

HBH Happenings

Sharing life and stories from our Homes,
Care, Community, and Advocacy

Issue 14: 24 July 2026



CEO message

Welcome to this bumper edition of Happenings. There is a great deal taking place across HBH, as you will see throughout these pages, with much to celebrate, reflect on and prepare for.

The Government's four per cent funding increase for aged residential care offers welcome support and recognises the essential role our sector plays. However, it does not meet the full cost of providing quality care. Wages, food, utilities, insurance, maintenance and clinical supplies all continue to rise.

HBH will continue to advocate for a funding system that supports older New Zealanders now and into the future. As a charitable, for-purpose organisation, we reinvest every dollar into our residents, staff, services and communities.

We have also taken important steps to prepare HBH for the years ahead.

In June, HBH purchased 137 Union Road, next to our Howick site. In the short term, the property is likely to provide additional space and flexibility during the planned redevelopment work at Howick Views. Longer term, this careful investment gives us more options as we consider how best to meet the future needs of older people in East Auckland.

Plans for the Inchinnan and Minerva Refresh have also progressed, and we are very excited about what lies ahead. These communities have served many residents and families over the years and now need renewal. The Refresh will create more comfortable, welcoming and practical spaces for residents, whānau and staff, while supporting a more household-focused model of care.

This will be the largest refurbishment of an existing care environment that HBH has undertaken. Further communications and presentations will take place as we move closer to the potential start date, which is likely to be sometime in September, subject to final Board approval and the issuing of building consent.

We know building work can cause uncertainty. We will keep residents and families informed, listen to concerns and take practical steps to reduce disruption. Our August information session will provide more detail about the plans and what people can expect.

We also completed our annual Resident and Family Impact Surveys across our care communities. This

year, we introduced new pathways so more residents could share their experiences in ways that suited their abilities and communication needs.

Thank you to everyone who took part. Your feedback helps us protect what matters, respond where change is needed and make better decisions. We will be sharing the survey results over the next month through posters within our communities and wider communications. We will also come back to some residents and families individually where more specific follow-up is needed.

June also brought an important milestone in our Eden journey. HBH successfully achieved re-registration, with future growth recognised through to 2028. The visiting team found that residents feel known, valued and supported to live with meaning and purpose. They also recognised the strong relationships across our communities and gave us clear priorities for further improvement.

Across HBH, Matariki brought people together through shared kai, music, reflection and celebration. It gave us time to honour those who came before us, appreciate the present and look to the future with hope.

I also congratulate Stephen Parker, a returning HBH Board member and former Board Chair, on his appointment as an Officer of the New Zealand Order of Merit for services to community governance. This honour recognises more than two decades of service, and HBH will continue to benefit greatly from his knowledge and commitment.

This issue captures what gives life to our communities: friendships, contribution, culture, laughter, honest feedback and people who care deeply about one another.

Thank you to our residents, families, staff, volunteers, supporters and partners. It is your care, commitment and contribution that make HBH the special community it is and help the people we support to age well and live fully.



Juliette Tuckey
HBH CEO



RUBY'S STORY

“I’ve had a life and a half”

At 93, Ruby knows what it means to leave a home behind. She also knows how a new kind of life slowly takes shape.

“I’ve had a life and a half,” Ruby says with a smile.

She played badminton for 23 years, travelled with friends, cared for older people and children with autism, tended a beautiful garden and raised two daughters she speaks about with obvious pride. She found love a second time and married again at 74.

When Ruby talks about her life, the stories come easily. One memory leads to another. Before long she is pointing to photographs from years gone by and laughing as she remembers her younger days.

Then the conversation turns to what changed.

“I used to get up in the morning and think, ‘Oh, I’ll go somewhere today,’” she says.

For Ruby, independence was never only about driving. It was about choice. If she wanted to visit the beach, she went. If she felt like catching up with a friend, she got in her car.

“I drove everywhere.”

That changed after a series of health setbacks and a fall that broke her hip. Ruby first came to HBH Howick Views for respite care. As she recovered, it became clear that returning to the life she had known would not be possible.

