



PŪRONGO-Ā-TAU

Annual Report | July 2022 - June 2023



TE KOROWAI
HAUORA O HAURAKI



RĀRANGI ŪPOKO



Contents

2	He mihi nā te Tiamana o te Poari Matua (Chairperson's Report)
3	He mihi nā te Manukura Hauora (Chief Executive's Report)
4	Te Poari Matua (Executive Committee)
6	Te Korowai Hauora o Hauraki; Impact on Whānau
8	Te Korowai Hauora o Hauraki; Ko Wai Mātou
9	Te Korowai Hauora o Hauraki: Long Term Strategic Plan
10	Ohu Hauora: Hauraki as a Healthy Nation
12	Ohu Oranga o te Tāngata: Extending and Supporting Whānau Resilience
16	Ohu Kāinga: A Dedicated and Trained Workforce
18	Ohu Hinengaro: Strengthened by Mātauranga Māori
20	A Mātou Kaimahi: Workforce Development
22	Te Korowai Hauora o Hauraki Inc: Financial Report for the year ended 30 June 2023
46	Audit Report for the year ended 30 June

HE KŌRERO NĀ TE TIAMANA O TE POARI MATUA

CHAIRPERSON'S REPORT

Ka toro te ngakau ki a Ranginui e tū iho nei, ki a Papatuānuku e takato nei, ki ngā pouwhare o ngā tūpuna e whakaaro nui ana ki ngā tāngata katoa. Tēnā kia hono ai ko te kikokiko ki te ao wairua, hei whakaohoho i a tātou. Kia whakatōkia ko te ngākau mārama, ki roto ki tēnā ki tēnā o tātou katoa.

Hui e! Taiki e!

Te Korowai Hauora o Hauraki is in its second year of the establishment of better health services due to the government and the Ministry of Health bringing together Te Whatu Ora (Health NZ) and Te Aka Whai Ora (Maori Health Authority). There will be changes made with Te Aka Whai Ora being consumed by and managed through the new board of Te Whatu Ora.

Over the past year it has been very trying on all our health workers in Te Korowai to maintain their positions because of the lack of staff availability throughout our country the stress level on the doctors, nurses, managers and operational staff across our health industry is very difficult to keep ahead of at this time.

Our Chief Executive has fully informed the governance board that our concerns are at a clinical level, with not being able to attract staff; this problem is real and is on the landing exercise in the face of other industries at this stage as well. This matter is here for the health industry this has got to be the biggest issue ahead of Te Korowai at this stage.

The reality of non-availability of health, well trained or practicing staff is growing in Aotearoa New Zealand. This will be a major issue for Te Korowai that we are experiencing at this time the lack of doctors, nurses, field, and office staff are just not available. There are future victims under increasing health work pressures for which we the trustees

must be at the best of our ability to strategically map our way forward in regards to this matter for the year 2024 going forward.

The 2023 financial year performance and position for Te Korowai is very well stated at this time, which will give our trustees and management the timeline to work our way through a very challenging year 2024 that is ahead of us all. This is a new experience before us in Pare Hauraki I am very satisfied with our 2023 FY performance.

To Tammy Dehar and our staff, the board of governance, thank you all for all of your mahi carried out for the year 2023 and wish you and your whānau the best of health.

To all our people who have gathered here with us today we thank you all for the support you have supplied to our staff and governance board for this year 2023.

It is my pleasure to present Te Korowai Hauora o Hauraki Annual Report for the year ending 30th of June 2023. The Board can report that Te Korowai Hauora o Hauraki meets the solvency test as set out in this Annual Auditors Report 2023.

Mauri ora,

Harry Mikaere CMNZ



Harry Mikaere

Ngāti Pūkenga ki Waiau

Chairman (Hauraki Māori Trust Board Appointed Representative)



Glen Tupuhi

Ngāti Pāoa

Deputy Chair (Elected Representative)



Sue King

Ngāti Maru, Ngāti Pū

Board Member (Elected Representative)



Dr Korohere Ngāpō

Ngāti Tamaterā, Ngāti Maru, Ngāti Pūkenga, Ngāti Porou

Board Member (Elected Representative)



David Taipari

Ngāti Maru

Board Member (Hauraki Māori Trust Board Appointed Representative)

TE POARI MATUA

EXECUTIVE COMMITTEE

CHIEF EXECUTIVE REPORT

This is the second year where I have the privilege of presenting the annual report for Te Korowai Hauora o Hauraki, in what has been another pivotal year for the organisation, our Kaupapa, for our whānau of Pare Hauraki and not forgetting those whānau that we support within South Waikato. Whilst we have navigated through some uncharted waters over the last few years, I am pleased we remain in a strong financial position and if there is one way to sum up the feeling of this last year and the year prior, it is 'resilience'.

This year's annual report, like prior years, showcases a snapshot of the mahi and significant achievements from across our core service areas across Te Korowai Hauora o Hauraki. This all while having to pivot the impacts of some of the most extraordinary weather events (Cyclones Hale and Gabrielle) that brought yet another year of further unpredictability for Pare Hauraki, new levels of vulnerability and required agility from our services.

This can often be challenging and thankless mahi, when constantly dealing with a diverse and dynamic environment, shifting service landscape, at the same time as striving for the best possible outcomes for our whānau and hāpori whānui to thrive. For this, I would like to commend the hard work and dedication of our management and kaimahi with their mahi and their commitment to the vision of "Hauraki as a Healthy Nation".

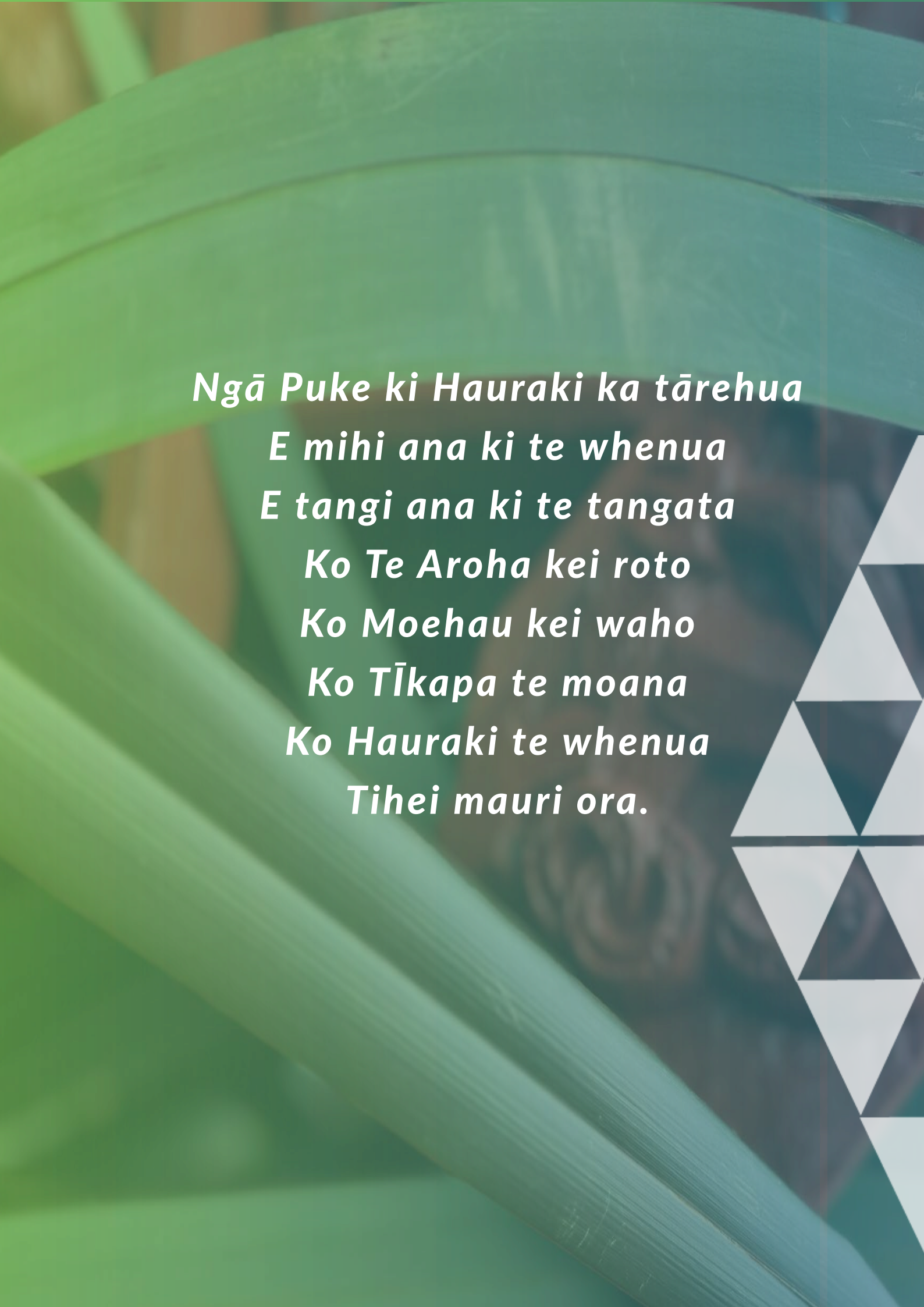
Our workforce strategy has been one of forward momentum, just as whānau are adapting and coping in different ways, so must we. Staff retention of vital clinical roles has been a challenge for our network of Whānau Health Centres for the 2023 year, particularly with fixed term arrangements coming to an end and clinicians returning to their homelands abroad. Kaimahi, who had been working hard, worked harder. Teams were spread thin, gaps were highlighted, and morale suffered. Whilst this causes instability, it also provides an opportunity for rapid improvement, and better understanding around roles and their responsibilities. With internal and external factors at play, well-being was our top priority within the organisation and continuing to build our skills and experience across the team, with

a diverse range of abilities as we grow our service range, and our expertise across Hauora Māori. This included stabilising and resetting several operations across the organisation and securing more suitable resources and premises to accommodate the need.

This year has been challenging, to say the least, but still another very productive and inspiring year for Te Korowai Hauora o Hauraki. For this I am thankful for the strong strategic direction and support from the Board which has been vital with the development of our long-term 20-year strategic plan, to our whānau who support and participate in our services every day, to our kaumātua who exemplify and remind us of all that we must do to support our people, and to the wider community of Hauraki.

