



REPORT  
2015/16

***Communities  
Thriving***

anglican care | waiapu  
Te Awahi Mihinare Ki Waiapu



## Contents

3	HIGHLIGHTS
5	MESSAGE FROM BISHOP ANDREW HEDGE
6	BOARD MEMBERS
7	CHIEF EXECUTIVE'S REPORT / CHAIRMAN'S REPORT
9	COMMUNITIES THRIVING - CHILD AND FAMILY SERVICES
15	QUALITY AND INNOVATION - AGED CARE AND SERVICES
20	FINANCE
24	SUPPORTERS
25	ANGLICAN CARE WAIAPU SERVICE DIRECTORY

## Vision

Communities thriving  
Caring and learning for life

## Purpose

Striving to deliver high quality  
Christian-based services to all  
ages throughout our  
communities



## Mission

Strengthening and developing  
our communities through our  
Early Childhood Education  
Residential Care  
Family Services  
Retirement and Lifestyle Villages

## Core Values

Founded on our Christian ethos  
including  
Love  
Hope  
Compassion  
Integrity



## Passion

We are passionate about  
The vulnerable and isolated  
Social justice  
Our three tikanga partnership  
Faith in action

# Highlights

Figures below are approximate



**387**

BEDS IN OUR  
RESIDENTIAL  
CARE FACILITIES



**218**

VILLAS AND APARTMENTS  
IN OUR RETIREMENT  
VILLAGES



**482**

CLIENTS ATTENDED OUR  
SENIOR DAY CARE FACILITIES  
EACH WEEK



**1181**

CLIENTS ASSISTED  
BY OUR  
FAMILY SERVICES



**786,994**

PAID  
EMPLOYEE  
HOURS



**266**

CHILDREN ATTENDED WAIAPU KIDS  
EARLY CHILDHOOD CENTRES  
EACH WEEK



**147**

CHILDREN ATTENDED  
WAIAPU KIDS HOMEBASED  
EACH WEEK



**34,656**

HOURS  
DONATED  
BY VOLUNTEERS



**138**

CLIENTS ATTENDED TO  
EACH WEEK BY CAREFORCE  
SOUTHERN HAWKE'S BAY



**449**

CHILDREN AND YOUNG PERSONS  
ASSISTED WITH UNDERSTANDING  
THEIR LOSS OR GRIEF



## Bishop Andrew Hedge

The Good Samaritan looked across at the broken and beaten traveller on the road from Jerusalem to Jericho and saw a person in need of help, restoration, healing. Ignoring cultural and religious differences, even personal safety, the Samaritan offered what many others had chosen not to do and gave aid, shelter and protection to the wounded traveller.

Of the many stories that Jesus shared with his followers, the parable of the Good Samaritan has inspired countless generations to do likewise out of the mercy that they have known from God. In the same way Anglicans throughout the world have offered care and compassion as social service to their communities. Anglican Care Waiapu is the social services arm of the Anglican Diocese of Waiapu working in partnership with the Diocese to provide services to meet a variety of needs across all our communities. At the heart of our work is the desire to follow the way of Christ and seek to strengthen communities we live in from the simple yet profound knowledge that we are loved by God.

This report shares some of our story over the past year across the diverse range of services that make up Anglican Care Waiapu. I give thanks to God for the many people who work for Anglican Care Waiapu, those who support and partner with Anglican Care Waiapu and all who offer encouragement to our work and ministry. Thank you for your interest in Anglican Care Waiapu and for sharing in this extension of care into our world and communities.

Yours in Christ  
The Rt Rev'd Andrew Hedge  
Bishop of Waiapu



## John Palairret / **Chairman**



John is Chairman of Anglican Care (Waiapu) Ltd and the Waiapu Anglican Social Services Trust Board, and a Fellow of the Chartered Institute of Accountants and Chartered Fellow of the Institute of Directors. He was a Hawke's Bay Partner in national and locally-owned chartered accounting firms including

KPMG and BDO, also acting as an advisor to many Hawke's Bay businesses.

John served 16 years as a Director for of the Electricity lines company Unison, chairing the Audit and Risk Committee and ETEL Ltd, an electricity distribution transformer manufacturer. He was also Chair of Hawke's Bay Airport for 16 years. John continues on the Board of Unison Contracting Ltd and Unison Insurance Ltd.

## Bishop Andrew Hedge / **Trustee**



Bishop Andrew was ordained as the 16th Bishop of the Anglican Diocese of Waiapu in October 2014. Bishop Andrew has served the Anglican Church as Vicar of Cambridge, Waikato and Chaplain to King's School, Auckland and also in a variety of governance roles over the past 15 years including Diocesan Standing

Committees in Auckland and Waikato, and as a trustee for St Paul's Collegiate School, Hamilton. Bishop Andrew is a member of several boards in the Diocese of Waiapu which focus on Mission and Ministry, Finance, Education and Social Service sectors of the Church.

Bishop Andrew is a volunteer Ambulance Officer, Chaplain and supporter of the youth programme with the Order of St John.

## Christine Scott / **Trustee**



Christine holds a degree in Psychology (Otago), and began her career in criminology research. After raising a family she returned to the work force as a schools consultant for an educational publishing company. For the past 13 years Christine has been a Regional Councillor, and is currently Deputy Chairman and a Hearings Commissioner.

She has also served as a director of the Hawke's Bay Regional Investment Company. Christine has played an active role in her parish of St John's Cathedral, Napier, including youth leadership, vestry member and warden, synod representative, chairing Diocesan Finance Advisory Committee and is currently a member of Chapter.

## Nicola Roberts / **Trustee**



Nicola is a lawyer and has been a partner in Dannevirke legal firm Dorrington Poole, for over 25 years. Nicola was admitted to the bar as a solicitor in Australia and New Zealand and is a member of the Hawke's Bay Lawyers Standards Committee. She is a Director of Anglican Care (Waiapu) Ltd and a trustee of various charitable trusts.

## Evan Turbott / **Trustee**



Evan is a commercial and property lawyer in Tauranga. He is Chancellor of the Anglican Diocese of Waiapu, a Director of Anglican Care (Waiapu) Ltd and a Chartered Member of the Institute of Directors. A former chair of the Bay of Plenty Sinfonia, Evan is a long-standing Rotarian and Councillor of the Automobile

Association (Bay of Plenty District). He sits on the board of Age Concern Tauranga.