“It was terrible,” she says. *“I was really depressed, and I kept crying. It is very hard*

to accept the way life has changed. I couldn’t just hop in the car and go where I wanted.” That is the loss she still feels most deeply.

Over time, the days began to feel less empty. Physiotherapy and exercise helped her get going in the morning. Music bingo, Rummikub, mini golf and walks around the grounds gave her ways to take part when she felt able. Slowly, Ruby began to feel more connected to the life around her. She still has a choice, just that choices are different.



Ruby smiles alongside fellow Berwick resident Jean.

One of her favourite places is the reception lounge. Residents gather there throughout the day. They watch people come and go, share stories, laugh together and, as Ruby says, have *“a cup of tea and a bicky.”*

What matters most is not simply having people around her. It is being with people who understand. *“We chat about things, and we’re all in the same boat,”* she says. *“You think, ‘You’re not the only one.’”*



A small act of kindness brought plenty of smiles. Ruby proudly shows the handmade crafts created by one of our staff member's children during the school holidays.

Inside her room, every shelf holds another story. Family photographs stretching across generations. Fresh flowers. A crocheted chicken made by her granddaughter. A soft toy sent from Australia that looks just like Jasper, the dog Ruby still misses. And her glory box, bought on layby as a young woman and slowly filled with cups, saucers and the things she hoped would one day furnish her first home. "It's as old as me," she laughs.

When Ruby celebrated her 93rd birthday, she expected an ordinary day. Instead, carepartners came to celebrate with her, gave her hugs, took photos and made a fuss of her. "I couldn't believe it," she says.

*"It was lovely.
I'll never forget that."*

"The staff are amazing," Ruby says. "They are very helpful and very caring, and they make me laugh." Her family visit often, and her grandchildren and great grandchildren still give her "big cuddles." "I'm very lucky," she says.

When asked what she would say to someone facing the move into residential care, Ruby does not pretend it is easy. She knows what it means to leave behind a home, a garden and a lifetime of independence.

She also knows what it means for the people who love you. "My daughters said, 'Mum, we know you're safe. We know you're well fed and looked after.'" For Ruby, those words matter.



Ruby and Berwick Lifestyle Coordinator Celeste after staff and residents surprised her with a rendition of Happy Birthday.

Ruby's story reflects the heart of Eden at HBH. It is found in the everyday moments that reduce loneliness, helplessness and boredom: a familiar face, a shared laugh, a choice to join in, a cup of tea with others who understand, and carepartners who know the person beyond the care they need.

Her choices are different now. Quieter choices. A walk around the grounds. A game of Rummikub. A seat in the reception lounge with people who understand. They do not erase what she has lost. But they help her keep taking part in life as it is now.

"I've had a life and a half," Ruby says. She has. And at HBH Howick Views, that life still has people, stories, laughter and choices in it.



HOMES

Howick Views Apartments & Stevenson Village

STEVENSON VILLAGE

Stevenson Village recently welcomed members of RYLA (leadership development programme sponsored by Rotary Group) for a day of practical help and community connection.

The group worked alongside residents to tidy gardens, paint, clean windows and complete other jobs around the village. Just as importantly, they took time to talk with residents and learn more about the Stevenson Village community.

The community garden has also produced an abundant harvest. Residents place the fresh produce in the community pantry, where others across the village can take what they need. The garden reflects the strong sense of contribution and mutual support within Stevenson Village.





HOWICK VIEWS APARTMENTS

Howick Views Apartments recently welcomed a new four-legged visitor. Barbie, the Village Coordinator's pug, quickly made herself at home and spent time with residents throughout the community.

Her visits have brought plenty of smiles, conversation and affection. For many residents, time with a pet can offer comfort, companionship and a simple sense of joy.

Residents have also continued to enjoy monthly outings. In May, the group visited MIT's Dine restaurant, followed by a June trip to Ōtau Ridge in Clevedon. The July outing will take residents to the Chatty Café at Books N Bricks in Bucklands Beach.

These visits, both within the Apartments and out in the wider community, help residents stay connected and enjoy shared experiences together.



Weekend activities

Regular weekend activities give residents the chance to come together, catch up and enjoy time with one another.