Finally, I would like to acknowledge our powerhouse, the kaimahi and ohu whakahaere (management and leadership team) of Te Korowai Hauora o Hauraki, for all their efforts over the last year and their commitment to Mō tatou o Hauraki. It is through their hard work and expertise that we can strive to such an ambitious vision and continue to redefine the narrative of hauora within Pare Hauraki.

Tammy Dehar
Manukura Hauora (CEO)



*Ngā Puke ki Hauraki ka tārehua
E mihi ana ki te whenua
E tangi ana ki te tangata
Ko Te Aroha kei roto
Ko Moehau kei waho
Ko Tīkapa te moana
Ko Hauraki te whenua
Tihei mauri ora.*

IMPACT ON WHĀNAU

10,613 enrolled whānau members
served through **5** Whānau Health Centres,
with Māori enrolment at **40.2%**

Te Mata Hauora
Delivering
569 rongoā Māori
sessions to whānau
members from across Pare
Hauraki.

57 of 107 "Grab and Go"
survival packs
distributed to Kaumātua.

(remaining 50 distributed in Aug FY24)

Piki Te Ora Service
supported **242** whānau
to manage their Long
Term Condition/s, with
57.49%
identifying as Māori.

Kaumātua Services,
supporting **140**
kaumātua, persons
aged 50yrs and over,
with **71.4%** who
whakapapa Māori.

Ohu Kāinga
(Home Assist Services)
supported **768** whānau
in their homes, with **14%**
who whakapapa Māori.

Whānau Ora
Navigation Service
supported **171** whānau
and completed **127**
comprehensive assessments
with **615** outcomes
achieved.

63 rangatahi
attending Rangatahi Noho
with **52%** attending
2 of 3 noho, and **3%**
attending all 3 noho.

136 kaumātua
connected to 1 of **5** roopū
kaumātua supported by
Kaumātua Support
Services, with **28.7%**
who identify as
non-Māori.

1329 virtual
Consultations undertaken
with whānau from a total of
125,245
consultations (patient
contacts) across the Whānau
Health Centres network.

63 Whānau successfully completing supports with Piki Te Ora Service, with **55.6%** of those males.

259 whānau members accessing rongoā Māori services through Te Mata Hauora, with **71.4%** who whakapapa Māori.

3 Rangatahi Noho Marae held within Pare Hauraki with a total of **101** attendances.

967 whānau, with their pēpi/tamariki enrolled with Tamariki Ora service receiving Well Child Tamariki Ora support.

Total of **995** whānau (clients) supported with services from within Ohu Hinengaro.

99% of whānau (clients) reported that “they felt better” after a session with Te Mata Hauora.

4 Tuakana Noho Marae Held within Pare Hauraki, with average attendance of **12** Rangatahi Tuakana per noho.

782 tono (referrals) recieved, with a total of **720** whānau hou (new clients) being supported with services by Ohu Hinengaro.

1275 Well Child Tamariki Ora Core Checks completed with **1,127** additional services carried out by Tamariki Ora service.

57% of the total Whānau Health Centre network population are classified as High-Needs, proportionate to the wider population.

(3% Pacific, 14% q5- Non-Māori/Pacific, 40% Māori)

TE KOROWAI HAUORA O HAURAKI

KO WAI MĀTOU



WHANAUNGATANGA

We ensure we always work together as a whānau and in doing so create a sense of unity



MANAAKITANGA

We uplift the mana of those who we work with



KOTAHITANGA

We stand together as one, one whānau, one organisation, one community

Mō Tātou o Hauraki

Hauraki as a healthy nation

Hauraki as a healthy nation (Mō tātou o Hauraki) is the moemoeā (vision) handed to Te Korowai Hauora o Hauraki by the Hauraki Māori Trust Board and serves as the kaupapa that drives the organisation. This moemoeā speaks to serving our whānau by delivering kaupapa Māori led services that meet the health and wellbeing needs of our people.

To achieve this, we as a Hauraki driven and Hauraki centric organisation must ensure we continue to provide services that:

- support our whānau to thrive; and
- lead our whānau to Pae Ora.

This is our commitment to the communities we serve across Pare Hauraki.

Health inequities are more prominent than ever before for Māori, where episodic care does not provide positive health outcomes for our people. As a Hauora Māori (kaupapa Māori) provider, geographically spread within Pare Hauraki (the Hauraki region) and mandated by Iwi through the Hauraki Māori Trust Board, we aim to reduce the equity gap and improve the health and wellbeing of our whānau/whānui. We intend to do this by improving access to health services, prioritising key strategic goals and by continually engaging with our communities to ensure we are delivering the best possible services.

Our matapono (values), which underpin our Kaupapa, are demonstrated throughout our organisation, within our static and mobile services, and exemplified within our kaimahi.

TE KOROWAI HAUORA O HAURAKI

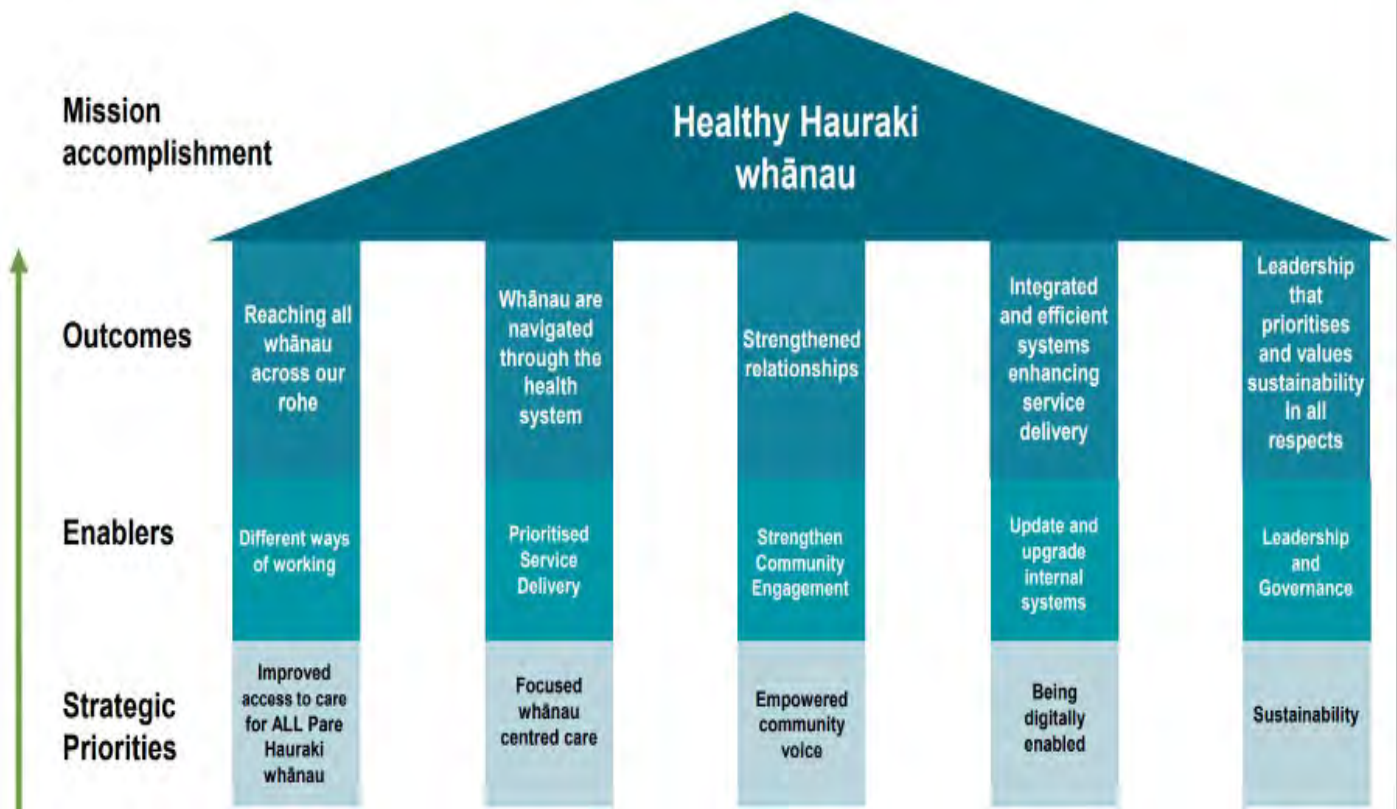
LONG TERM STRATEGIC PLAN

We have achieved many milestones since our humble beginnings of almost 30 years ago and have improved the overall health outcomes for our people of Hauraki. Remaining committed to the revitalization and wellbeing of Hauraki whānau, we desire to be the provider of choice for Pare Hauraki and to have healthy whānau in Pare Hauraki.

In light of the recent health reforms, saw the latter part of the FY23 financial year as an opportune time to review our strategic direction and embarked on a journey to future proof the organisation by strategic planning and setting key strategic priorities - with the vision to help whānau achieve Pae Ora over the next 20 years and exemplify our vision, mission, and values, as an organisation to provide quality services for our people and become the “the provider of choice”.

We are excited to have a long term strategic plan that will future proof the organisation to be brave, courageous, and innovative as we serve the community as the leading hauora provider for our people. That also encapsulates learnings from our experience, looks to the future and applies foresight in how we can meet the needs of our people in a kaupapa Māori tikangā and values based approach.

An overall strategy that identifies 5 key strategic priorities, and where in order to future proof the organisation for growth and development, acknowledges that organisational enablers and infrastructure is required. To achieve our aspirations we are committed to improving the organisation from inside out and outside in.