## Brian Watkins / **Trustee**



Brian is a lay member of the Waiapu Diocesan Standing Committee and on the vestry of St Luke's Havelock North parish. He is the chairman of the not for profit Christian ministry, Trust Board of Camp David Adventure Centre. He also carries out various accounting, marketing, advertising and promotional contracts.

Brian was formally an accountant, followed by a 35-year career as an institutional global financial markets broker in London. This culminated in a 10-year role with the brokerage arm of a major French bank managing institutional sales on a 24-hour foreign exchange desk.

## Geoff Yates / **Trustee**



Geoff began his career with Steel and Tube (NZ) Ltd and later moved to NZI Finance Ltd. After 20 years in the finance industry, Geoff developed his first retirement home in Napier in 1992 and subsequently went on to develop and run in partnership, Elmwood House and Colwyn House.

A long-time resident of Napier, Geoff has been on the committees of the Hawke's Bay Lawn Tennis and Squash Club, the Hawke's Bay Club, the Hawke's Bay Helicopter Rescue Trust, the Waiapu Board Diocesan Trustees (Trustee and Chairman) and the Napier Girls High School Board of which he was also Chairman.



These are challenging times for social services within New Zealand; as the environment we work in continues to reflect an increasing level of volatility throughout many sectors, while at the same time, many organisations are working beyond their limits, struggling to address the increasing needs within their communities.

Existing paradigms are no longer adequate in confronting the issues of today and it is clear that the future before us will be markedly different than the paths we have journeyed previously.

It will be a future where organisations must learn to work closely together; where services will be tailored to meet individual needs and where evidence based interventions that make a real difference, will be the focus.

Most, if not all, social services will find this journey taxing and sadly, a number of organisations may find the way forward too arduous.

Over the last three years, Anglican Care Waiapu has learnt the importance of adaption, as well as the significance of purpose, vision, values, innovation and courage.

We believe that if organisations are to successfully navigate the pathways ahead; achieve their mission; and most important, remain true to their calling, these elements must be developed, guarded and embraced at every level within their organisations.

Our commitment to outworking our vision of *Communities Thriving* and our Christian values, has been at the forefront of our planning. With these elements now being embedded within the fabric of our organisation we are able to progress our Executive Business Plan and begin to realise our organisational goals. We have made good progress, for example:

### **Services of Quality**

Our commitment to delivering services of quality helps guide our planning and service delivery.

This year our Aged Care and Services achieved tertiary level status from ACC for our Health and Safety (H&S) systems. This was a tremendous accomplishment and highlights the quality of our H&S systems and the skill and dedication of our clinical teams.

We are also delighted to report that there is a strong demand for our care facilities and retirement villages. Our occupancy levels across our facilities and villages reflects that demand, quality of care, skill and dedication of our managers, staff and volunteers.

Our Day Centres and Homebased Care are managed and supported by people of tremendous commitment, passion and aroha. These services are also an integral part of Anglican Care Waiapu's commitment to delivering essential services to our communities and we are delighted that these services located throughout Hawke's Bay, Bay of Plenty and Eastland are well sought after.

Our Early Childhood Education service Waiapu Kids, continues to increase its focus on embracing early learning for children from a holistic perspective. We create a sense of community within our centres and homes, built on relationships with families and the broader community we serve.

A core of long-serving dedicated and skilful teaching teams ensures continuity of care and education where children's individual strengths are supported.

Our Family Services are centred at the heart of our local communities and our passionate team of experienced and skilled social workers, counsellors, grief coordinators and companions,

youth workers /mentors, budgeters and host of volunteers, continually work to improve the quality of people's lives by contributing to their social, physical, educational and spiritual wellbeing.

### **Service Development**

Ensuring our services continue to meet the needs of our communities is a priority for us. This commitment was reflected in a number of recent developments undertaken by Anglican Care Waiapu, such as the redevelopment of our Ribbonwood Apartments at St Barnabas in Ngongotaha.

This redevelopment helped transform this building into warm, attractive apartments, and was one of a number of good examples of how residents, staff and the community can achieve excellent results.

### **Rebranding**

The rebranding of our services under our new trading name Anglican Care Waiapu is now well advanced with the establishment of the Anglican Care Waiapu web site and the rollout of our logo on signage, vehicles and buildings throughout Anglican Care Waiapu.

This rebranding has provided an important visual representation to staff, clients and stakeholders of our One Mission One Purpose strategic anchor and our development into one vibrant and cohesive organisation.

### **Operational Management**

The importance of strengthening our operational management throughout Anglican Care Waiapu was clearly identified in our organisational reviews.

This has been advanced in the last 18 months in a number of ways, including the location of key senior operational management positions within our regions and closer to our services and communities.

This repositioning of senior management and focus on operational oversight is showing good results and increasing our ability to:

- Drive key tasks / targets / projects at a local level
- Develop regional teams across our various services
- Improve our stakeholder relationships
- Champion our culture and vision.

## Diocesan and Parish Relationships

Our relationship with Bishop Andrew, the Anglican Diocese of Waiapu and our parishes throughout Bay of Plenty, Eastland and Hawke's Bay continues to enhance the service delivery of Anglican Care Waiapu.

This relationship is vital to us and is outworked in many ways, including through our

- Parish advisory and support committees
- Chaplaincy services throughout our aged care facilities
- Growing Through Grief committees and services
- Prayer, support and aroha from our Anglican whanau.

## Pathways Forward

This last season has been a time of tremendous progress and encouraging outcomes, all of which has been made possible through the skill, faithfulness, hard work and prayers of our staff, volunteers, board, diocese and parishes as well as the continued support and partnership with our key stakeholders, community organisations, funders and government agencies.

It is through such support that we continue to teach, to support, to care for and to serve those who are isolated and vulnerable within our communities.

And whilst change may continue to appear on our horizon, we look to the future with expectant hearts, with hope, with faith and with dependency on him who calls and enables us by his wonderful Grace.



Peter O'Brien  
Chief Executive



CEO Peter O'Brien's report outlines in detail the challenges faced in the current social services environment.

We are faced with a parsimonious government whose philosophy is asking for more but offering less.

Social service contracts have been 'squeezed' financially and annual increases in the aged care subsidy – for residents in full care - have generally declined to barely covering inflation in wages so that other increased costs have to be absorbed.

Accordingly the achievements and progress as outlined in the report made by the organisation are commendable.

