



# Enabling fulfilling and connected lives

ANNUAL REPORT 2023



E ŌKU RANGATIRA TĒNĀ  
KOUTOU KATOĀ.

MY GOD,  
WELCOME TO ALL.

**HBH Group**

139 Union Road, Howick. PO Box 38 093, Howick, Auckland 2145.

**P** 09 538 0800 **E** [enquiries@hbh.org.nz](mailto:enquiries@hbh.org.nz) **www.hbh.org.nz**

Charities registration number: CC 20592

# CONTENTS

CEO report .....	4
Chair report .....	6
Board and leadership team .....	7
Statement of service performance .....	8
Highlights .....	13
Shalom Court and Gracedale .....	15
Chaplain's report .....	16
Peter's story .....	17
Libby's story .....	18
Janet's story .....	19
Financial reports .....	20
Thank you .....	26

## TĒNĀ KOUTOU,

In my inaugural report as CEO, I'd like to thank the HBH community for the exceptionally warm welcome. Since being appointed earlier this year from my former role as General Manager of Clinical Quality, I have enjoyed working alongside our leadership team and staff to continue to realise our vision and mission.

This year we have formed a new Executive Leadership Team and been fortunate to secure the extensive experience of Hilda Johnson, our new Group Manager for Support Services and Development. I'm proud to be working with such a dynamic and visionary team, who are all extremely passionate and committed to enabling older people to age well and live fully.

While the hurdles of COVID are now behind us, we have faced financial challenges this year, notably the toughest financial year since we have been in operation. However, as we navigate through rising costs and insufficient government funding, we've remained steadfast. The sector is grappling with its share of challenges including facility closures and a critical shortage of nurses affecting healthcare workers, families, and the broader healthcare system.

Pay parity for nursing staff and pay equity claims for care workers have also been impacted and this continues to have implications for the future viability and sustainability of the sector. To address this, we are focusing on the sector building strong partnerships with other community and faith-based providers and realigning our strategy to ensure we can be viable in meeting the needs of our current and future stakeholders.

As an organisation that's driven by purpose, not profit, HBH Group is dedicated to being an active part of the solution through joining the newly formed Aged Care Action Group, chairing the Older Persons' Network of the Christian Council of Social Services Advisory Board, and leading the External Benchmarking Group, affirming our commitment to impactful actions and solutions.



We are also deeply committed to our journey of honouring Te Tiriti, the Treaty of Waitangi. This year, our residents and staff joyfully celebrated Matariki with waiata performances and a hangi lunch, and we've also marked important Pacific celebrations, reflecting our vibrant and diverse community.

Upholding our commitment to clear and open communication, we have introduced several new initiatives to strengthen connections with families and our wider community. Among these are our monthly newsletters, filled with updates and insights and sent to families, friends and staff, a monthly speaker series, and special Remembrance Day Services to honour the loved ones we've lost.

We are proud to announce that HBH Howick Views has passed a comprehensive HDSS audit, reaffirming our commitment to best practice. Additionally, HBH Gulf Views successfully completed a spot audit. At Shalom Court and Gracedale, two care homes managed by HBH Group, we are seeing positive relationships continue through ongoing operational and clinical support. Across our care communities, an increasing number of our staff have successfully



completed Eden Alternative training, reinforcing our focus on resident-centric care. This training is now aligned with our Te Tiriti implementation, and we will continue this momentum into the next year.

We cannot express enough how much we value our incredible staff, volunteers, families, friends, and board. Their tireless dedication is the essence of our care delivery. Looking ahead, we are resolute in our mission to continue delivering exceptional care, enabling our residents to enjoy fulfilling and connected lives.

**Ngā mihi nui,**



Juliette Tuckey  
**Chief Executive Officer**  
**HBH Group**

## TĒNĀ KOUTOU,

The past year has been one of change and progress as we move forward from the challenges of COVID and lockdowns.

After over a decade at the helm of HBH Senior Living, our long-serving CEO, Bonnie Robinson left to lead another not-for-profit organisation. I would like to acknowledge Bonnie's significant contribution during the past 11 years. As testament to this, Bonnie was awarded a Member of the New Zealand Order of Merit (MNZM) for her services to seniors and social services, an accolade that was richly deserved.

