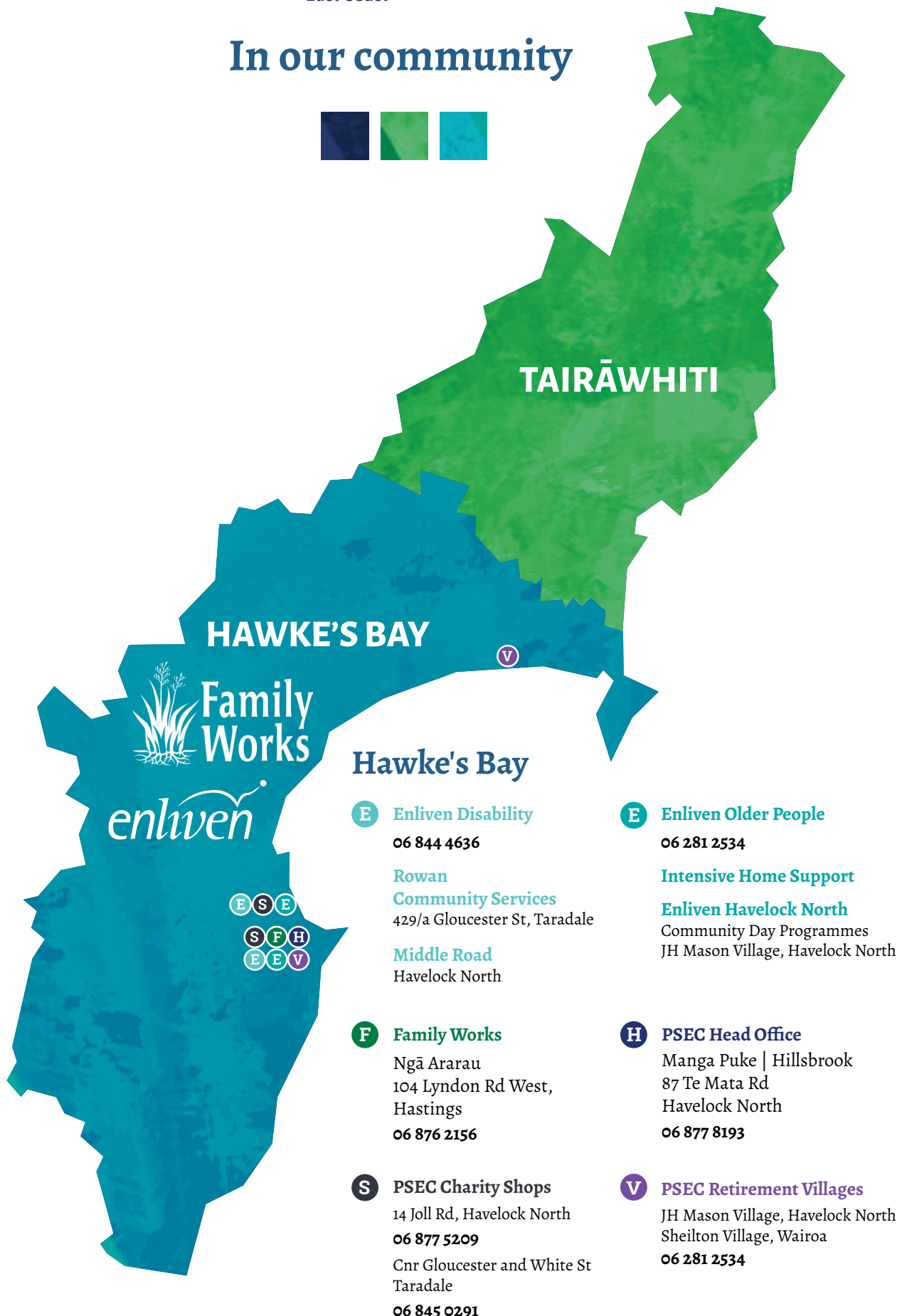
	2024 \$000's	2023 \$000's
Current Assets	17,721	18,304
Non-Current Assets	46,495	46,787
Total Assets	64,216	65,091
Current Liabilities	2,564	2,735
Non-Current Liabilities	3,550	3,100
Total Liabilities	6,114	5,835
Net Assets / Equity	58,102	59,256

A full set of the audited financial statements for the year ended 30 June 2024 is available from: The Chief Executive Office, PO Box 8119, Havelock North. Telephone 06 877 8193.



Presbyterian Support
East Coast

In our community



TAIRĀWHITI

HAWKE'S BAY



Family Works

enliven

E S E

S F H
E E V

Hawke's Bay

E Enliven Disability
06 844 4636

Rowan
Community Services
429/a Gloucester St, Taradale

Middle Road
Havelock North

F Family Works
Ngā Ararau
104 Lyndon Rd West,
Hastings
06 876 2156

S PSEC Charity Shops
14 Joll Rd, Havelock North
06 877 5209
Cnr Gloucester and White St
Taradale
06 845 0291

E Enliven Older People
06 281 2534

Intensive Home Support
Enliven Havelock North
Community Day Programmes
JH Mason Village, Havelock North

H PSEC Head Office
Manga Puke | Hillsbrook
87 Te Mata Rd
Havelock North
06 877 8193

V PSEC Retirement Villages
JH Mason Village, Havelock North
Sheilton Village, Wairoa
06 281 2534