Our dedicated staff in our various services and residential facilities throughout the Diocese continue to work with great commitment.

Without that commitment the progress

outlined in the CEO's report could not be achieved.

This year's results show an improved financial performance, driven by stronger results from our aged care facilities. The overall financial position continues to be sound.

I am grateful for the support of the Board and management in a year which has presented a number of challenges and potential changes.



John Palaret  
Chairman

### STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES

### Anglican Care Waiapu Group

	Notes	2016 (\$'000) 12 Months	2015 (\$'000) 9 Months
<b>OPERATING SURPLUS/(DEFICIT)</b>		<b>1,115</b>	<b>1,085</b>
<b>NON TRADING REVENUE/(EXPENDITURE)</b>			
Changes in Fair Value of Investment Properties	2	1,830	839
Impairment of Goodwill	3	0	(176)
<b>Total Non Trading</b>		<b>1,830</b>	<b>663</b>
<b>REPORTED SURPLUS/(DEFICIT)</b>		<b>2,945</b>	<b>1,748</b>

# Communities Thriving

## Child and Family Services

We are passionate about the vulnerable and isolated, both young and old and this is reflected in our comprehensive range of services that address the needs of all ages, as well as the extra mile we go, for example:

- A number of our Waiapu Kids Early Childhood Education Centres, have Whanau Aroha Workers (social workers) attached to them, to help meet the increasing challenges within our communities
- Our facilities and services are often located in areas of great need
- We recognise the importance of delivering and resourcing key programmes, such as Growing Through Grief, to support our young people to work through some of the challenges of life.

Anglican Care Waiapu's vision is to help create thriving communities where caring and learning for life are at the heart of who they are. We know that where children have secure homes and attend early childhood education centres or homebased care, they have a far greater chance of doing well in life.

### Early Childhood Education

In 2015, following an extensive rebranding exercise, all our Early Childhood Education centres were renamed Waiapu Kids. These centres and homebased services across Bay of Plenty, Eastland and Hawke's Bay, continue to make a significant difference in the lives of the children, families and communities who live there.

Our Early Childhood Education centres have a core focus on reflecting the cultural diversity of the communities they serve. We continue to attract experienced and highly qualified Maori and Pasifika staff, and this enhances the quality of services being provided.

We are fortunate to have the valued support of Parishes throughout the region, and we acknowledge the contribution they bring to championing the unique Christian character of all our services. Throughout 2015/16, our Education Review Office audits and reports have continued to be positive and affirming of the overall direction of service delivery.

Our Homebased Early Childhood

Education service in Whakatane provides in-home education care across the Eastern Bay of Plenty and although it competes with a number of other homebased providers in the region, we have managed to retain a secure base of clients. We attribute this to the fact that our homebased service prides itself on the calibre of our Educators and the ongoing relationships it has with the families - reinforcing our belief that relationships are the key to the development of us all and especially for children.

In the small homebased environments that Waiapu Kids provides, relationships between the children are fostered and develop into lifelong friendships. Research shows that homebased childcare is particularly suited to babies and young toddlers as the small group size means they can form strong attachments with one primary Educator. Sadly in 2015, following 20 years of operation, a decision was made to close our Homebased Hawke's Bay service in a desire to refocus service delivery in this region. We acknowledge the contribution of staff over many years and are pleased that all our Educators were able to either redeploy to other Home based providers, or take on new roles within our existing services.

### Family Services

Our network of family services are located throughout the Bay of Plenty, Eastland and Hawke's Bay regions. These locally based family services provide high quality social work, counselling and family support services to families and communities.

At a time of increasing social deprivation, poverty and isolation, our family services continue to produce positive outcomes.

### Growing Through Grief

Our Growing Through Grief (Seasons™) programs continue to provide valuable assistance to children and young people with unacknowledged grief. Following notification of a revised program for 2016, a review of services has been undertaken, and a decision made to continue supporting our nine Growing Through Grief services operating across the Diocese of Waiapu.







Waiapu Kids  
ring and learning for

Waiapu Kids  
HOME IAWK





## CHILD AND FAMILY SERVICES

A successful Coordinator's Conference was held in September 2015 that provided an opportunity for our teams to participate in professional development, training and collegial support.

Our reliance on charitable donations and grants continues to provide challenges and we acknowledge and thank our volunteers, coordinators, and local parish based committees who work tirelessly to fundraise for the continuation of these services.

## Our Stories

### **WAIAPU KIDS ST MATTHEWS**

#### Investing in our people

In 2015 we entered the 65th Annual Blossom Parade in Hastings in collaboration with staff, children, whanau and the wider community. 'Great Things Grow Here' was the parade theme and this reflected our early childhood service perfectly. It was an exciting day for the children, who dressed up as who they would like to be when they are older.



### **WAIAPU KIDS TE HAPARA WHANAU AROHA**

#### Journeying together

The van at Waiapu Kids Te Hapara has been rebranded with the new Waiapu Kids signage. Manager, Tracy Robinson, reports positive whanau support for the new look. The majority of children continue to be transported to the Early Childhood Centre as well as whanau attending on site parenting programmes organised and/or facilitated by the Whanau Aroha worker.

**WAIAPU KIDS ABBOTSFORD**

**Journeying together**

At Waiapu Kids Abbotsford we continue to develop our connections with the wider community. Weekly visits to the Glebe ensure the children explore their surroundings and experience a curriculum in a beautiful, outdoor environment. This is a real point of difference for Waiapu Kids Abbotsford and strengthens the children's awareness of our connection with the St Peters Church. Other visits include the local park, the library, church programme visits and more regular trips to the local Waipawa School.

**WAIAPU KIDS ST GEORGES**

**Quality & innovation**

Waiapu Kids St Georges continue to develop a natural environment where children can develop awareness of the living world, how to care for our planet, each other and ourselves. Outdoor

environments have been evolving with the continuing development of a vegetable garden in the older children's area and the artificial hill in the infant and toddler area has been redesigned and grassed. Planting is being used to create sanctuary spaces. This is a process in which teachers, children and families share their ideas and knowledge.

'How full is your bucket?' is a concept we have been exploring in which everyone has 'a bucket' which they can either take away from, or help to fill up. Doing something nice for others helps fill their bucket. Parents have found their children are really embracing this concept.

**WAIAPU KIDS MERIVALE WHANAU AROHA**

**Quality & innovation. Beyond sustainability. Investing in our people**

Over the past year we have completed work in our backyard area improving it to make the area more interesting for children.