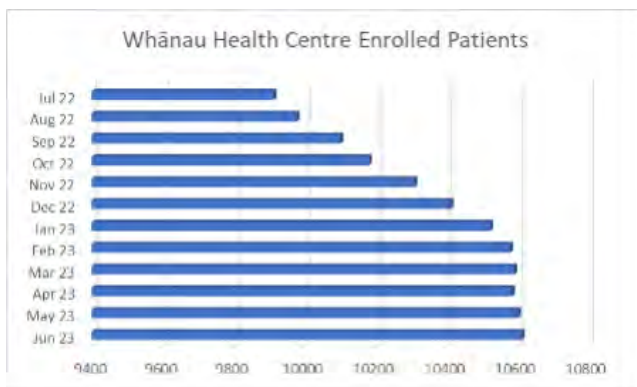
HAURAKI AS A HEALTHY NATION: OUR LIVED REALITY

OHU HAUORA

Whānau Health Centres

Continuing to deliver hauora services in a way that is uniquely Māori remains as our focus and particularly whilst we continue to maintain our network of five (5) Whānau Health Centres located across Pare Hauraki (Coromandel, Paeroa, Te Aroha, Thames, Whitianga).

During the financial year 2022-2023, we have observed a steady growth in enrolments, where at end of June 2023 our total enrolled and funded population was recorded at 10,613 whānau/tūroro. This reflecting an increase by 779 additional enrolments since the prior financial year.



This trend in growth, however, is not comparable with our clinical workforce which remains under the pump. Efforts with recruitment of clinical roles (GP, NP and RN) remain a priority in addition to elevating the recognition of kaiāwhina / kaimanaaki as an essential role within Primary Health Care settings.

Over the past years we have responded to the increasing demand for health services by extending the size of our premises, with this year being no different with the move and opening of our larger facility in Paeroa, Princess Street, in September 2022.

This move purposefully responding to the whakaaro voiced by whānau Māori seeking more accessible services for their whānau. And, whilst ensuring that we provide great health and medical services to Hauraki whānui, that we maintain the same access to care and quality experience for Māori.

Tamariki Ora - Well Child service

Tamariki Ora continues to provide well child services for whānau (parents/guardians) with pēpi (babies) and tamariki (children) aged 0-5 years and living within the Pare Hauraki rohe.



With the purpose of enabling whānau to raise happy, healthy, confident pēpi and tamariki, these services include a series of health visits (in the home), plus support with advice and information around health-related issues such as breastfeeding, hearing, vision and baby's development.

For financial year 2022-2023 Tamariki Ora supported 967 whānau with 1,267 core checks completed with pēpi/tamariki, in comparison to the prior year where 657 whānau supported with 1,250 core checks completed with pēpi/tamariki.

Piki Te Ora – Long Term Conditions

*“Hauraki as a Healthy Nation”
no longer our vision, but our lived reality*

As we know, health inequities are more prominent than ever before, with Māori being the most affected. Māori are over-represented in health statistics related to long term conditions and are disproportionately affected by their negative health impacts. Our Piki Te Ora service continues to actively work with whānau to reduce inequities related to such poor health outcomes.

Consisting of a multidisciplinary community-based health care team with GP oversight, Piki Te Ora works with whānau who are living with long term health conditions and offers support around the management of these conditions by empowering whānau to better self-manage to achieve their health and wellness goals. This is to ensure that whānau remain independent and live well.

This holistic, Kaupapa-based, wraparound service, whose primary focus is to reduce barriers that impact on whānau ability to access equitable health care, offers:

- Reduced wait times, with most whānau being seen in 1-2 weeks after referral.
- A Multi Disciplinary Team approach so whānau have access to a wide range of expertise.
- Serve as a link between primary and secondary services.
- Local kaimahi (staff) who know their community - an RN, two dietitians, an Occupational Therapist, a social worker, kaiāwhina, and an administrator.
- Responsive and flexible kaimahi who are able to adapt, to suit the individual needs of whānau and the wider hapori.

In alignment with our organisational strategic plan, this mahi involves workplace health screening, marae-based whānau health days, in-home assessments and whānau support. This also includes liaising directly with GP's and health care teams around management of patient care, and supporting whānau as they transition between primary and secondary services.

Together with all Te Korowai Hauora o Hauraki services, Piki Te Ora aims to reduce the equity gap and uplift the health and wellbeing of our whānau whānui, to see our vision of “Hauraki as a Health Nation”, no longer our vision, but our lived reality.



EXTENDING AND SUPPORTING WHĀNAU RESILIENCE

OHU ORANGA O TE TĀNGATA



EXTENDING AND SUPPORTING WHĀNAU RESILIENCE

OHU ORANGA O TE TĀNGATA

Building on the experiences and learnings from the COVID-19 pandemic, Ohu Oranga o te Tāngata has been able to lean on the robust systems and existing relationships to support our preparedness during and after our extreme weather events of 2023. The impacts of these weather events have had a domino effect for whānau across our communities, from the loss of roading and housing infrastructure, to the rise in the cost of essential living. The partnerships we created during the pandemic, with both government agencies and other NGOs, ensured that our response to the weather events was organised and timely.

We have pivoted, where and when we have needed to, ensuring the hauora and well-being of all whānau remains at the centre of all service delivery, especially during and after our extreme weather events. We have and are wrapping whānau with the right frontline navigation support, who ensure whānau can access what they need at the right time and in the right place i.e. Covid-19 support, immunisation, kai, housing, transport, advocacy support etc.

We have continued to work alongside both the Hauraki Māori Trust Board and the Whānau Ora Commissioning Agency to provide whānau with continued support and access to kai and hygiene parcels. We have worked with those of our most vulnerable whānau, our Kuia and Koroua, to access resources via Te Ngira Whānau Ora Collective and Te Rauawaawa Kaumātua Charitable Trust to prepare them for any future extreme weather events, with over 100 “Grab & Go” survival packs sourced.

The delivery of rangatahi specific programmes has seen an excess of 100 rangatahi, from across Pare Hauraki, engage in services delivered through our Ngā Wai Tāpara ā Rangatahi service. This includes Marae delivered kaupapa co-designed and delivered in genuine partnership with Rangatahi.

Ohu Oranga o te Tāngata look forward to developing and building on the current services we provide from Rangatahi to Kaumātua, to ensure we continue to prepare our whānau for events that will have long-term impact, as well as provide opportunities for our whānau to move from survival mode to aspirational pathways.

Ngā Wai Tāpara ā Rangatahi (NWTaR)

As a kaupapa led and driven by Rangatahi, with the supported oversight and guidance of kaimahi, Ngā Wai Tāpara ā Rangatahi utilises kaupapa Māori methodology and a holistic approach to support and pave a pathway for all Rangatahi across Hauraki whānui.

“In the tapestry of time, NWTaR stands as a testament to the enduring power of rangatahi, intertwining the wisdom of old with the vitality of the young. The rhythms of tradition harmonise with the melodies of ambition, and in this symphony, dreams are ignited, voices are lifted, and a community is reborn.”

Healthy Families Te Ngira
[extracted from FB Post - August 2023]

Specific initiatives and programmes for the 2022-2023 have included:

- Tuakana Teina Development Programme (youth leader/mentor development)
- Rangatahi Noho Marae (1x Noho per term break, total of 100 attendances)
- Rangatahi Ora-Hauraki (collaborative initiatives with Hauraki services who work with rangatahi)
- In-School Programmes (400+ engaging from across various schools/kura across Hauraki)

“All rangatahi are engaged or waiting to be engaged and that’s a big part of our kaupapa here at Ngā Wai Tāpara ... Rangatahi are keen and have a desire to really showcase their potential and what they’re about, and I don’t think they’re necessarily given a lot of platforms to do that... but the way we work is one that is collective and that rangatahi are given voice and able to action it.”

Kesian Paymani, Kaikōkiri Matua - NWTaR

Navigation Services: Whānau Ora

As a member of Te Ngira Whānau Ora Collective (1 of 2 Whānau Ora Commissioning Agency collectives within the wider Hauraki-Waikato region network), our Whānau Ora navigation service works alongside whānau, within Pare Hauraki, to empower them on their whānau journey.

Through strong, authentic and enduring relationships, grounded in trust, our Navigators (Kaiārahi) have worked alongside 171 whānau to understand their current individual needs within the context of the whānau, look at their whānau strengths, and develop plans to achieve short, medium and long-term outcomes and goals. For 2022-2023 this has seen a total of 615 achieved by whānau.

Classified Outcomes	Outcomes Achieved
Whānau Health <ul style="list-style-type: none"> Physical/Personal health Nutrition Whānau/Social Health 	148
Whānau Standards of Living <ul style="list-style-type: none"> Basic furnishings/amenities Housing standards including household maintenance Safe transport options 	173
Whānau participation in the Community <ul style="list-style-type: none"> Education/training Skills/knowledge for employment Financial literacy/budgeting 	119
Whānau Knowledge <ul style="list-style-type: none"> Access to community resources Connection to community networks Participation in sports and recreation 	110
Whānau Relationships <ul style="list-style-type: none"> Household relationships Within whānau relationships Relationships with social, health, and education service provider 	71
Whānau engagement in Te Ao Māori <ul style="list-style-type: none"> Whānau/whānau connections Connections to Māori community organisations including education/healthcare Māori language/knowledge/values 	80
Other	7

Kaumātua Ora

The Kaumātua Ora Service, driven by kaumātua for kaumātua, provides a range of initiatives and programmes that are tailored to meet the unique needs of Kuia and Koroua in our rohe. This includes supporting of 5 Roopū Kaumātua (elderly forums/groups) with activities to keep the hinengaro, wairua and tinana active.

In early July 2023, representatives of the Kaumātua Mana Motuhake Pōi Ai - Kotahitanga Research Network (KMM Pōi Ai) returned to Pare Hauraki to share some key findings and outcomes of the study that was undertaken on the Tuakana Teina – Peer Education Programme, of which Te Korowai Hauora o Hauraki had participated in.

This programme attracted many of our kaumātua from Ngā Roopū Kaumātua ki Hauraki to participate as either a Tuakana or a Teina, and with the coordination of our Kaumātua Ora coordinator, who too was a Tuakana.

This used a strengths-based approach, building on the strengths of the mana of kaumātua, and highlighting the potential of kaumātua to be solutions to their own challenges.

This opportunity for the community research analysis team to share findings of the study attracted several of our kaumātua who had participated in the programme. They were able to hear how this programme had shown improvements in health-related quality of life, life satisfaction, and reductions in needing help with daily tasks, trouble with paying bills, and housing problems.