In January 2023, we were delighted to appoint Juliette Tuckey to the role of CEO. As a member of our Executive Leadership Team (ELT), and with over 20 years' experience of management and leadership roles in aged care, Juliette was a natural candidate for this role, and is leading our organisation with passion and purpose.

This year, we also welcomed Hilda Johnson to the role of Group Manager – Support Services and Development. Hilda is also a member of the ELT and is responsible for our people and culture, community programmes, allied health services and spiritual care.

I'd like to acknowledge the contribution of Stephen Parker, who has stepped back as Chair of HBH board, although he continues to serve as a director. My personal thanks to Stephen for his tireless dedication to our organisation in recent years.

A highlight this year has been the introduction of the HBH Group brand. As our organisation continues to realise its mission of creating opportunities for all older people to age well and live life fully, our new brand reflects the growing range of services we offer through our three pillars of 'homes, care, and community'.

Virtual Village East, our free social and support network for seniors is an excellent example of our community pillar. This continues to be a priority and we are in the process of creating a separate charitable trust for Virtual Village East, so we can expand this initiative to reach more seniors.

Finally, we were pleased to appoint Delwyn Sinclair as Tikanga Advisor to lead HBH Group's Te Tiritiri o Waitangi journey – and to receive a Continuous Improvement Commendation from the Ministry of Health for this important work.

I look forward to another year of progress as we continue to enable more older people to age well and live fully.

**Ngā mihi nui,**



A handwritten signature in black ink, appearing to read 'Charles Miller', written in a cursive style.

Charles Miller  
**Chair**  
**HBH Group**

# OUR BOARD AND LEADERSHIP TEAM

Our Board and Executive Leadership Team comprise a mix of experienced and industry experts. Together, they guide our mission of ensuring fullness of life through our three pillars of care, homes and community.