Using *The Land* concept from Wales (UK) has provided children with an element of risk, using equipment that does not have a purpose but can be used for many things. In collaboration with our community partner, Good Neighbour, we removed two gardens and transformed two other gardens into the mud pits. Items collected included pallets, tyres, guttering, containers, wood, ropes and bamboo.



The concept of risky play preparing kids for life is consistent with our strategic anchor of Investing in our people. Here children make their own choices with play equipment and a no rules environment, monitored by staff, has been put in place where children are able to explore and experiment with minimal adult control. This is a different type of play where children are taking charge of their own play, negotiating with peers and challenging themselves to take risks and building their own limits and boundaries.

## **PAPAMOA FAMILY SERVICES**

**Journeying together.**

**One mission one purpose**

In collaboration with Police and Fire Services, Papamoa Family Services held a successful food drive leading up to Christmas. The result was enough Foodbank provisions for the next 3-5 months. Thirty food hampers and Christmas gifts were delivered to whanau in need in the Papamoa area thanks to funding received from BayTrust.

Our staff continues to provide an outstanding service working with women and children. Some excellent outcomes have been achieved including women assisted to move house, make homes safe with alarms, be supported in seeking protection orders, and programs designed to help women build self esteem and confidence.

Our Papamoa Family Services Opportunity Shop run by Piki O'Brien and her dedicated team of volunteers, is growing in popularity and receives regular donations of quality clothing and other goods.

## **TE HAPARA FAMILY SERVICES**

**Investing in our people**

In 2015 we appointed a full time Practice Manager for the service. We have a lead professional role with Tairawhiti Children's Team and were proud to receive the first ever referral in Gisborne through the new Children's Team. Our Strengthening Families work continues with delivery of parenting programmes including a laptop suite for whanau, nutritional workshops, gardening programmes and introduction of a linen bank that can be accessed by all in the community.

## **TARARUA FAMILY SERVICES**

**One mission one purpose**

Counselling, Social Work, the *Big Brothers, Big Sisters* mentoring programme and our own *Social Worker in School* (SWIS) programmes have continued throughout the year. Programmes facilitated by our SWIS have included Health and Hygiene, as well as a term time breakfast club which is largely funded by food donations from the public.

The Family Violence *Stop It* campaign was successful with kits being developed for individuals that may be at risk, detailing where they can get help and support. We have also developed a mobile phone bank, available to anyone who feels they are at risk.

## **CENTRAL HAWKE'S BAY FAMILY SERVICES**

**Journeying together.**

**One mission one purpose**

In 2015 we attended the annual Street by Street event. This provided opportunity to further develop relationships with the community and work alongside other agencies. We were joined by the Fire and Police services, other community agencies, Aqua Management, Epic (Equipping people in Christ) Ministries and council members. At the conclusion of the day we all placed hand prints on a large canvas to signal our commitment to stopping bullying.

A senior social worker who will complete case work as well as facilitate programmes for whanau has been appointed. Our breakfast and after school clubs continue to be well attended and are supported by our wonderful committed team.

## **GROWING THROUGH GRIEF HAWKE'S BAY**

**One mission one purpose**

Thanks to the support of Friends of Anglican Care, Growing Through Grief Hawke's Bay were able to respond to a need in the local community. The service was approached by two families who had a family member with a serious illness. The *Seasons-Life Threatening Illness* programme was provided for three children who were becoming traumatised by the situation.

Evaluations signalled how glad the children felt to be part of the *Seasons-Life* group and their appreciation for the programme at a time they needed it the most.

# Quality & Innovation

## Aged Care and Services

In a sector that faces many challenges, Anglican Care Waiapu continues to focus on providing high quality care and services for the elderly in our communities. Staff and management place a high degree of importance on the clinical and operational priorities that govern the day to day care of our clients and patients.

Thanks must go to Anglican Care Waiapu's volunteers, staff and management for their commitment to the delivery of quality health care to our residents. Feedback received from residents and their families reinforce the perception in the community that Anglican Care Waiapu is a lead provider of services to the elderly across the Waiapu Diocese which in turn covers five District Health Board areas.

Aged Care is a competitive industry which is governed by national funding agreements and rates of income. The challenge in the sector is to continue to deliver quality care with minimal increases in revenue. The push for higher levels of remuneration for carers who work in the aged care sector is necessary and we await the outcome of the negotiations happening at a national level.

The increased support by the Government and District Health Boards in the delivery of homebased support services for the elderly has seen a shift in demand away from resthome-level care to hospital-level care as residents come to Anglican Care Waiapu's services with a higher level of acuity.

For many of our services based in provincial New Zealand towns, recruitment of staff remains a challenge.

The demand for retirement level housing remains strong. Most of our retirement villages are co-located with care facilities and this continues to provide a continuum of firstly housing, and subsequently, care for our residents which they find very appealing.

A key distinction of Anglican Care Waiapu's Aged Care division is the faith-based aspect of the organisation which is supported by the presence of Chaplains at our care facilities. In an ever changing corporate environment Anglican Care Waiapu is able to provide an alternative option for people who appreciate the connection of faith and aged care service delivery.

## Retirement and Residential Care

2015 was a year of new developments in the residential care and retirement village facilities Anglican Care Waiapu owns and operates.

In Gisborne at our Te Wiremu House care facility with the support of Tairāwhiti District Health Board, we opened a new psychogeriatric service; the only one in the Tairāwhiti district. The great advantage of this is that residents in the area who need psychogeriatric services will no longer be sent to facilities outside the Tairāwhiti district. Establishment of this service allows our clients to remain near family and friends.

The past year has also bought a focus on Ministry of Health Certification audits for Te Wiremu, Carter and Peria Houses. The results of the audits for these facilities were very positive and resulted in three-year certification for these care homes.

Village unit sales were up for 2015, and this has continued into 2016 with a healthy interest from our communities in living in one of our ten retirement villages.



## Careforce - Southern Hawke's Bay

Careforce continues to offer in-home support and care for approximately 70 clients who still live in their own homes and have one of our care workers regularly visit them to provide daily personal cares.

The homebased support service environment has changed greatly around New Zealand over the past few years with District Health Boards contracting fewer providers. Careforce





## AGED CARE AND SERVICES

sits in a unique geographical position in southern Hawke's Bay and provides services to both remote rural areas and small urban centres.