“Since I joined kaumātua/kuia my mana motuhake has been kapai. Spending time with kaumātua/kuia Te Korowai makes me feel really empowered listening to their stories”

Hauraki Kaumātua, Teina

[extracted from KMM Pōi Ai Newsletter - July 2023]

In line with kaumātua being solutions to their own challenges, and with the experience of Cyclones Hale and Gabrielle, being able to improve our kaumātua safety in the likelihood of weather or pandemic events has been a key focus of this service. Ensuring kaumātua were able to easily access survival essentials when an emergency situation occurs in the future resulted in 57 “Grab and Go” Survival Packs being sourced through Whānau Ora navigation services, and these distributed amongst kuia and koroua registered with one of the five Ngā Roopū Kaumātua, located across Pare Hauraki. This in addition to a further 50 survival packs received as a koha from Rauawaawa Kaumātua Charitable Trust.

Te Mata Hauora

Te Mata Hauora, with its provision of traditional Māori healing practices and rongoā, delivered from within the areas of Thames, Coromandel and Paeroa, has seen a healthy increase in uptake from Hauraki whānau compared to prior years. Through Purea, Karakia, Mirimiri, Kōmiri, Whakawhiti Kōrero and Rongoā Māori, guided by Ariki Tapunui Jo Shelford, Te Korowai Hauora o Hauraki continues its on-going support to the kaupapa of delivering a Māori health service for the well-being of the wider Hauraki community.


The ability to further develop and grow practitioners was also made possible during the 2022-2023 year, with 4 (four) kaimahi from within Te Korowai Hauora o Hauraki given the opportunity to learn within the space of Te Mata Hauora and graduate as Rongoā Māori Practitioners through Ngā Tohunga o Ngā Hau e Whā Roopū. This indeed a proud achievement for these wahine Māori.





“We remain committed to serving the whānau of Pare Hauraki and South Waikato, it is a privilege to serve.”

LeAnne Poutu, Poukura Kāinga





A DEDICATED AND TRAINED WORKFORCE

OHU KĀINGA

Our Ohu Kāinga Home Assist service specialises in providing home-based care, through a range of services that are based on the individual needs of Kaumātua (elderly persons), whānau whaikaha (disabled persons) and all other eligible whānau (clients of various ages and abilities) that we support and work alongside. This support enabling those of the whānau that we support to remain living in their own whare (home) and maintaining their independence, dignity and quality of life.

Ohu Kāinga currently services the Pare Hauraki in the current areas:

- Thames
- Tairua / Pauanui
- Whangamatā
- Paeroa
- Hauraki Plains
- Te Aroha
- Coromandel

In addition, it is important to note that Ohu Kāinga, in response to a tōno from Raukawa Iwi, also stretches its services into South Waikato (Mangakino, Tokoroa and Putaruru).

Our Service Coordinators of 7 (seven) work alongside these whānau to develop a Service Plan to meet their needs, with our collective of 180+ dedicated and trained Support Workers carrying out the care and support identified in these plans.

For the 2022-2023 year we have seen an increase in whānau (clients) requesting home assist supports with a total of 769 whānau supported this year. Such fluctuation influenced by whānau opting to have support in the home, as opposed to residential care, however this is normally later in life and when illness is very present, so decline is inevitable.

Our commitment to having a dedicated and trained workforce has been evident in our offering of Careerforce, as an “earn while you learn” approach, and as genuine career pathway/opportunity for our kaimahi (staff). This approach encouraging those of our Support Workers to add depth to their knowledge base enabling them to move on to more responsibility and increased pay whilst working with our high and complex whānau.





STRENGTHENED BY MĀTAURANGA MĀORI

OHU HINENGARO

The service model of Ohu Hinengaro (Mental Health and Addiction services), catering to whānau of all ages throughout Hauraki, is underpinned by mātauranga Māori (natural knowledge) and systems and processes that support whānau to manage and achieve mana motuhake (autonomy).

Included as part of the offerings from within Ohu Hinengaro is the ongoing delivery of Whānau Pai, as a kaupapa Māori-led approach to integrated Primary Mental Health services within the Waikato district. Through a partnership with General Practices, this programme is seen as an extension to primary care services through the immediate and brief intervention response to address and support the mild-moderate needs of whānau enrolled within that practice facility.

For the 2022-2023 period, Ohu Hinengaro had received 782 tono (referrals) for a total of 720 whānau (clients) referred into its services, and equating to a total of 995 whānau being supported throughout the year.

Te Korowai Hauora o Hauraki give acknowledgement to Te Kurahuna, as kaitiaki of Mahi a Atua, through our ongoing recognition and endorsement as the workforce training and continued professional development forum to train Mataora to influence systemic shifts. This evident within Ohu Hinengaro with our encouragement for kaimahi to attend either Rangi Parauri or Rangi Matauru training. This enabling kaimahi to become Mataora (change agents), and develop their own pūkenga (skills) by embedding the Mahi a Atua principles in their lives and practice.

The 2022-2023 year for Ohu Hinengaro also saw several changes within its management structure, with the departure in late September 2022 of Taima Campbell from the role of Poukura Hinengaro. And, whilst recruitment for a replacement Poukura was underway, the Manukura Hauora stepping in and providing interim management oversight of this Ohu. Followed by the appointment of a Michelle Jones into the role as Poukura Hinengaro from 30 June 2023.



WORKFORCE DEVELOPMENT

A MĀTOU KAIMAHI

Workforce Trends

Despite on-going workforce challenges our overall staff numbers have remained relatively stable, as has the gender division of 90% female and 10% male.

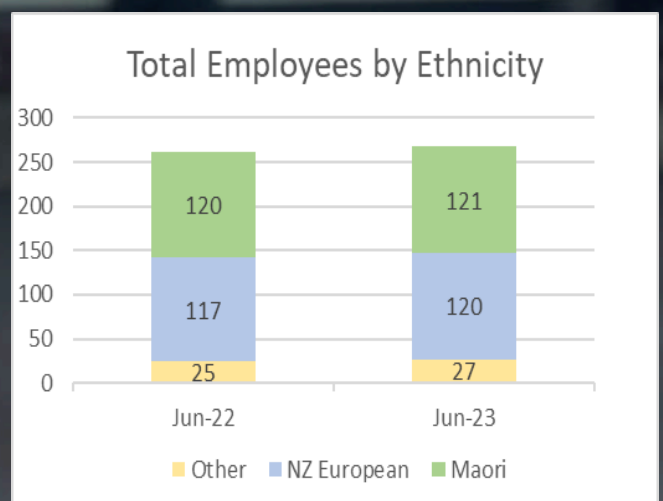
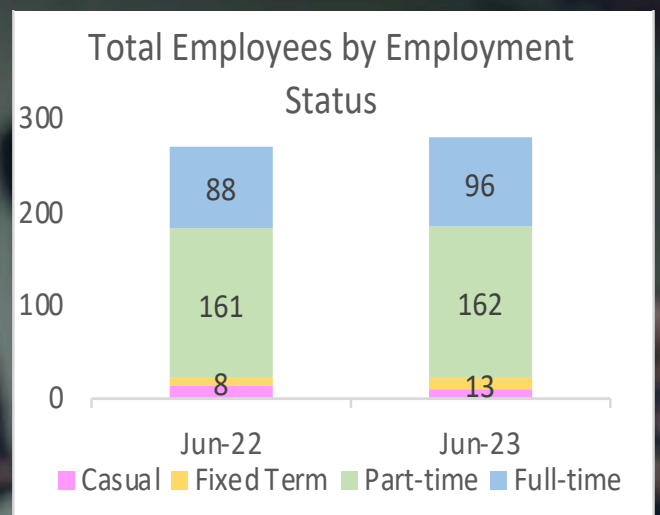
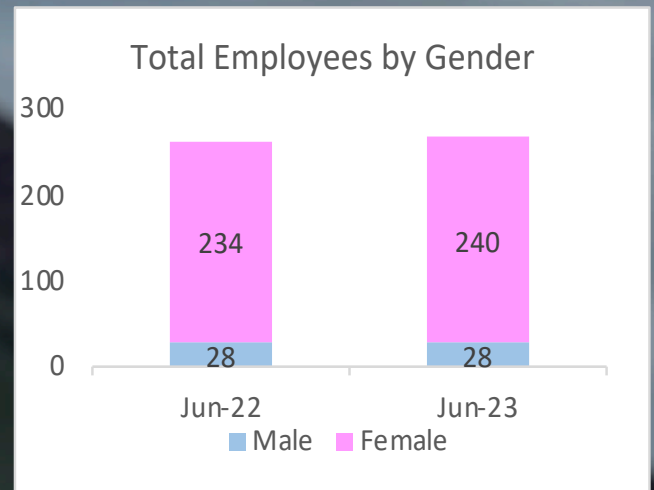
Most pleasingly, we are able to report a workforce of 45% Māori, significantly higher than the general population. This is noteworthy as we strive to employ and develop our people to serve our people. We believe a skilled Māori workforce is an essential component in addressing health inequities and achieving our moemoeā - Hauraki as a Healthy nation.

Going forward we continue to look for ways to “grow our own” and ways to ensure a balanced workforce that ensures whānau needs are met by those who understand and respect their cultural history.

Workforce Development

Our commitment to developing our kaimahi and providing clear career pathways, supported by learning and professional development opportunities, is evident with our shift to the user-friendly online learning platform, TalentLMS. With its customisable courses, progress tracking, and comprehensive reporting, TalentLMS empowers our kaimahi to take charge of their learning journeys. By leveraging TalentLMS, we are not only streamlining our training processes but also fostering a culture of continuous learning and growth.

Currently, induction training and role specific learning is being delivered through TalentLMS with plans for more upskilling courses to be available in the future to fit the needs of our growing organisation and align with our strategic plan. The platform's flexibility and scalability make it suitable for our remote employees, and ensures courses are evolving to the organisation's professional development needs. This has greatly enhanced our kaimahi development and training experiences.





Te Korowai Hauora o Hauraki Inc

Financial Report for the year
ended 30 June 2023

Te Korowai Hauora O Hauraki Inc.

