



TE KOROWAI
HAUORA O HAURAKI



**2021
ANNUAL REPORT**



TRUSTEES

Chairperson
Harry Mikaere

Deputy Chairperson
Glen Tupuhi

Executive Committee Members
Liane Ngamane
Susan King
David Taipari

Enrolled Population
9536

Mō Tātou o Hauraki



TE KOROWAI

TABLE OF CONTENTS

WHAKATAKI

Te Rīpoata o te Tiamana 4

Te Rīpoata o te Manukura Hauora 5

NGĀ RATONGA

COVID-19 Response 6-7

RĪPOATA-Ā-PUTEA

Financial Report 8-10

NGĀ MIHI

Acknowledgements 11



TE RĪPOATA O TE TIAMANA

*Ngā puke ki Hauraki ka tarehua
E mihi ki te whenua
E tangi ki nga tangata
Ko Moehau ki tai
Ko Te Aroha ki uta
Ko Tikapakapa te moana
Ko Hauraki te whenua
Ko Marutuahu te tangata*



Tēnā koutou katoa e rau rangatira mā,

The past twelve months have seen our organisation face a number of challenges but have also created a number of opportunities. We are also set to face many changes over the next twelve months as a result of the health reforms, Covid-19 and ongoing health issues that continue to challenge our whānau.

Covid-19 and more importantly the Delta Variant moves unseen, silent in its very nature and devastating the people from one community to the next throughout Aotearoa. To lessen the impact of this disease for our people we need to get both vaccinations.

The health reforms have presented an interesting issue for all primary health organisations as we navigate what will be the future for our organisations. As we continue to move through these processes we are mindful that our intent is to progress Hauraki as a Healthy Nation and maintain our mana Motuhake in this space as Hauraki ki uta ki tai.

In April this year we said goodbye to Michelle Murray who was the CEO for Hauraki PHO. This created an opportunity to return to a dual CEO role between Te Korowai Hauora o Hauraki and Hauraki PHO. It has now been seven months since Riana Manuel took on the dual role and this been timely given the health reforms and the direction that they will take.

On behalf of the Board as the chair of Te Korowai Hauora o Hauraki, I would like to take this opportunity to thank Riana and all of our staff of Te Korowai for the excellent work that you have all done. All of this whilst keeping yourselves and our people safe during a very challenging period of lockdowns, outbreaks, and health reform changes occurring.

To all of our kaumātua who have supported Te Korowai over these many years, thank you all very much for your tautoko, manaaki and aroha. Thank you also for being there for all of our staff and trustees through many a challenging moment in time.

Likewise, to my fellow Board members of Te Korowai, for your strong commitment to fit-for-purpose governance, strategic guidance, and the collegial manner in which we have all operated. Having this high level thinking and diverse range of trustees ensures excellent decision making at a governance level and I thank you all for your commitment to our people of Hauraki.

Looking forward to 2022 there is a lot of work to be done in terms of understanding the new structures, strategies, and the impact that Health New Zealand and the Māori Health Authority will have on our organisation.

We are hopeful that these new health reform structures will yield our people the health opportunities that we have all actively worked for since the early 1990s. We have long advocated that our people are deserving of this opportunity to access excellent primary, secondary, and tertiary health services that will meet the needs of our whānau and we will continue to lead out in this space.

Mauri ora.

Harry Mikaere CNZM
Tiamana

TE RIPOATA O TE MANUKURA HAUORA



Tēnā koutou katoa,

This year has been unprecedented to any other we have experienced in our 27-year history. We have seen the arrival of Covid-19 Delta in August this year with our rohe affected in one of our most rural townships. We then went on to experience cases on the border of our rohe which once again saw a swift response and led to understanding what was happening quickly in our communities. This action meant less time spent in lockdowns and more time to focus on vaccination.

We have had to stand up testing stations and deal with a prolonged vaccination campaign on multiple occasions, requiring our teams to work seven days a week. We have done all of this whilst maintaining our crucial services and keeping an eye to the future as we learn more and prepare for the coming health reform changes.

This has also been a polarising time for our communities and our kaimahi as we begin to navigate the very real impacts of a mandated vaccination policy. We have continued to work with our whānau to ensure we are able to discuss the issue of Covid-19 and vaccination with a health focus and by providing virtual and face-to-face wānanga, webinars, and media communications. We have also provided mobile vaccination opportunities in many different spaces and places.

This leads me to our very important relationships with our Iwi, our Hapū and our Marae throughout Hauraki. These ongoing relationships have supported our organisation to be able to move at pace and provide testing and vaccination from the many marae throughout Hauraki. Ka nui te mihi ki a koutou e tūwhera ana i o tātou marae me te tautoko o tēnei kaupapa.

Tāiri mai te huinga o te kahurangi o Hauraki ki te kupenga nui o Taramainuku. E rehu rā, e rehu rā i te piere nui o wawata anamata. Rātou mā ō te waimanako ki a rātou, tātou mā o te waihiki mānuka ki a tātou. Tau okioki atu rā e.