Careforce staff operate from the church hall and office complex at the rear of St Johns Anglican Church in Dannevirke. Working in partnership with St Johns church provides a unique point of difference for Careforce as it works in its large geographical area providing care to vulnerable people who appreciate support while they remain in their homes.

### Day Centres

Day Care services for seniors operate in Te Puke, Papamoa, Gisborne, Hastings, Waipukurau and Dannevirke.

Most services are funded through grants, donations and fees. The challenge in 2015/16 has been to attract funding to maintain daily programmes at these sites.

District Health Boards provide funds for some of our clients to attend the day programmes. We continue to further develop services that attract District Health Board funding as the grants environment becomes more difficult.

Thanks must go to the many organisations and individuals that support our Day Care services; we are very grateful for their partnership in providing this social service to the

elderly in our communities.

Feedback from our day care centres continues to be positive and we are confident that we are meeting a need in the aged care community.

### Our Stories

There have been a number of highlights in our aged care facilities and services over the past year.

Of particular note was the opening of a new psychogeriatric service in the Pohutukawa wing of Te Wiremu House in Gisborne.

#### **TE WIREMU HOUSE - GISBORNE**

**Journeying together. Quality and innovation**

The new six-bed psychogeriatric wing Whai-ora at Te Wiremu House was officially opened on 11 December 2015. It is a partnership between Anglican Care Waiapu and Hauora Tairāwhiti.

The wing has been a long time in the planning and will mean some clients, who have previously had to travel out of district for care, will be able to remain in Tairāwhiti and enjoy the support of their family / whanau.

Staff at Colwyn House will mentor and support their colleagues in Te Wiremu House, and the service will be

supported by the Hauora Tairāwhiti Mental Health Service for Older Persons Team.

Janet Willson Portfolio Manager, Health of Older People at Hauora Tairāwhiti, said, "When the committee was evaluating the best options for the clients, they were impressed with the training and support plan and the strong cultural component in the existing services at Te Wiremu House and the innovative, forward looking proposal. The facility has the expertise to provide the ongoing care for patients who require a higher level of specialist nursing."

#### **EXCELLENCE IN HEALTH CARE AWARDS - COMMUNITY CONNECTIONS AWARD**

**Journeying together. Quality and innovation**

Te Wiremu House was also in the spotlight as winner of the Community Connections category of the Excellence in Health Care Awards at the 2015 New Zealand Aged Care Association conference held in Auckland in September. In particular it was the community association between the Returned Services' Association (RSA) in Gisborne and Te Wiremu House combining for a joint celebration of ANZAC Day that impressed the judges.





**Quality &  
Innovation**



*Chaplain Sheryl McGrory blessed the deck of the new wing, Whai-ora, Te Wiremu House.*



### **ST BARNABAS RETIREMENT VILLAGE NGONGOTAHA, ROTORUA**

Quality and innovation. Beyond sustainability

At the end of 2015 work started on redevelopment of the Ribbonwood block at St Barnabas Retirement Village in Ngongotaha, Rotorua. This involved

disestablishment of six rental studio units and reconfiguring the sites into four one-bedroom apartments offered for sale on a Licence to Occupy basis. Work was completed in March 2016, and the apartments were quickly snapped up.

### **COOKING UP SILVER AT NZ CHEFS COMPETITION - CARTER HOUSE, TE PUKE**

Investing in our people

In August 2015 Carter House kitchen manager, Kathy Marsh, competed in the Senior Lifestyle Class of the New Zealand Chef's Competition at the ASB Centre in Auckland. Sixteen competitors were vying for Gold and Kathy was up against some strong competition, namely all chefs, preparing six meals. One Gold, six Silver and two Bronze medals were awarded with Kathy achieving Silver! Congratulations Kathy, we are all so proud of you.

### **CAREFORCE/ELSKE**

Journeying together

One of the key Strategic Anchors of Anglican Care Waiapu is Journeying Together. In this regard the building committee of St John's Church, Dannevirke and the Aged Care division of Anglican Care Waiapu came together to jointly fund re-roofing and painting the Church Hall. The Church Hall houses both church and Anglican Care Waiapu activities and services. This collaboration is an ongoing demonstration of the strong partnership that exists between parishes and Anglican Care Waiapu for the benefit of the people of Waiapu.

There has been lots of positive work done across all the retirement villages, aged care facilities and community services by the experienced, caring and supportive aged care team.





# Finance

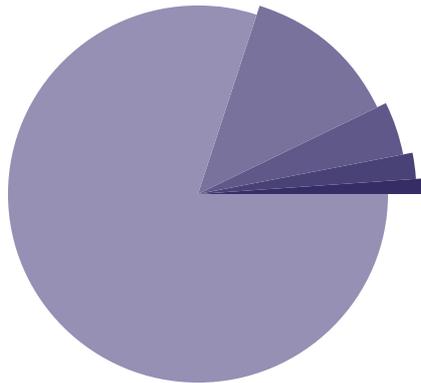
## Beyond Sustainability

Beyond Sustainability is about strengthening our financial foundation and systems to help facilitate the delivery of high quality innovative services across all our sectors. The fiscal environment is tight across the not-for-profit sector as we face increasing competition for funds. Changing Government procurement procedures also means that we need to be innovative and flexible in our responses to the opportunities with which we are presented.

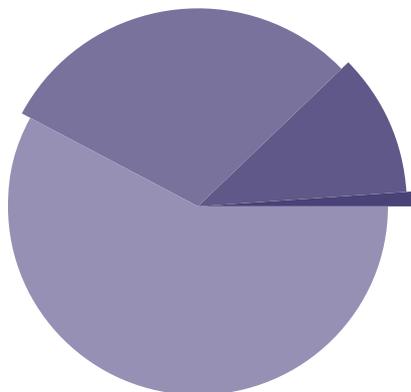
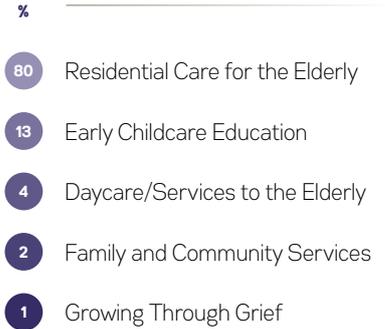
Anglican Care Waiapu continues to live within this fiscally tight funding environment and is always looking at ways of getting efficiencies in terms of its back office practices while continuing to deliver a high quality service to the public.