CARE

Howick Views, Gulf Views, Gracedale & Shalom Court

HBH HOWICK VIEWS

Life at Howick Views has brought residents together through music, culture, laughter and shared contribution over recent months.

Lisa Lorell returned for another much enjoyed performance, while Disco Thursday, pyjama day, indoor mini golf, puzzles and an alcohol-free beer pong challenge brought variety and good humour to the communities.

Samoan Language Week created an opportunity to share food, knowledge and culture. Ana made panikeke for residents and shared the meaning and tradition of the tuiga. Residents also contributed to community life in practical and personal ways, from helping prepare dinner trays to sharing their skills, stories and interests with others.

These experiences reflect the Eden Alternative philosophy at Howick Views. Residents remain active members of their communities, with opportunities to contribute, connect with others and shape daily life.

The past few months also included two significant birthdays. Laurie turned 103, while residents and staff surprised Gordon as he marked his 99th birthday.

Plans for the Inchinnan and Minerva refresh continue to progress. We will hold an information session for these residents and families on **13 August**. The session will explain the proposed changes, how the work may affect daily life, where residents or families can go see for updates and the steps HBH will take to minimise disruption and support residents throughout the refresh.



Kay takes Rocco, the Howick Views resident cat, for a ride.



A winning swing and a big smile as Ersi celebrated



Ana prepared some homemade Panikeke (Deep-fried Samoan Pastry) for residents in celebration of Samoan Language Week.



Residents and the physio team in their pyjamas for Pyjama Day, welcoming the winter season



Age is just a number! Laurie celebrated his 103rd this year.



Residents and staff surprised Gordon on his 99th birthday. One more year until the 100 Club



Lisa Lorell returned with another stellar performance and filled the room with music



No beer, no problem. Our friendly beer pong challenge served up plenty of laughs, great teamwork, and a whole lot of fun.



Residents gathered to watch the FIFA World Cup



Lending a helping hand. Anka proudly joined the team in preparing the dinner trays.

HBH GULF VIEWS

Gulf Views has welcomed plenty of music, movement and connection over recent weeks.

A visit from local kindergarten children brought residents and tamariki together through conversation, colouring and shared activities. Residents also enjoyed live music, with many joining in to dance and spend time together.

These simple experiences brought variety to the day and created opportunities for residents to connect across generations, take part in ways that suited them and enjoy the company of others.



Local kindergarten children visited Gulf Views, spending time with residents through conversation, colouring and shared activities.



Residents enjoyed an afternoon of live music and dancing together.

GRACEDALE CARE

Gracedale residents and staff celebrated Mid Winter Christmas on Friday 3 July with a sports-themed party. Everyone wore the colours of their favourite teams, which brought plenty of fun, colour and friendly rivalry to the day.

The annual resident and family surveys also returned strong results. Residents spoke positively about the care and respect they receive, while families highlighted staff kindness, communication and confidence in the support provided.



Mamata and Audrey were named the best-dressed staff member and resident.



SHALOM COURT

Residents and staff at Shalom Court came together to celebrate Matariki through reflection, connection and shared kai. With support from Cater Plus, the team prepared a special meal, with Albert and Charmainge helping create a warm and memorable occasion.

June also marked an important milestone in Shalom Court's Eden journey. During its first application to become an Eden Registered Home, Shalom Court successfully demonstrated Principles 2, 3, 4, 5 and 10.

The visiting team recognised the genuine warmth between residents and staff, the strong sense of belonging across the home, and the many ways residents contribute to daily life.

Congratulations to the entire Shalom Court team. This achievement reflects their commitment to creating a genuine home where residents feel known, valued and able to live meaningful daily lives, across their two households. Well done!



CARE

Matariki Celebrations

Residents from across Howick Views came together for the first Matariki Ball, which created a welcome opportunity to meet people from other communities and enjoy the evening together. Residents enjoyed it so much that they asked for more events like it, and the team now plans to hold them quarterly.

Eli, one of the Registered Nurses, swapped his scrubs for the microphone and sang throughout the evening, with a special performance from Jasper, General Manager Clinical and Quality. The Cultural Ambassadors and volunteers planned and organised the event, with plenty of food and drinks for everyone. The mussel fritters proved especially popular.