Pare Hauraki whānui, mei kore ake tā koutou ū ki te whakakitenga o Te Korowai Hauora o Hauraki me ōna kōiriiritanga katoa, kua kore rawa ngā tini whāinga e tutuki noa.

Tēnei ka rere a mihi mutunga kore ki ngā kāhui katoa kua tautoko mai i Te Korowai Hauora o Hauraki. Nā koutou e mana ai te kōrero "mo tātou o Hauraki".

This is a strategic move to ensure we maintain our mana Motuhake and our strong position here in Hauraki in relation to the pending health reforms.

We continue to make changes to our kaupapa to address the issues for our whānau, focussing on key areas such as tamariki ora, rangatahi ora, whānau ora, and kaumātua ora. This focus ensures that we design services to uphold the best health outcomes for our whānau.

There have been so many amazing kaupapa throughout the year and we are lucky to have one of the best teams in the business supporting our whānau.

To our kaumātua who continue to guide and support our kaupapa, e mihi ana.

To our Board who continue to lead from the front and challenge us to do more, I am deeply grateful for your support throughout another hectic but amazing year.

To my small, resilient and shape shifting team, I am honestly beyond impressed by your leadership, your management of our whānau and your commitment to these Kaupapa.

To all of our kaimahi who stand on the frontlines - who advocate, who care for, who problem solve, who make things happen - Ngā mihi nui ki a koutou. There are no words to describe the honour it is to work beside you all.

Finally, to our whānau here in Hauraki - it is you who motivate us and drive us to do more and do it better. Thank you for entrusting us with your oranga.

E hara taku toa i te toa takitahi, engari he toa takitini kē.

NGĀ RATONGA

OUR SERVICES

The continuing global Covid-19 pandemic has seen us experience extraordinary times again in 2021. We have drawn on the learnings, systems, and strong relationships established last year to respond rapidly wherever the need has arisen. This has seen our teams standing up swabbing stations, rolling out vaccination services, delivering kai and hygiene packs, phoning vulnerable whānau, and sending mass communications to kaimahi as we met the challenges head on.

Our response has meant our kaimahi are frequently out and about across Hauraki at Marae, sports grounds, car parks and community halls.



Once again, we've changed the way we've delivered some services and we've found new ways of doing things, using creative problem-solving and with an unwavering commitment to care for our kaumātua and clients throughout these extraordinary times. Initiatives like our kaumātua Messenger groups, which were used to maintain communications during lockdown, are continuing to be used to keep in touch with each other. Our Hauraki Ora initiative saw our Piki te Ora kaimahi visit marae alongside the vaccination teams, taking the opportunity to support whānau with screening for diabetes and other chronic illnesses.



Working alongside others has been a key theme for 2021, with our kaimahi joining those at Hauraki Māori Trust Board to pack up and deliver kai packs to whānau in need. As well as this, hygiene packs have again been supplied by Whānau Ora Commissioning Agency and we have been able to make these available to Marae and other key agencies across Hauraki for distribution. Our participation in the local Civil Defence network has meant we can provide (and in turn draw on) support from other community agencies to help whānau in need.

As we adjust to this 'new normal' of restrictions and precautions we continue to develop flexible and adaptable service approaches, seeking to reduce the impact of service disruptions for our vulnerable whānau.



STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

Te Korowai Hauora o Hauraki Inc
For the year ended 30 June 2021

	2021 \$'000	2020 \$'000
Revenue from exchange transactions		
Government and patient funding	14,820	12,453
Other income	247	152
Revenue from non-exchange transactions		
Grant Income	206	185
Total revenue	15,273	12,790
Depreciation expense	278	216
Amortisation expense	17	13
Employee benefits expense	12,007	10,181
Other expenses	2,667	1,916
Finance costs - net	5	9
Total operating expenses	14,974	12,335
Surplus/(deficit) for the year	299	455
Total other comprehensive revenue and expenses	0	0
Comprehensive revenue and expense	299	455



STATEMENT OF FINANCIAL POSITION



Te Korowai Hauora o Hauraki Inc As at 30 June 2021

	2021	2020
	\$'000	\$'000
ASSETS		
Current assets		
Cash and cash equivalents	1,020	1,104
Trade and other receivables	1,160	388
Total current assets	2,180	1,492
Non-current assets		
Property, plant and equipment	2,911	2,852
Intangibles	121	22
Total non-current assets	3,032	2,874
Total assets	5,212	4,366
LIABILITIES		
Current liabilities		
Trade and other payables	2,295	1,673
Total current liabilities	2,295	1,673
Borrowings	94	170
Total non-current liabilities	94	170
Total liabilities	2,389	1,843
Net assets	2,822	2,523
Net assets/equity		
Accumulated comprehensive revenue and expense	2,822	2,523
Total net assets/equity	2,822	2,523



FINANCIAL PERFORMANCE

Te Korowai has had another surplus year (\$299k).

Revenue has increased by 19.4% to \$15.273 million, over last year, a significant increase on the previous year (9.9%). Most of our contracts received increases, but the biggest drivers of increased revenue were Ohu Hinengaro (mental health) funding and bulk funding to Ohu Kainga (Home Assist).