During 2015, Anglican Care Waiapu has completed its roll out of Time Target which is an electronic rostering and timesheet capture system to its Residential Care Facilities. More recently it has implemented a cloud-based Accounts Payable system in its Aged Care Facilities which reduces the amount of data entry and increases document visibility across the Diocese.

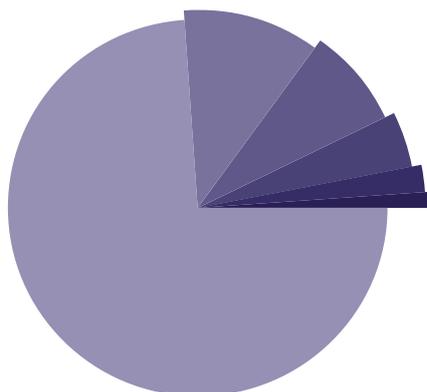
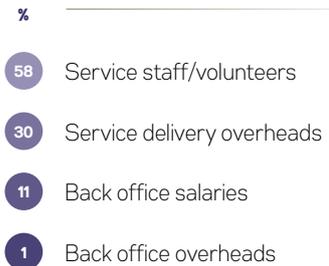
Anglican Care Waiapu is committed to remaining relevant to the public, and to getting the maximum outcomes for every dollar spent.



### Revenue by Sector



### Expenditure by Type



### Revenue by Source



# Anglican Care Waiapu Group

## CONSOLIDATED ANNUAL FINANCIAL STATEMENT

Anglican Care Waiapu is pleased to present the financial statements to 31st March 2016 and 30th June 2015.

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES	Anglican Care Waiapu Group		Anglican Care (Waiapu) Ltd		Waiapu Social Services Trust Board	
	2016 (\$'000) 12 Months	2015 (\$'000) 9 Months	2016 (\$'000) 12 Months	2015 (\$'000) 9 Months	2016 (\$'000) 12 Months	2015 (\$'000) 9 Months
Notes						
1						
<b>Operating Revenue</b>						
Operating Income	30,147	22,179	21,802	15,679	8,345	6,500
Donations & Grants Received	1,279	728	50	40	1,229	688
Investment Income	509	538	333	346	176	192
Other income	0	5	0	1	0	4
<b>Total Operating Revenue</b>	<b>31,935</b>	<b>23,450</b>	<b>22,185</b>	<b>16,066</b>	<b>9,750</b>	<b>7,384</b>
<b>Operating Expenditure</b>						
Employee/Volunteer Costs	21,319	15,588	13,390	9,663	7,929	5,925
Operating Expenses	7,781	5,439	6,049	4,022	1,732	1,417
Financing Costs	106	146	106	146	0	0
Depreciation	1,614	1,192	1,374	1,033	240	159
<b>Total Operating Expenditure</b>	<b>30,820</b>	<b>22,365</b>	<b>20,919</b>	<b>14,864</b>	<b>9,901</b>	<b>7,501</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>1,115</b>	<b>1,085</b>	<b>1,266</b>	<b>1,202</b>	<b>(151)</b>	<b>(117)</b>
<b>Non Trading Revenue/(Expenditure)</b>						
Changes in Fair Value of Investment Properties	2 1,830	839	1,830	839	0	0
Impairment of Goodwill	3 0	(176)	0	(176)	0	0
<b>Total Non Trading</b>	<b>1,830</b>	<b>663</b>	<b>1,830</b>	<b>663</b>	<b>0</b>	<b>0</b>
<b>REPORTED SURPLUS/(DEFICIT)</b>	<b>2,945</b>	<b>1,748</b>	<b>3,096</b>	<b>1,865</b>	<b>(151)</b>	<b>(117)</b>

## STATEMENT OF FINANCIAL POSITION

	Anglican Care Waiapu Group		Anglican Care (Waiapu) Ltd		Waiapu Social Services Trust Board	
	2016 (\$'000)	2015 (\$'000)	2016 (\$'000)	2015 (\$'000)	2016 (\$'000)	2015 (\$'000)
Notes	12 Months	9 Months	12 Months	9 Months	12 Months	9 Months
1						
<b>Assets</b>						
<b>Non Current Assets</b>						
Property, Plant and Equipment	35,218	35,823	33,070	33,600	2,148	2,223
Intangible Assets	22	34	22	34	0	0
Investment Properties	52,378	49,797	52,378	49,797	0	0
Other Investments	4,344	4,347	1,693	1,696	2,651	2,651
	<b>91,962</b>	<b>90,001</b>	<b>87,163</b>	<b>85,127</b>	<b>4,799</b>	<b>4,874</b>
<b>Current Assets</b>						
Trade and Other Receivables	1,891	1,824	1,501	1,376	390	448
Other Investments	9,341	8,791	6,905	6,148	2,436	2,643
Stock on Hand	1	10	0	0	1	10
Cash and Cash Equivalents	847	473	755	385	92	88
	<b>12,080</b>	<b>11,098</b>	<b>9,161</b>	<b>7,909</b>	<b>2,919</b>	<b>3,189</b>
<b>TOTAL ASSETS</b>	<b>104,042</b>	<b>101,099</b>	<b>96,324</b>	<b>93,036</b>	<b>7,718</b>	<b>8,063</b>
<b>Equity</b>						
Equity	62,332	59,371	56,427	53,315	5,905	6,056
Minority Interest in Equity	4 896	915	896	915	0	0
<b>Total Equity</b>	<b>63,228</b>	<b>60,286</b>	<b>57,323</b>	<b>54,230</b>	<b>5,905</b>	<b>6,056</b>
<b>Liabilities</b>						
<b>Non Current Liabilities</b>						
Mortgage - ANZ National Bank	1,500	3,000	1,500	3,000	0	0
<b>Current Liabilities</b>						
Obligations to Residents	34,094	32,576	34,094	32,576	0	0
Trade and Other Payables	4,555	4,572	2,742	2,565	1,813	2,007
Loan from Opotiki Old Peoples Home Society	665	665	665	665	0	0
	<b>39,314</b>	<b>37,813</b>	<b>37,501</b>	<b>35,806</b>	<b>1,813</b>	<b>2,007</b>
<b>Total Liabilities</b>	<b>40,814</b>	<b>40,813</b>	<b>39,001</b>	<b>38,806</b>	<b>1,813</b>	<b>2,007</b>
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>104,042</b>	<b>101,099</b>	<b>96,324</b>	<b>93,036</b>	<b>7,718</b>	<b>8,063</b>

**NOTES TO THE ACCOUNTS****1. Change in Balance Date**

In 2015 Anglican Care Waiapu has changed its balance date from 30 June to 31 March. The 2016 year figures cover a full 12 months of trading, while the comparative 2015 year covers a 9 month trading period from 1 July 2014 to 31 March 2015.