Financial report - 30 June 2023

Contents

	Page
Directory	2
Trustees' report	3
Statement of service performance	4
Financial report	
Statement of comprehensive revenue and expense	6
Statement of financial position	7
Statement of changes in equity	8
Statement of cash flows	9
Notes to the financial report	
1 Statement of accounting policies for the year ended 30 June 2023	10
2 Summary of significant accounting policies	10
3 Financial instruments	15
4 Revenue from exchange and non-exchange transactions	15
5 Other revenue	16
6 Other expenses	16
7 Personnel costs	17
8 Finance income and finance costs	17
9 Cash and cash equivalents	17
10 Current assets - Trade and other receivables	18
11 Non-current assets held for sale	18
12 Property, plant and equipment	19
13 Intangible assets	20
14 Trade and other payables	21
15 Current liabilities - Interest bearing liabilities	21
16 Equity	22
17 Contingencies	22
18 Capital commitments and operating leases	22
19 Related party transactions	23
20 Events occurring after the balance date	23

Directory

Trustees	H Mikaere (Chairman) G Tupuhi K Ngapo D Taipari S King
CEO	Tammy Dehar
Registered office	210 Richmond St Thames
Charities Registration	CC46558
Auditor	PricewaterhouseCoopers NZ PO Box 191, Hamilton
Bankers	Bank of New Zealand Thames
Website address	www.korowai.co.nz

Trustees' report

The Board of Trustees have pleasure in presenting the annual financial report of Te Korowai Hauora O Hauraki Inc., incorporating the financial statements, statement of service performance and the auditors' report, for the year ended 30 June 2023.

The Board of Directors of Te Korowai Hauora O Hauraki Inc. authorised the financial report presented on pages 4 to 23 for issue on 5 December 2023.

For and on behalf of the Board.



Harry Mikaere
Chairperson

5 December 2023



Glen Tupuhi
Deputy Chairperson

5 December 2023

Statement of service performance

KO WAI MĀTOU

Hauraki as a healthy nation

Hauraki as a healthy nation (Mō tātou o Hauraki) is the moemoeā (vision) handed to Te Korowai Hauora o Hauraki by the Hauraki Māori Trust Board and serves as the kaupapa that drives the organisation. This moemoeā speaks to serving our whānau by delivering kaupapa Māori led services that meet the health and wellbeing needs of our people.

To achieve this, we as a Hauraki driven and Hauraki centric organisation must ensure we continue to provide services that:

- support our whānau to thrive; and
- lead our whānau to Pae Ora.

This is our commitment to the communities we serve across Pare Hauraki.

Health inequities are more prominent than ever before for Māori, where episodic care does not provide positive health outcomes for our people. As a Hauora Māori (kaupapa Māori) provider, geographically spread within Pare Hauraki (the Hauraki region) and mandated by Iwi through the Hauraki Māori Trust Board, we aim to reduce the equity gap and improve the health and wellbeing of our whānau/whānui. We intend to do this by improving access to health services, prioritising key strategic goals and by continually engaging with our communities to ensure we are delivering the best possible services.

Our matapono (values), which underpin our Kaupapa, are demonstrated throughout our organisation, within our static and mobile services, and exemplified within our kaimahi.

Our Moemoeā (Our Vision)

Mō tātou o Hauraki
Hauraki as a healthy nation

Our Kaupapa (Our Mission)

To continually strive for excellence in the way we provide services to our people and in the way we involve our people.

Our Matapono (Our Core Values)



WHANAUNGATANGA
We ensure we always work together
as a whānau and in doing so create
a sense of unity



MANAAKITANGA
We uplift the mana of those who we work with



KOTAHITANGA
We stand together as one,
one whānau, one organisation,
one community

SERVICE PERFORMANCE TABLE

Detail Definition	Performance Measure/Output	2022	2023
Ohu Oranga o te Tangata			
Navigation Services - Whānau Ora	Number of new whānau supported by Whānau Ora Navigation Services	96 whānau with active plans supported by service	171 whānau with active plans supported by service
	Number of comprehensive whānau ora assessments completed by whānau, with number of outcomes achieved within the 6 whānau ora outcome domains	125 comprehensive assessments completed with ~349 outcomes sitting within the 6 whānau ora outcome domains	127 comprehensive assessments completed with 613 outcomes of total 615 outcomes achieved sitting within the 6 whānau ora outcome domains
Te Mata Hauora	Number of whānau members accessing rongoā Māori services through Te Mata Hauora, with % who whakapapa Māori	164 whānau members accessing rongoā Māori services through Te Mata Hauora, with 63% who whakapapa Māori	259 whānau members accessing rongoā Māori services through Te Mata Hauora, with 71.4% who whakapapa Māori
	Number of rongoā Māori sessions delivered through Te Mata Hauora to whānau members	422 rongoā Māori sessions delivered to whānau members from across Pare Hauraki	569 rongoā Māori sessions delivered to whānau members from across Pare Hauraki
Kaumātua Support Services	Number of kaumātua (aged 50 years and over), by % who whakapapa Māori	138 kaumātua receiving support through Kaumātua Support Services, with 71.7% who whakapapa Māori	140 kaumātua receiving support through Kaumātua Support Services, with 71.3% who whakapapa Māori
	Number of kaumātua connected to 1 of 5 rūpū kaumātua supported by Kaumātua Support Services	136 kaumātua connected to a rūpū kaumātua, with 28.7% who identify as non-Māori	136 kaumātua connected to a rūpū kaumātua, with 28.7% who identify as non-Māori
Ngā Wai Tāpara ā Rangatahi	Number of rangatahi attending Rangatahi Noho delivered by service	20 rangatahi from Hauraki attending Collaborative Rangatahi Noho	63 rangatahi attending Rangatahi Noho with 52% attending 2 of 3 Noho, and 3% attending all 3 Noho
	Number of Rangatahi Noho Marae held by service, and total number rangatahi attendances	1 Rangatahi Noho Marae held in collaboration with Te Ahurei o Rangatahi and Synergy, with total of 46 Rangatahi attending	3 Rangatahi Noho Marae held within Pare Hauraki, with total of 101 attendances
Ohu Hauora			
Whānau Health Centres	Number of whānau (patients) enrolled with Te Korowai Hauora o Hauraki	9,834 whānau enrolled	10,613 whānau enrolled
	% of whānau (patients) enrolled with Te Korowai Hauora o Hauraki and classified as High Needs whānau - Māori, Pacific & Q5 Non-Māori	57% of total enrolled whānau [41% Māori, 3% Pacific, 13% Q5-Non-Māori/Non-Pacific]	57% of total enrolled whānau [40% Māori, 3% Pacific, 14% Q5-Non-Māori/Non-Pacific]
Piki Te Ora	Number of whānau (clients) supported by Piki Te Ora service	154 whānau supported to manage their long term condition/s, with 59.7% identifying as Māori	242 whānau supported to manage their long term condition/s, with 57.49% identifying as Māori
	Number of whānau (clients) who successfully completed support with Piki Te Ora Service	44 whānau successfully completing supports with Piki Te Ora Service, with 46.8% of these males	63 whānau successfully completing supports with Piki Te Ora Service, with 55.6% of these males
Tamariki Ora	Number of Active whānau receiving support from Tamariki Ora Services	675 whānau supported by service	967 whānau supported by service
	Number of Well Child Checks (Core 1-Core 7) completed by Tamariki Ora Services	1,250 Core 1-7 checks completed with pēpi/Tamariki 1,556 additional services provided during Core 1-7 checks	179 Core 1 checks completed with pēpi 195 Core 2 checks completed with pēpi 185 Core 3 checks completed with pēpi 164 Core 4 checks completed with pēpi 176 Core 5 checks completed with pēpi 197 Core 6 checks completed with tamariki 179 Core 7 checks completed with tamariki 1127 additional services provided during Core 1-7 checks
Ohu Kāinga			
Home Assist Services	Number of whānau (clients) supported by Ohu Kāinga Services	571 whānau (clients) supported with home assist services	768 whānau (clients) supported with home assist services
	Ethnicity breakdown of whānau (clients) supported by %	14% Māori, 4% Pacific, 82% whānau (who do not identify as Māori nor Pacific)	15% Māori, 4% Pacific, 81% whānau (who do not identify as Māori nor Pacific)
Ohu Hinengaro			
Ohu Hinengaro	Number of tono (referrals) received by Ohu Hinengaro	914 tono (referrals) received by Ohu Hinengaro	782 tono (referrals) received by Ohu Hinengaro
	Number of whānau whaiora (clients) accessing its services	864 new whānau whaiora (clients) supported from a total of 995 whānau supported by Ohu Hinengaro	720 new whānau whaiora (clients) supported from a total of 995 whānau supported by Ohu Hinengaro

Te Korowai Hauora O Hauraki Inc.
Statement of comprehensive revenue and expense
For the year ended 30 June 2023

Statement of comprehensive revenue and expense

For the year ended 30 June 2023

	Note	2023 \$'000	2022 \$'000
Revenue			
Government grants		32	45
Finance income	8	42	2
Service income	4	20,682	19,385
Other revenue	5	80	73
Total revenue		20,836	19,505
Expenditure			
Personel costs	7	(16,150)	(15,244)
Depreciation and amortisation expense	12,13	(475)	(409)
Finance costs	8	-	(2)
Other expenses	6	(3,298)	(2,742)
Total operating expenditure		(19,923)	(18,397)
Surplus for the year		913	1,108
Other comprehensive revenue and expense			
Total comprehensive revenue and expense		913	1,108
Total comprehensive revenue and expense attributable to:			
The beneficiaries of Te Korowai Hauora O Hauraki Inc.		913	1,108
		913	1,108

Te Korowai Hauora O Hauraki Inc.
Statement of financial position
As at 30 June 2023