CARE

Eden Registration and Powhiri

On 11 June, HBH welcomed new staff and Eden Alternative representatives Sally Hopkins and Margaret Brown through a special pōwhiri. The ceremony gave people a meaningful introduction to the HBH community and reflected our commitment to Te Tiriti o Waitangi, cultural respect and genuine relationships. The Eden team later praised HBH for embedding the pōwhiri into organisational life.

The Eden visit also confirmed HBH's successful re-registration, with future growth recognised through to 2028. The visiting team found that residents feel known, valued and supported to live with meaning and purpose. They also noted strong relationships between residents and staff, a clear sense of belonging, and positive progress across care, Day Club, education and community connection.

The visit also gave HBH clear priorities for the next stage of our Eden journey, including stronger resident choice, more opportunities to contribute, continued staff education and further work to improve the dining experience.

HBH has also established a Cultural Ambassadors Group to strengthen cultural safety, inclusion and responsiveness across the organisation. The group will help shape practice, guide cultural initiatives and ensure residents, families, volunteers and staff see their cultures respected and valued.

HBH is the only Eden registered home in Auckland.



HBH Ambassadors sang waiatas during the event.





Virtual Village East & Dayclub

VIRTUAL VILLAGE EAST

Over the past two months, Virtual Village East has continued to bring people together through a diverse programme of community sessions, outings, and regular activities. Members have enjoyed outings to the Auckland Domain Wintergardens and the Wildlife Photographer of the Year exhibition, while our community sessions have explored topics including artificial intelligence, emergency preparedness with Auckland Emergency Management, understanding grief and loss, mindful living, composting and reducing food waste, and understanding your health and disability rights.

Alongside these special events, our walking group, exercise classes, coffee catch-ups, book club, and technology support sessions have continued to provide regular opportunities for friendship, learning, and staying active.

Together, these activities help reduce social isolation, build confidence, and support older adults to age well at home through meaningful connections and lifelong learning.



VVE Members Lorna and Minette with Scott Carpenter after his talk on AI

We are hosting a free community session for seniors, whānau, carers and community members to learn more about VVE and connect with local services, groups and opportunities.

Event details

Date: Wednesday 19 August 2026

Time: 10am to 12 noon

Venue: Highland Park Community House

Website: <https://virtual-village-east.org.nz>



VVE Walking Group stopped by Homestead Cafe.



VVE Coffee Group monthly catch up.



With heartfelt gratitude and warm wishes, our Day Programme family celebrated Rosita's retirement, honouring her remarkable journey at HBH.

DAYCLUB

HBH Day Club has enjoyed a full and festive few months, with celebrations for the King's Birthday, Matariki, a mid-winter lunch and Disco Thursday. Each occasion brought members together through shared kai, music, laughter and connection.

On 15 July, members and staff farewelled Rosita as she retired. Rosita's warmth, kindness and genuine care have meant a great deal to many Day Club members over the years. Her final day gave everyone the opportunity to thank her, celebrate her contribution and wish her well for the future.



Our Day Club members celebrated the King's Birthday in royal style, sharing a delicious lunch, wonderful company, and plenty of smiles fit for the occasion.



Hat's on for Disco Thursday



A special Matariki high tea, and plenty of karaoke fun, our Day Club members came together to celebrate Matariki.



ADVOCACY

Caring Well for Older New Zealanders Takes All of Us

Aged care plays an essential role in New Zealand's health system and in the lives of thousands of families. It supports older people who need rest home, hospital-level, dementia, or respite care, helps whānau make important decisions, and eases pressure on public hospitals.

Across New Zealand, providers are caring for people with increasingly complex health needs. At the same time, costs continue to rise across staffing, food, utilities, insurance, maintenance, compliance, and the upkeep of safe, welcoming buildings.

The Government's recent 4 percent funding uplift for aged residential care is welcome. However, New Zealand still needs a sustainable funding model that reflects the level of care older people now require, and the standard of care families rightly expect.