**2. Changes in Fair Value of Investment Properties**

The fair value of investment property for the year ended 31 March 2016 was determined by Paul Harvey, an independent registered valuer of the firm Williams' Harvey Limited using a discounted cash flow analysis as well as a sales comparison approach. The fair value of the Group's investment property is determined on an annual basis, based on market values, being the estimated amount for which a property could be exchanged on the date of the valuation between a willing buyer and a willing seller in an arm's length transaction after proper marketing wherein the parties have each acted knowledgeably, prudently and without compulsion.

**3. Impairment of Goodwill (Intangible Asset)**

Goodwill represents the excess of the purchase price over the fair value of the net tangible assets and identifiable intangible assets acquired at the time of acquisition of Riversdale Lifestyle Village Limited and Colwyn House Limited. The Directors review the goodwill balances for impairment on an annual basis. In 2015 the following companies were amalgamated into a single entity, Anglican Care (Waiapu) Limited, Colwyn House Limited, St Lukes Close Limited, and Riversdale Lifestyle Village Limited. This amalgamation necessitated the write off of the goodwill in Riversdale Lifestyle Village Limited.

**4. Minority Interest in Equity**

Anglican Care (Waiapu) Limited has a 50% shareholding in Peria House Limited. Peria House owns a Rest Home and Retirement Village in Opotiki and is jointly owned by the Opotiki Old Peoples Home Society. Anglican Care (Waiapu) Limited holds the management contract for the site and runs it on behalf of the shareholders. The amount attributable to minority shareholders is the 50% of the profits from Peria House Limited that Anglican Care (Waiapu) Limited doesn't own.



# Supporters

Anglican Care Waipapu is extremely grateful to the many people and organisations throughout New Zealand that support our work. Thank you to all who reach out or respond to our needs.

AW Parsons Complex  
Waipukurau  
Abercorn Charitable Trust  
Acorn Foundation  
Anglican Diocese of Waipapu Parishes  
All Saints, Taradale  
St Andrews Taupo  
St Andrews, Westshore  
St Georges, Whakatane  
St Georges Gate Pa  
Centrepoint Community Op Shop,  
Association of Anglican Women  
Hiona - St Stephens Opotiki  
St Francis, Clive  
St James, Hastings  
St John's, Otumoetai  
St Luke's, Havelock North  
St Luke's Mission Guild  
St Luke's Rotorua  
St Mary's Mt Maunganui  
St Mary's Family Fellowship,  
Central Hawke's Bay  
St Peter's, Waipawa  
Waipapu Cathedral of St John the Evangelist, Napier  
ANZ  
APN Holdings  
Arataki Honey  
Association of Anglican Women, St Andrews Taupo  
Bay Trade Supplies, Gisborne  
Bay Trust  
Bibby Charitable Trust  
C Brown Estate  
Bruere Estate  
Brun's Charter Services  
Central Hawke's Bay District Council  
Central Hawke's Bay Library  
Central Hawke's Bay Parish Ministry team

Central Connect Waipukurau  
Cherie Baker Estate  
Community Organisation Grants Scheme (COGS)  
Countdown Hastings  
Dannevirke Salvation Army  
Device Technologies  
Dorrington Poole Lawyers  
Dannevirke  
Dovecote Opportunity Shop, Papamoa  
Eastland Community Trust (ECT)  
Eastern & Central Community Trust (ECCT)  
Endeavour Community Foundation Ltd  
First Light Community Foundation  
First Sovereign Trust Limited  
Foster Trust  
Friends of Anglican Care Waipapu  
GC Bruere Trust  
Geyser Community Foundation  
Gisborne Caledonian Society  
Gisborne RSA  
M Goss  
Gwen Malden Charitable Trust  
Hargreaves Foundation  
Hastings District Council  
Contestable Fund  
Hastings Host Lions  
Hastings Pioneer Lions  
Hasting RSA (Inc)  
Hawke's Bay Foundation  
Hawke's Bay Community Foundation  
Hawke's Bay Trust for the Elderly  
J&T Hickey Charitable Trust  
Higgins Bequest Trust  
Hospice Tairāwhiti  
Infinity Foundation Limited  
Inner Wheel (Opotiki)  
Inspire Youth Council CHB  
Inter-church Welfare Society (Inc)

Jazz Band (Te Wiremu House)  
John Ilott Trust  
Kingdom Foundation  
Legacy Foundation  
Lions Club of Takapau  
Lions Club of Te Puke  
Kiwicoast Charitable Trust  
Lions Club of Waipawa  
Lloyd Morgan Lions Club Trust  
Local school and adult singing groups and entertainers  
Local City and District Councils  
Sir John Logan Campbell Residuary Estate  
Mangatawa Beale Williams Memorial Trust  
Max Scott Motors Hastings  
Monty Fairbrother Trust  
Mt Maunganui RSA (Inc)  
New Zealand Community Trust (NZCT)  
New Zealand Lottery Grants Board  
Old Acquaintance Club (Dannevirke)  
M O'Hallaoran Estate  
Opotiki Old People's Home Society  
Palmerston North Women's Refuge  
Pak 'n Save Hastings  
Papamoa Anglican Mission  
Positive Aging Trust  
Pub Charity Limited  
Rehabilitation Welfare Trust  
Rosalie Kouwenhoven Estate  
Rotary Club of Gisborne  
Rotary Club of Papamoa Inc  
Rotary Club of Waipukurau  
Rotorua Energy Charitable Trust  
St Andrews Presbyterian Church, Hastings  
St Columba's Presbyterian Church, Taradale  
St Joan's Charitable Trust  
St Luke's Mission Trust