Statement of financial position
As at 30 June 2023

	Note	2023 \$'000	2022 \$'000
ASSETS			
Current assets			
Cash and cash equivalents	9	3,572	2,979
Trade and other receivables	10	<u>2,330</u>	<u>2,102</u>
		<u>5,902</u>	<u>5,081</u>
Non-current assets held for sale	11	<u>72</u>	-
Total current assets		<u>5,974</u>	<u>5,081</u>
Non-current assets			
Property, plant and equipment	12	3,448	3,262
Intangible assets	13	<u>26</u>	<u>85</u>
Total non-current assets		<u>3,474</u>	<u>3,347</u>
Total assets		<u>9,448</u>	<u>8,428</u>
LIABILITIES			
Current liabilities			
Trade and other payables	14	2,720	2,864
Interest bearing liabilities	15	-	14
Employee benefits liabilities		1,040	1,043
GST & PAYE liabilities		<u>844</u>	<u>576</u>
Total current liabilities		<u>4,604</u>	<u>4,497</u>
Non-current liabilities		-	-
Total non-current liabilities		-	-
Total liabilities		<u>4,604</u>	<u>4,497</u>
Net assets		<u>4,844</u>	<u>3,931</u>
EQUITY			
Accumulated funds	16	4,844	3,931
Total equity attributable to the beneficiaries of Te Korowai Hauora O Hauraki Inc.		<u>4,844</u>	<u>3,931</u>
Total equity		<u>4,844</u>	<u>3,931</u>

Te Korowai Hauora O Hauraki Inc.
Statement of changes in equity
For the year ended 30 June 2023

Statement of changes in equity
For the year ended 30 June 2023

	Note	2023 \$'000	2022 \$'000
Balance at 1 July 2022		<u>3,931</u>	<u>2,823</u>
Surplus/(deficit) for the year		<u>913</u>	<u>1,108</u>
Balance at 30 June 2023	16	<u>4,844</u>	<u>3,931</u>
Retained earnings			
Retained earnings at beginning of the year		<u>3,931</u>	<u>2,823</u>
Net surplus for the year		<u>913</u>	<u>1,108</u>
Retained earnings at end of the year		<u>4,844</u>	<u>3,931</u>
EQUITY AT END OF THE YEAR		<u>4,844</u>	<u>3,931</u>

Te Korowai Hauora O Hauraki Inc.
Statement of cash flows
For the year ended 30 June 2023

Statement of cash flows
For the year ended 30 June 2023

	2023 \$'000	2022 \$'000
Note		
Cash flows from operating activities		
Grants received	32	45
Receipts from Government funding	20,343	19,839
Interest received	42	2
Receipts from other revenue	61	65
	<u>20,478</u>	<u>19,951</u>
Payments to suppliers	(3,157)	(2,267)
Payments to employees	(15,989)	(15,045)
GST (net)	104	170
	<u>(19,042)</u>	<u>(17,142)</u>
Net cash flow from operating activities	<u>1,436</u>	<u>2,809</u>
Cash flows from investing activities		
Receipts from sale of property, plant, and equipment	19	8
	<u>19</u>	<u>8</u>
Purchase of property, plant and equipment	(848)	(756)
Purchase of intangible assets	-	(20)
	<u>(848)</u>	<u>(776)</u>
Net cash flow from investing activities	<u>(829)</u>	<u>(768)</u>
Cash flows from financing activities		
Repayment of borrowings	(14)	(80)
Interest paid	-	(2)
	<u>(14)</u>	<u>(82)</u>
Net cash flow from financing activities	<u>(14)</u>	<u>(82)</u>
Net increase / (decrease) in cash, cash equivalents, and bank overdrafts	593	1,959
Cash, cash equivalents, and bank overdrafts at the beginning of the year	2,979	1,020
Cash, cash equivalents, and bank overdrafts at the end of the year	9 <u>3,572</u>	<u>2,979</u>

1 Statement of accounting policies for the year ended 30 June 2023

1.1 Reporting entity

Te Korowai Hauora o Hauraki Inc. (the Society) is an iwi-based, non-profit oriented society established by the Hauraki Maori Trust Board in May 1995 to provide quality health services.

The Society is incorporated and domiciled in New Zealand. The address of its registered office is 210 Richmond Street, Thames.

The Society has designated itself as a public benefit entity (PBEs) for purposes of complying with generally accepted accounting practice.

The financial report of the Society is for the year ended 30 June 2023. The financial report was authorised for issue by the Executive Committee on 5 December 2023.

The Executive Committee does not have the power to amend these general purpose financial statements once issued.

2 Summary of significant accounting policies

2.1 Basis of preparation

The financial report have been prepared on the going concern basis, and the accounting policies have been applied consistently throughout the period.

Statement of compliance

The financial statements of the Society have been prepared in accordance with the requirements of the Charities Act 2005, which include the requirement to comply with generally accepted accounting practice in New Zealand (NZ GAAP).

The financial statements have been prepared in accordance with and comply with Tier 2 PBE accounting standards reduced disclosure regime (PBE Standards RDR).

The criteria under which an entity is eligible to report in accordance with Tier 2 PBE Standards are that the Society has no public accountability and is not large as defined in XRB A1.

Measurement base

The financial statements have been prepared on a historical cost basis.

Presentation currency and rounding

The financial statements are presented in New Zealand dollars and all values are rounded to the nearest thousand dollars (\$'000).

Changes in accounting policies

The Society has adopted the following accounting standards during the financial year, which have had only a presentational or disclosure effect:

- *PBE FRS 48 Service Performance Reporting*

The External Reporting Board issued PBE FRS 48: Service Performance Reporting in November 2017. PBEs were required to adopt the standard from 1 January 2022. The Society adopted the standard for the June 2023 year end.

- *PBE IPSAS 41: Financial Statements*

In March 2019, the External Reporting Board (XRB) issued PBE IPSAS 41: Financial instruments, which supersedes PBE IPSAS 29 Financial instruments : Recognition and measurement. The Society has adopted PBE IPSAS 41 for the first time this year. The adoption of the new standard had the impact of changing the classification and terminology used in the policy for the financial instruments and adoption of the Expected Credit Loss (ECL) model for the impairment of financial assets. This change did not have an impact on the recognition and measurement of financial assets and liabilities in the financial statements.

2 Summary of significant accounting policies

2.2 Revenue

Revenue is measured at fair value.

The specific accounting policies for significant revenue items are explained below:

(i) Service income

Service income is recognised in the accounting period in which the services are rendered, by reference to completion of the specific transaction assessed on the basis of the actual service provided as a proportion of the total services to be provided. Any funds received for which the requirements under the contract agreement have not been completed are carried as liabilities until all the conditions have been fulfilled.

(ii) Finance income

Finance income is recognised using the effective interest method.

(iii) Rental income

Rental income is recognised on an accruals basis in accordance with the substance of the relevant agreements.

(iv) Grants income

Grants are recognised as revenue when they become receivable unless there is an obligation in substance to return the funds if conditions of the grant are not met. If there is such an obligation, the grants are initially recorded as grants received in advance when received and recognised as revenue when the conditions of the grant are satisfied.

(v) Other income

Other income is recognised in the accounting period in which the services are rendered, by reference to completion of the specific transaction assessed on the basis of the actual service provided as a proportion of the total services to be provided. Any funds received for which the requirements under the contract agreement have not been completed are carried as liabilities until all the conditions have been fulfilled.

2.3 Borrowing costs

Borrowing costs are recognised as an expense in the financial year in which they are incurred.

2.4 Leases

(i) The Society is the lessee

Operating leases

An operating lease is a lease that does not transfer substantially all the risks and rewards incidental to ownership of an asset.

Lease payments under an operating lease are recognised as an expense on a straight-line basis over the lease term.

(ii) The Society is the lessor

Assets leased to third parties under operating leases are included in property, plant and equipment in the statement of financial position. They are depreciated over their expected useful lives on a basis consistent with similar owned property, plant and equipment. Rental income (net of any incentives given to lessees) is recognised on a straight-line basis over the lease term.

2.5 Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

Bank overdrafts are shown within borrowings in current liabilities in the statement of financial position.

2.6 Debtors and other receivables

Short-term debtors and other receivables are recorded at their face value, less any provision for impairment.

2 Summary of significant accounting policies

A receivable is considered uncollectable when there is evidence that the amount due will not be fully collected. The amount that is uncollectable is the difference between the amount due and the present value of the amount expected to be collected.

2.7 Financial assets and liabilities

Financial liabilities comprise trade, other payables and borrowings. Financial liabilities with duration of more than 12 months are recognised initially at fair value less transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method. Amortisation is recognised in the statement of revenue and expenses, as is any gain or loss when the liability is settled. Financial liabilities entered into with duration of less than 12 months are recognised at their nominal value.

Financial assets are initially recognised at fair value plus transaction costs unless they are carried at fair value through surplus or deficit in which case the transaction costs are recognised in the surplus or deficit.

Purchases and sales of financial assets are recognised on trade-date, the date on which the Society commits to purchase or sell the asset. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Society has transferred substantially all the risks and rewards of ownership.

Financial assets are classified into the following categories for the purpose of measurement:

- held at amortised cost.

The classification of a financial asset depends on the purpose for which the instrument was acquired.

Financial assets at fair value through surplus or deficit

(i) Held at amortised cost

Financial assets held at amortised cost are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are included in current assets, except for maturities greater than 12 months after the balance date, which are included in non-current assets.

After initial recognition, held at amortised cost financial assets are measured at amortised cost using the effective interest method, less any provision for impairment. Gains and losses when the asset is impaired or derecognised are recognised in the surplus or deficit.

2.8 Impairment of financial assets

Financial assets are assessed for evidence of impairment at each balance date. Impairment losses are recognised in the surplus or deficit.

(i) Held at amortised cost

The Society recognises a loss allowance for expected credit losses on financial assets, which are measured at amortised cost. When a receivable is uncollectible, it is written off against the allowance account. A receivable is deemed to be uncollectible upon reference to the current customer/patient circumstances, such as bankruptcy, insolvency, receivership or liquidation, and any past default experience. Changes in the carrying amount of the allowance account are recognised in the Statement of comprehensive revenue and expenses.

2.9 Property, plant and equipment

Property, plant, and equipment consists of the following asset classes: land, buildings, leasehold improvements, computer hardware, furniture and fittings, and motor vehicles.

Land is measured at fair value, and buildings and infrastructure are measured at fair value less accumulated depreciation and impairment losses. All other asset classes are measured at cost, less accumulated depreciation and impairment losses.

(i) Revaluation

The Society has elected not to revalue its assets. The assets are periodically reviewed to determine whether they have been impaired.