Payroll costs increased by 16.1% due to increased staff numbers and rate increases. With bulk funding highlighting previous underfunding in the Kainga sector, we were able to retain a larger percentage of revenue to contribute towards overheads.

Overhead increases were largely due to the delivery of training programmes to the Hinengaro team (funded).

BALANCE SHEET

Total Assets are \$5.2m (2020: \$4.4m), reflecting investment in our vehicle fleet, IT equipment, clinical equipment and updating software in line with our digital strategy. Working Capital deficit has reduced to \$115k deficit (2020: \$181k deficit), as a result of increased cash.

Capital assets represent 58% of total assets for 2021 (2020: 65%) due to the increased level of cash available.

At the end of the financial year, Te Korowai held a total of \$1,020k in cash (\$1,104k 2020). We have seen significant increases in cash due to bulk funding arrangements and COVID contracts. We have seen significant delays in the District Health Board signing contracts affecting the 2021 – 22 year, with higher amounts in receivables. Our only Long Term debt is a loan being paid down rapidly (balance \$94k) and expected to be fully repaid by August 2022.

LOOKING AHEAD

We have appointed Janet Williams as Business Services Support Manager due to Caroline Graham's declining health. Janet comes to us from a health background and will be a real asset to the Finance Team with a wealth of experience and is also a Chartered Accountant.

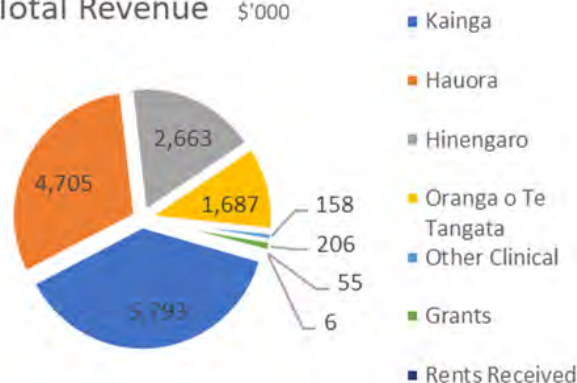
Recent surpluses have been funding investment in needed replacements for motor vehicle, IT and Clinical assets, as we expand our staffing and move into other premises (Thames Hospital).

Good progress has been made around our IT Digital Strategy. We are almost complete in moving from our on-premise servers to Microsoft Azure Cloud storage via Spark. This is providing superior security and back-up options with 24/7 support and will offer all users a consistent desktop wherever they work, on whatever device.

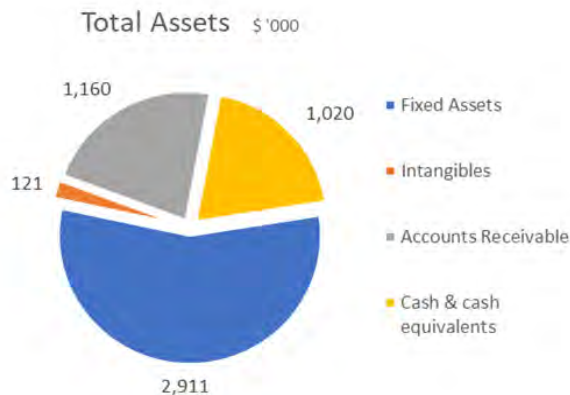
We are working through our asset base review, with a first step having implementing a new asset application which interfaces with our accounting application.

Further investment will be required as we are in the process of expanding our Whitianga premises, due to larger than expected enrolments.

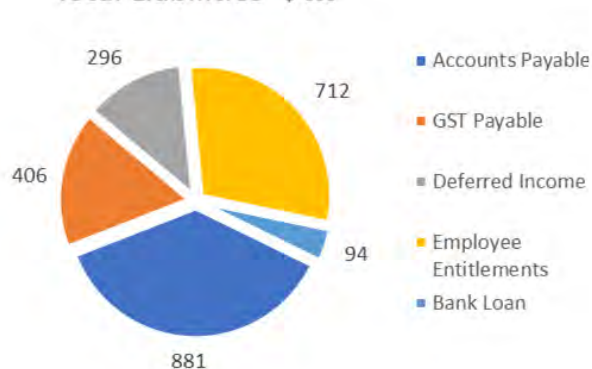
Total Revenue \$'000



Total Assets \$'000



Total Liabilities \$'000





NGĀ MIHI

Kaumātua Taumata

Ngā Roopū Kaumātua o Hauraki

Ngā Whānau o Hauraki

Hauraki Primary Health Organisation

Hauraki Māori Trust Board

Te Whāriki Mana Wāhine

Te Ngira - Whānau Ora Collective

Whānau Pai Collaborative

Whānau Ora Commissioning Agency

Rauawaawa Kaumātua Trust

Te Puni Kōkiri

Waikato District Health Board

Ministry of Health

Ministry of Social Development

Trust Waikato



TE KOROWAI
HAUORA O HAURAKI



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Coromandel 225 Kapanga Road

Te Aroha 221 Whitaker Street

Whitianga 2 Coghill Street