St Vincent de Paul, Gisborne  
Sanderson Trust  
Sean Shivnan Pharmacy, Gisborne  
Springhill Charitable Trust and Frimley Foundation  
Southern Star Abbey  
Sun Media Papamoa  
Tamatea Community Church  
Tararua REAP (Rural Education Activities Programme)  
Tauranga Energy Consumer Trust (TECT)  
Te Puke Anglican Care Opportunity Shop  
Te Puke Community Opportunity Shop  
Te Puke Methodist Opportunity Shop  
Te Puke Rural Women  
Te Wiremu House Housie Ladies  
Terry Longley & Son Ltd  
The Lion Foundation  
The Scott Fund Trust  
The Southern Trust  
The Warehouse Dannevirke  
The Warehouse Gisborne  
The Warehouse Hastings  
The Warehouse Papamoa  
Tindall Foundation  
Todd Foundation  
Trust House  
Volunteers in all our services  
Waiora Community Trust (Taupo) Inc  
Wash 'n Shine Carwash Papamoa  
Whakatane District Council  
Whittakers Chocolates  
Whitcoulls Hastings  
Alfred William Parsons Trust  
JN Williams Trust  
Wine Country Quilts, Hawke's Bay  
Z Energy: Good in the Hood: Hawke's Bay, Opotiki, Papamoa, Rotorua, Taupo

## Early Childhood Education

### WAIAPU KIDS ABBOTSFORD

P (06) 857 8965  
16 Kenilworth St, Waipawa

### WAIAPU KIDS HOMEBASED BAY OF PLENTY

P (07) 308 5788 or 0800 566 523  
30 Domain Rd, Whakatane

### WAIAPU KIDS MERIVALE WHANAU AROHA

P (07) 571 5121  
45 Henderson Cres, Merivale, Tauranga

### WAIAPU KIDS ST FRANCIS WHANAU AROHA

P (07) 347 3080  
13 Thomas Cres, Western Heights, Rotorua

### WAIAPU KIDS ST GEORGES

P (07) 308 6934  
32 Domain Rd, Whakatane

### WAIAPU KIDS ST MATTHEWS

P (06) 878 6924  
207 Lyndon Rd West, Hastings

### WAIAPU KIDS TE HAPARA WHANAU AROHA

P (06) 867 6770  
776 Childers Rd, Te Hapara, Gisborne

## Family Services

### BEACHAVEN FAMILY SERVICES

P (07) 542 1725  
3 Palm Springs Blvd, Papamoa

### CENTRAL HAWKE'S BAY FAMILY SERVICES

P (06) 858 6211  
6 McCarthy Tce, Waipukurau

### PAPAMOA FAMILY SERVICES

P (07) 574 7170  
95 Hartford Ave, Papamoa

### TARARUA FAMILY SERVICES

P (06) 374 5029  
8 Ward St, Dannevirke

### TE HAPARA FAMILY SERVICES

P (06) 927 7070  
776 Childers Rd, Te Hapara, Gisborne

## Growing Through Grief

### CENTRAL HAWKE'S BAY

P (027) 732 7760  
PO Box 91, Waipawa 4210

### EASTLAND

P (06) 868 4233  
776 Childers Rd, Gisborne

### HAWKE'S BAY

P (027) 555 6707  
c/- PO Box 824, Hastings 4122

### OPOTIKI

P (027) 955 9837  
PO Box 453, Opotiki 3162

### ROTORUA

P (07) 350 3384  
PO Box 351, Rotorua 3010

### TAUPO

P (07) 213 2265  
c/- PO Box 767, Taupo 3351

### TAURANGA

P (07) 213 0218  
PO Box 10322, Bay Fair, Mt Maunganui

### TE PUKE

P (07) 573 7159  
PO Box 423, Te Puke 3153

### WHAKATANE

P (07) 307 2373  
PO Box 164, Whakatane 3120

## Retirement & Lifestyle Villages

### AROHAINA VILLAGE

P (06) 867 5817  
396 Aberdeen Rd, Gisborne

### BRUERE VILLAGE

P (06) 867 5817  
621 Aberdeen Rd, Gisborne

### CARTER VILLAGE

P (07) 573 7317  
69 Moehau St, Te Puke

### HODGSON HOUSE

P (07) 578 4846  
51 Botanica Rd, Tauranga

### PERIA VILLAGE

P (07) 315 6444  
43 Richard St, Opotiki

### RIVERSDALE LIFESTYLE VILLAGE

P (06) 845 9820  
233 Guppy Rd, Taradale

### ST BARNABAS CLOSE VILLAGE

P (07) 357 2121  
24 Hall Rd, Ngongotaha

### ST LUKES CLOSE

P (06) 835 2742  
24 Te Mata Rd, Havelock North

### ST LUKES VILLAGE

P (06) 835 2742  
196 Vigor Brown St, Napier

### WAIAPU HOUSE

P (06) 872 8930  
10 Danvers St, Havelock North

## Rest Homes & Hospitals Residential Facilities

### CARTER HOUSE

P (07) 573 7317  
69 Moehau St, Te Puke

### COLWYN HOUSE

P (06) 873 3358  
707 Duke St, Hastings

### HODGSON HOUSE

P (07) 578 4846  
51 Botanica Rd, Tauranga

### PERIA HOUSE

P (07) 315 6444  
43 Richard St, Opotiki

### TE WIREMU HOUSE

P (06) 867 5817  
621 Aberdeen Rd, Gisborne

### WAIAPU HOUSE

P (06) 872 8930  
10 Danvers St, Havelock North

## Day Centres for Seniors

### AROHAINA CENTRE

P (06) 867 7675  
396 Aberdeen Rd, Gisborne

### ELSKE CENTRE

P (06) 374 7649  
174 High St, Dannevirke

### HERETAUNGA SENIORS

P (06) 870 7025  
1120 Willowpark Rd Nth, Hastings

### PAKEKE CENTRE

P (06) 858 7682  
69 Porangahau Rd, Waipukurau

### THE KAURI CENTRE - PAPAMOA

P (07) 574 7170  
30 Evans Rd, Papamoa

### THE KAURI CENTRE - TE PUKE

P (07) 574 7170  
47 Jocelyn St, Te Puke Rd, Tauranga

## Homebased Support Services

### CAREFORCE SHB

P (06) 374 7649  
174 High St, Dannevirke

# The Diocese of Waipapu



Waiapu River.  
Photograph courtesy of  
The Gisborne Herald



anglican *care* | waiapu

*Te Awahi Mihinare Ki Waiapu*

Anglican Care Waiapu

Group Office

P (06) 834 0376

F (06) 835 0680

Corner Raffles & Bower Streets, Napier 4110

PO Box 227 Napier 4140

[anglican carewaiapu.nz](http://anglican carewaiapu.nz)