2 Summary of significant accounting policies

(ii) Additions

The cost of an item of property, plant, and equipment is recognised as an asset if, and only if, it is probable that future economic benefits or service potential associated with the item will flow to the Society and the cost of the item can be measured reliably.

Work in progress is recognised at cost less impairment and is not depreciated.

In most instances, an item of property, plant, and equipment is initially recognised at its cost. Where an asset is acquired at no cost, or for a nominal cost, it is recognised at fair value as at the date of acquisition.

(iii) Disposals

Gains and losses on disposals are determined by comparing the disposal proceeds with the carrying amount of the asset. Gains and losses on disposals are reported gross in the surplus or deficit.

(iv) Depreciation

Depreciation is provided on a straight-line basis on all property, plant, and equipment other than at rates that will write off the cost of the assets to their estimated residual values over their useful lives.

The useful lives and associated depreciation rates of major classes of assets have been estimated as follows:

Class of asset depreciated	Estimated useful life	Depreciation rates
Buildings	3-50 years	2% - 33%
Plant & equipment	1.5-15 years	6%-67%
Leasehold improvements	3-8.5 years	33%-15.5%
Furniture and equipment	2-13 years	7%-50%
Computer hardware	1.5-5 years	21%-67%
Motor vehicles	1-10 years	10%-100%

Leasehold improvements are depreciated over the shorter of the unexpired period of the lease or the estimated remaining useful lives of the improvements.

2.10 Intangible assets

Intangible assets are initially recorded at cost. Where acquired in a business combination, the cost is the fair value at the date of acquisition. The cost of an internally generated intangible asset represents expenditure incurred in the development phase.

Subsequent to initial recognition, intangible assets with finite useful lives are recorded at cost, less any amortisation and impairment losses and are reviewed annually for impairment losses. Amortisation of intangible assets is provided on a straight-line basis that will write off the cost of the intangible asset to estimated residual value over their useful lives. Assets with indefinite useful lives are not amortised but are tested, at least annually, for impairment and are carried at cost less accumulated impairment losses.

Computer software

Acquired computer software licences are capitalised based on the costs incurred to acquire and bring to use the software. Costs are amortised using the straight line method over their estimated useful lives (3 years).

Costs associated with maintaining computer software programmes are recognised as an expense when incurred.

Staff training costs are recognised as an expense when incurred.

2.11 Trade and other payables

Short-term creditors and other payables are recorded at their face value and subsequently carried at amortised cost using the effective method.

2 Summary of significant accounting policies

2.12 Borrowings

Borrowing costs are recognised as an expense in the financial year in which they are incurred.

Borrowings are initially recognised at their fair value plus transaction costs. After initial recognition all borrowings are subsequently carried at amortised cost using the effective interest method.

Borrowings are classified as current liabilities unless the Society has an unconditional right to defer settlement of the liability for at least 12 months after balance date.

2.13 Employee entitlements

Short-term employee entitlements

Employee benefits expected to be settled within 12 months after the end of the period in which the employee renders the related service are measured based on accrued entitlements at current rates of pay.

These include salaries and wages accrued up to balance date, and annual leave earned to, but not yet taken at balance date.

Liabilities for non accumulating sick leave are recognised when the leave is taken and measured at rates paid or payable.

2.14 Provisions

A provision is recognised for future expenditure of uncertain amount or timing when:

- there is a present obligation (either legal or constructive) as a result of a past event;
- it is probable that an outflow of future economic benefits will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation; and
- a reliable estimate can be made of the amount of the obligation.

Provisions are measured at the present value of the expenditures expected to be required to settle the obligation using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provision due to the passage of time is recognised as an interest expense and is included in "finance costs".

2.15 Goods and services tax

All items in the financial report are stated exclusive of goods and services tax (GST), except for receivables and payables, which are presented on a GST-inclusive basis. Where GST is not recoverable as input tax, it is recognised as part of the related asset or expense.

The net amount of GST recoverable from, or payable to, the Inland Revenue Department (IRD) is included as part of receivables or payables in the statement of financial position.

The net GST paid to, or received from the IRD, including the GST relating to investing and financing activities, is classified as an operating cash flow in the statement of cash flows.

Commitments and contingencies are disclosed exclusive of GST.

2.16 Statement of cash flows

Included in the statement of cash flows is the year end balance - Cash and Cash Equivalents which consists of cash on hand, bank account balances plus call deposits or call loans that form part of the day to day cash management of the Society.

3 Financial instruments

(a) Financial instrument categories

Assets	Measured at amortised cost \$'000	Total \$'000
30 June 2023		
Cash and cash equivalent	3,572	3,572
Trade and other receivables	2,330	2,330
Total assets	5,902	5,902
30 June 2022		
Cash and cash equivalent	2,979	2,979
Trade and other receivables	2,102	2,102
Total assets	5,081	5,081
Liabilities	Measured at amortised cost \$'000	Total \$'000
30 June 2023		
Borrowings	-	-
Trade and other payables	1,155	1,155
Total liabilities	1,155	1,155
30 June 2022		
Borrowings	14	14
Trade and other payables	1,187	1,187
Total liabilities	1,201	1,201

4 Revenue from exchange and non-exchange transactions

	2023 \$'000	2022 \$'000
Service income	20,682	19,385
Other revenue	80	74
Total exchange	20,762	19,459
Government grants	32	45
Finance income	42	2
Total non-exchange	74	47
Total exchange and non-exchange	20,836	19,506

5 Other revenue

	2023 \$'000	2022 \$'000
Rental income	61	65
Other revenue	19	8
	<u>80</u>	<u>73</u>
Total other revenue	<u>80</u>	<u>73</u>

6 Other expenses

	2023 \$'000	2022 \$'000
Net gains and expenses		
Surplus includes the following specific expenses:		
Audit fees for financial statements audit	57	44
Professional services fees / legal fees	4	6
Repairs and maintenance expenses	81	129
Utilities and occupancy expenses	533	317
Other operating expenses	2,574	2,228
Trustees' fees	49	18
Total other expenses	<u>3,298</u>	<u>2,742</u>

Auditors' fees

During the year the following fees were paid or payable for services provided by the auditor of the Society, and its related practices:

(a) Assurance services

Audit services

PricewaterhouseCoopers

Audit and review of financial reports and other audit work	<u>57</u>	<u>44</u>
--	-----------	-----------

(b) Advisory services

PricewaterhouseCoopers

Strategic plan assistance

Evaluation of payroll system options

Total remuneration for advisory services

	53	-
	4	-
	<u>57</u>	<u>-</u>
	<u>114</u>	<u>44</u>

7 Personnel costs

	2023 \$'000	2022 \$'000
Salaries and wages	15,322	14,219
Direct personnel overheads	36	61
Other - Contracted Staff	792	964
Total personnel costs	16,150	15,244

8 Finance income and finance costs

	2023 \$'000	2022 \$'000
Finance income		
Interest income	42	2
Total finance income	42	2
Finance costs		
Interest on bank borrowings	-	2
Total finance costs	-	(2)
Net finance costs	42	-

9 Cash and cash equivalents

	2023 \$'000	2022 \$'000
Cash at bank and in hand	3,572	2,979

(a) Reconciliation to cash at the end of the year

Cash, cash equivalents, and bank overdrafts include the following for the purposes of the statement of cash flows:

	2023 \$'000	2022 \$'000
Cash at bank and in hand	3,572	2,979

(b) Fair value

The carrying amount for cash and cash equivalents equals the fair value.

10 Current assets - Trade and other receivables

	2023 \$'000	2022 \$'000
Accounts receivable	2,383	2,099
Prepayments	67	70
Expected credit loss impairment of receivables	(120)	(67)
Total trade and other receivables	2,330	2,102

Assessment for uncollectability

	2023 \$'000	2022 \$'000
Individual impairment	56	9
Collective impairment	64	58
Total provision for impairment	120	67

The provision for impairment of receivables is calculated based on a review of large specific overdue receivables and a collective assessment of smaller receivables. For the collective assessment, expected losses were determined based on a historical analysis of previously incurred losses.

11 Non-current assets held for sale

The property at 43 Belmont Rd, Paeroa has been presented as held for sale following the approval by the Board on 27 April 2023 to sell the premises. The organisation has approved the sale of the premises, as it is surplus to requirements. This property was subsequently sold on 20 September 2023.

	2023 \$'000	2022 \$'000
Non-current assets held for sale are:		
Land & Buildings	69	-
Plant and equipment	3	-
Total non-current assets held for sale	72	-

12 Property, plant and equipment

As at 30 June 2023	Cost 1 Jul 2022 \$'000	Accumulated depreciation 1 Jul 2022 \$'000	Carrying amount 1 Jul 2022 \$'000	Current year additions \$'000	Current year disposals \$'000	Current year depreciation \$'000	Transfers \$'000	Cost 30 Jun 2023 \$'000	Accumulated depreciation 30 Jun 2023 \$'000	Carrying amount 30 Jun 2023 \$'000
Operating assets										
At cost										
Land & Buildings	3,242	(991)	2,251	83	-	(61)	-	3,202	(998)	2,204
Motor Vehicles	775	(410)	365	294	(5)	(141)	-	1,043	(531)	512
Other plant and equipment	817	(601)	216	54	-	(44)	-	864	(641)	223
Office furniture and fittings	245	(151)	94	37	-	(17)	-	282	(169)	113
Capital work in progress	174	-	174	-	8	-	(174)	8	-	8
Leasehold improvements	23	(2)	21	302	-	(42)	-	325	(44)	281
Computer hardware	558	(417)	141	76	-	(111)	-	633	(526)	107
Total	5,834	(2,572)	3,262	846	3	(416)	(174)	6,357	(2,909)	3,448

As at 30 June 2022	Cost 1 Jul 2021 \$'000	Accumulated depreciation 1 Jul 2021 \$'000	Carrying amount 1 Jul 2021 \$'000	Current year additions \$'000	Current year disposals \$'000	Current year depreciation \$'000	Transfers \$'000	Cost 30 Jun 2022 \$'000	Accumulated depreciation 30 Jun 2022 \$'000	Carrying amount 30 Jun 2022 \$'000
Operating assets										
Land & Buildings	3,225	(931)	2,294	18	(1)	(60)	-	3,242	(991)	2,251
Motor Vehicles	564	(317)	247	222	(1)	(103)	-	775	(410)	365
Other plant and equipment	737	(570)	167	93	(6)	(38)	-	817	(601)	216
Office furniture and fittings	196	(146)	50	68	(13)	(11)	-	245	(151)	94
Capital work in progress	-	-	-	174	-	-	-	174	-	174
Leasehold improvements	-	-	-	23	-	(2)	-	23	(2)	21
Computer hardware	522	(369)	153	158	(29)	(141)	-	558	(417)	141
Total	5,244	(2,333)	2,911	756	(50)	(355)	-	5,834	(2,572)	3,262

Note:

*Assets transferred to Non-current assets held for sale and from WIP to Leasehold improvements.