Behind every funding discussion are real people and families. When Shirley shared her story about her stepfather Cyril, she described HBH as warm, positive, and lively, with staff who genuinely cared for him as a person. She added, "It's wonderful that HBH continues to make standard rooms available as not everyone can afford a premium room."

Her words speak to something that matters deeply to HBH: care must remain centred on people. HBH Group is a long-standing charitable, faith-based organisation in East Auckland. We exist to help seniors age well through aged residential care, social and affordable housing, community programmes such as Virtual Village and Dementia Day Services, pastoral care, and advocacy.

As a charitable provider, our resources are reinvested into our services, staff, homes, and the everyday experiences that help older people live with dignity, connection, and purpose.

Like other providers, HBH receives government funding for eligible residential care services. This funding makes an important contribution, but it is only one part of what it takes to operate high-quality, well-maintained, people-centred services over the long term.

Good aged care is about more than a bed or a building. It means skilled staff, nutritious meals, quality clinical care, safe surroundings, meaningful activity, spiritual and emotional support, and a place that feels like home.

Most of us will need aged care services one day, or help someone we love to access them. So the question is not only what aged care costs. It is what kind of care we want for older New Zealanders, and how we make that possible for future generations.

HBH will continue to play its part, as we have for many years, with our focus where it has always been: on people.





STAFF SNAPSHOT

Long Service: Naaz's Story

We have recently celebrated several significant service milestones across HBH.

One of these belongs to Naaz, who has marked 15 years with us. We take a closer look at her journey, the relationships she has built and what she has learned along the way.

"A lot of the residents became my friends. Even now, when I pass their community, I still go in and see them."

Originally from Fiji, Naaz moved to New Zealand 16 years ago. After the Christchurch earthquakes, she relocated to Auckland and soon joined HBH. It was her first workplace in New Zealand and remains the only place she has worked since arriving.

Naaz admits that aged care felt daunting at first.

"I remember thinking, 'Why did I take this job?'"

A colleague encouraged her not to give up.

"She said, 'When everybody else can do it, why can't you? You can do it.' That encouraged me."

Naaz carried that encouragement with her. Today, she makes a point of supporting new staff because she understands how overwhelming the first few weeks can feel.

"When new staff come, I help them. I want to support them while they learn."

Over the years, Naaz has worked across several HBH communities. The connections she has formed with residents remain the most meaningful part of her work.

"They tell me they are so glad to see me," she says.

For Naaz, good care means knowing each resident as a person, listening well and building trust. Those



relationships have taught her one lesson above all others.

"Patience. That is the best thing I have learned, especially when you care for someone."

The loss of a resident still affects her, particularly when she has supported someone for a long time.

"You become close to people, so it is always sad."

Naaz also places strong value on honesty and personal responsibility.

"If I make a mistake, I say it was my mistake. Even if nobody saw me, I would still go and tell someone what happened."

Her advice to anyone starting at HBH is simple.

"Have patience and be honest. Those are the most important things."

Naaz finds it hard to believe that 15 years have passed.

"It doesn't feel like 15 years. If HBH wasn't a good place, I wouldn't still be here."

Through her patience, honesty and genuine care for others, Naaz has made a lasting contribution across HBH. Congratulations, Naaz, and thank you for everything you bring to our community.



SAVE THE DATE

Upcoming Important Dates

Inchinnan Minerva Refresh Information Talk

Date: Thursday 13 August 2026

Time: 1:30pm to 2:30pm

Venue: Inchinnan Dining Room

Open to all Inchinnan and Minerva Residents and Family Members

PRAYER

Loving God,

Thank You for the people who make HBH a place of care, belonging and purpose.

We give thanks for our residents, families, staff and volunteers, and for the relationships that grow across our communities. Help us to listen with patience, act with honesty and treat each person with dignity and respect.

Guide us as we learn, grow and support one another. Give strength to those who feel tired, comfort to those who grieve, and hope to those facing change.

May our work reflect Your love, and may every person who enters HBH feel known, valued and welcomed.

Amen.

Ka puta Matariki, ka rere Whānui, ko te tohu o te tau.

Matariki appears as Whānui flees; this is the sign of the New Year.