Disposals

Current year disposals is the net of cost and accumulated depreciation.

13 Intangible assets

	Computer software \$'000	Total \$'000
At 1 July 2021		
Cost	308	308
Accumulated amortisation and impairment	(187)	(187)
Net book amount	<u>121</u>	<u>121</u>
Year ended 30 June 2022		
Opening net book amount	121	121
Additions	20	20
Amortisation charge	(56)	(56)
Closing net book amount	<u>85</u>	<u>85</u>
At 30 June 2022		
Cost	327	327
Accumulated amortisation and impairment	(242)	(242)
Net book amount	<u>85</u>	<u>85</u>
Year ended 30 June 2023		
Opening net book amount	85	85
Amortisation charge	(59)	(59)
Closing net book amount	<u>26</u>	<u>26</u>
At 30 June 2023		
Cost	327	327
Accumulated amortisation and impairment	(301)	(301)
Net book amount	<u>26</u>	<u>26</u>

14 Trade and other payables

	2023 \$'000	2022 \$'000
Trade payables	1,155	1,188
Revenue in advance	<u>1,565</u>	<u>1,676</u>
Total creditors and other payables	<u>2,720</u>	<u>2,864</u>

15 Current liabilities - Interest bearing liabilities

	2023 \$'000	2022 \$'000
Current portion		
Bank loans	-	14
Total current portion	<u>-</u>	<u>14</u>

The bank loans are secured by a registered first mortgage over the Society's freehold land and buildings with a total carrying value of \$1.024 million for land and \$1.041 million for buildings. The loan was fully repaid in September 2022 and the facility closed.

The Society has a \$200,000 overdraft facility that is not currently drawn down (2022: \$200,000).

16 Equity

	2023 \$'000	2022 \$'000
Balance at 1 July	3,931	2,823
Surplus for the year	913	1,108
Balance 30 June	4,844	3,931

17 Contingencies

As at 30 June 2023 the Society had no contingent liabilities or assets (2022: \$Nil).

18 Capital commitments and operating leases

Capital commitments

	2023 \$'000	2022 \$'000
Capital commitments		
Leasehold improvements	-	125
Total capital commitments	-	125

Capital commitments represent capital expenditure contracted for at balance date but not yet incurred. At 30 June 2023 \$nil already spent was included as work in progress (2022: \$125k).

Operating leases as lessee

The Society leases property, plant, and equipment in the normal course of its business. The majority of these leases have a non-cancellable term of 36 months. The future aggregate minimum lease payments payable under non-cancellable operating leases are as follows:

	2023 \$'000	2022 \$'000
Not later than one year	316	243
Later than one year and not later than five years	514	474
Total non-cancellable operating leases	830	717

Operating leases as lessor

Two properties owned by the Society are leased under operating leases. The leases have a non-cancellable term of 36 months. The future aggregate minimum lease payments to be collected under non-cancellable operating leases are as follows:

	2023 \$'000	2022 \$'000
Not later than one year	34	41
Later than one year and not later than five years	12	45
Total non-cancellable operating leases	46	86

19 Related party transactions

Related party disclosures have not been made for transactions with related parties that are within a normal supplier or client/recipient relationship on terms and conditions no more or less favourable than those that are reasonable to expect that the Society would have adopted in dealing with the party at arm's length in the same circumstances. Further, transactions with Government agencies (for example, Government departments and Crown entities) are not disclosed as related party transactions when they are consistent with the normal operating arrangements and undertaken on the normal terms and conditions for such transactions.

Transactions with key management personnel

Key management personnel compensation

	2023 \$'000	2022 \$'000
Trustees		
Full-time equivalent members	5	6
Remuneration	<u>61</u>	<u>18</u>
Executive Management Team, including the Chief Executive		
Full-time equivalent members	8	6
Remuneration	<u>1,183</u>	<u>920</u>
Total full-time equivalent personnel	<u>13</u>	<u>12</u>
Total key management personnel compensation	<u>1,244</u>	<u>938</u>

During the year the organisation had a change in 2 executive management positions. An additional member was added to the executive team at the end of June 2022.

Other related party transactions

Primary health services in New Zealand are funded by Te Whatu Ora (Health NZ) via a network of Primary Health Organisations (PHO's) to which practices belong. The Society, through its Whanau Health Centres, is a member of the Hauraki PHO. Three of the Society's Trustees are also Trustees for the Hauraki PHO. As noted above all transactions with the Hauraki PHO have taken place within a normal supplier or client/recipient relationship on terms and conditions no more or less favourable than those that are reasonable to expect that the Society would have adopted in dealing with the party at arm's length in the same circumstances. Total funds received during the year \$4.29m (2022: \$4.39m) of which \$nil was outstanding at year end and is included in Trade and other receivables (2022: \$455k).

The Hauraki PHO seconded a staff member as its Chief Executive from the Society during the year. These services are within a normal supplier or client/recipient relationship on terms and conditions no more or less favourable than those that are reasonable to expect that the Society would have adopted in dealing with the party at arm's length in the same circumstances. Funds received during the year \$167k (2022: \$104k), of which \$17k was outstanding at year end and is included in Trade and other receivables (2022: \$10k).

20 Events occurring after the balance date

There have been no events that occurred after 30 June 2023 that affect the financial position of the Society (2022: nil).



Audit Report

for the year ended 30 June 2023



Independent auditor's report

To the members of Te Korowai Hauora O Hauraki Incorporated

Our opinion

In our opinion the accompanying financial report of Te Korowai Hauora O Hauraki Incorporated (the Society) on pages 4 to 23 presents fairly, in all material respects, the financial position of the Society as at 30 June 2023, and its service performance, financial performance and cash flows for the year ended on that date in accordance with Public Benefit Entity Standards Reduced Disclosure Regime issued in New Zealand (PBE Standards RDR).

What we have audited

The financial report which comprises:

- The financial statements (the "financial statements"), including:
 - the statement of financial position as at 30 June 2023 date;
 - the statement of comprehensive revenue and expense for the year then ended;
 - the statement of changes in equity for the year then ended;
 - the statement of cash flows for the year then ended; and
 - the notes to the financial statements, which include significant accounting policies and other explanatory information.
- the statement of service performance for the year ended 30 June 2023 (the "service performance information").

Basis for opinion

We conducted our audit of the financial statements in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)) and International Standards on Auditing (ISAs). The audit of the service performance information was conducted in accordance with International Standard on Assurance Engagements (New Zealand) 3000 (Revised) (ISAE (NZ) 3000 (Revised)).

Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial report* section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our independence and quality management

We are independent of the Society in accordance with Professional and Ethical Standard 1 *International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand)* (PES 1) issued by the New Zealand Auditing and Assurance Standards Board and the *International Code of Ethics for Professional Accountants (including International Independence Standards)* issued by the International Ethics Standards Board for Accountants (IESBA Code), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We apply Professional and Ethical Standard 3 *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, which requires our firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our firm carries out other services for the Society in the areas of strategic plan advisory and advice on software selection. The provision of these other services has not impaired our independence as auditor of the Society.



Other information

The Executive Committee is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial report and our auditor's report thereon. The annual report is expected to be made available to us after the date of this auditor's report.

Our opinion on the financial report does not cover the other information and we will not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the other information not yet received, if we conclude that there is a material misstatement therein, we are required to communicate the matter to the Executive Committee and use our professional judgement to determine the appropriate action to take.

Other matter

The service performance information presented for the corresponding year ended 30 June 2022 is unaudited.

Responsibilities of the Executive Committee for the financial report

The Executive Committee is responsible, on behalf of the Society, for the preparation and fair presentation of the financial report in accordance with PBE Standards RDR, and for such internal control as the Executive Committee determine is necessary to enable the preparation of the financial statements and service performance information that is free from material misstatement, whether due to fraud or error.

The Executive Committee is also responsible, on behalf of the Society, for identifying performance measures and/or descriptions to report in the financial report that are a faithful representation of the Society's service performance and that are relevant, understandable, timely, comparable and verifiable.

In preparing the financial report, the Executive Committee is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Executive Committee either intend to liquidate the Society or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report, as a whole, is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ), ISAs or ISAE (NZ) 3000 (Revised) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report, including performing procedures to obtain evidence about and evaluating whether the service performance information is a faithful representation of the Society's service performance and that is relevant, understandable, timely, comparable and verifiable.

As part of our audit, we perform procedures to obtain evidence about and evaluate whether the reported outcomes and outputs, and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable.

As part of our audit in accordance with ISAs (NZ), ISAs and ISAE (NZ) 3000 (Revised), we exercise professional judgement and maintain professional scepticism throughout the audit.



We also:

- Identify and assess the risks of material misstatement of the financial statements and service performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Obtain an understanding of the process applied by the Society to select what and how to report its service performance.
- Evaluate whether the service performance criteria are suitable so as to result in service performance information that is in accordance with the applicable financial reporting framework.
- Conclude on the appropriateness of the use of the going concern basis of accounting by those charged with governance and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements and service performance information, including the disclosures, and whether the financial statements and service performance information represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identified during the audit.

Who we report to

This report is made solely to the Society's members, 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 Society and the members, as a body, for our audit work, for this report or for the opinions we have formed.

The engagement executive director on the audit resulting in this independent auditor's report is Peter Sharp.

For and on behalf of:

Chartered Accountants
6 December 2023

Hamilton



TE KOROWAI
HAUORA O HAURAKI

210 Richmond Street, Thames 3500

kiaora@korowai.co.nz

0508 835 676

korowai.co.nz