## Board members

**Charles Miller**  
Chair  
BSc Hons

**Keith Ardern**  
Director  
Chartered Accountant

**Dr Scott McLaren**  
Director  
General Practitioner

**Graeme Owen**  
Director  
Retired Businessman  
BE, BD, CMInstD

**Juliette Tuckey**  
CEO  
(ex officio to the board)

**Kate Donley**  
Director  
Management Consultant  
BCom, CMInstD

**Stephen Parker**  
Director  
Retired Businessman

**Elizabeth Tremlett**  
Director  
Chartered Accountant  
B Com, CA

## Executive leadership team

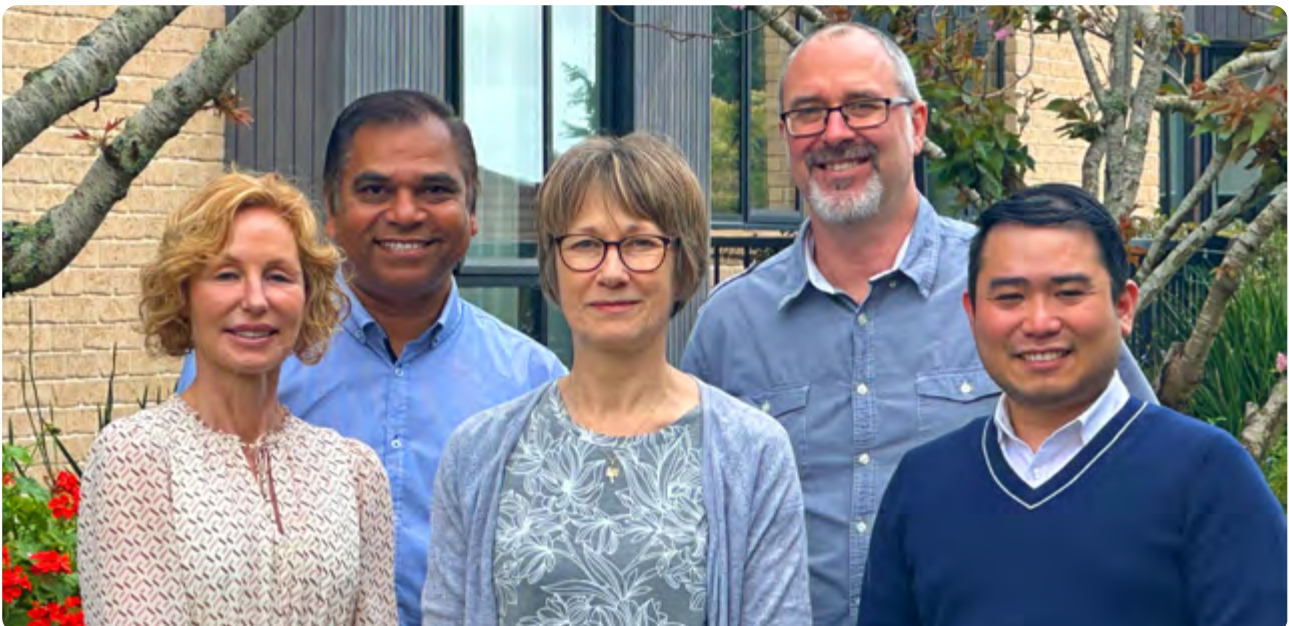
**Juliette Tuckey**  
CEO

**Matt Aitken**  
Group Manager  
Procurement,  
Property & Tenancy

**Hilda Johnson**  
Group Manager  
Support Services  
and Development

**Jasper Young**  
Group Manager  
Clinical and Quality

**Sachin Adkar**  
Group Manager  
Finance and IT



THE EXECUTIVE LEADERSHIP TEAM: JULIETTE TUCKEY, SACHIN ADKAR, HILDA JOHNSON, MATT AITKEN AND JASPER YOUNG

# STATEMENT OF SERVICE PERFORMANCE FOR HBH GROUP

YEAR ENDING 30 JUNE 2023

## ◆ Our vision

All older people have the knowledge, care and support they need to enjoy fullness of life.

## ◆ Our mission

Guided by purpose, as a non-profit organisation we aim to create opportunities for all older people to age well and live life fully by providing affordable homes, safe and compassionate care, and community.

## ◆ Our 3 Pillars

1. Better care for all seniors	2. Homes for all older people	3. Healthy, connected communities
We aim to provide New Zealand seniors with access to high quality aged care across the communities we serve, no matter what their circumstances.	HBH Group is committed to ensuring that more seniors have a safe, healthy and age-friendly place to live, wherever they choose to call home.	As a purpose-driven organisation, we look for innovative ways to help older people in the wider community to remain active, engaged and connected.

## ◆ Our work and impact

HBH provides services for older people in need of support, with a focus on those who are frail or vulnerable due to their age, health or situation. Our work is motivated by the compassion, love and justice demonstrated in the life of Jesus Christ – and our excellent care is guided by the Eden Alternative and the Domains of Wellbeing.

**We're here to help older people to age well and live fully.**



## Service delivery framework

### Long-term outcomes

- Older people who live life to the full and age well.

### Intermediate outcomes

1. Residents in our care communities feel at home.
2. Access to affordable, healthy residential care and housing ensures seniors feel safe and secure.
3. Seniors engaging with our community outreach in East Auckland, feel less lonely and isolated.
4. A greater level of awareness exists on the effects of ageism and the needs of older people.
5. Resources are used effectively to realise the fulfilment of our mission.

### Outputs

#### 1. Better care for all seniors

##### Intermediate outcome

**Residents in our care communities feel at home and have a sense of wellbeing**

##### Outputs

Residential aged care offered by HBH Senior Living at 2 locations:

- **Howick Views** provides a combination of hospital and rest home level of care to a maximum of 130 elders
- **Gulf Views** provides rest home level of care to a maximum of 45 elders

#### 2. Homes for all older people

##### Intermediate outcome

**Access to affordable, healthy residential care and housing ensures seniors feel safe and secure.**

##### Outputs

- **HBH Stevenson Village** offers low-cost rental accommodation for seniors on low incomes. (36 units)
- **139 on Union** offers independent living apartments (42) with ORA agreement and additional services as requested

#### 3. Healthy, connected communities

##### Intermediate outcome

**Increase community outreach – foster engagement with seniors in the wider community**

##### Outputs

- **Virtual Village East** is a network of friendship and support for seniors living in the community, hosting events and activities virtually and in-person
- **Day Programme** is a day stay service for seniors living in the community providing client engagement and respite for family and caregivers

## Summary of performance: 1 July 2022 to 31 June 2023

### 1. Better care for all seniors

**Intermediate outcome:** Creating a feeling of home in our care communities.

HBH Group owns and operates care communities at two locations: HBH Howick Views and HBH Gulf Views.

#### HOWICK VIEWS CARE COMMUNITY (RESIDENTIAL AGED CARE)

##### Key Indicators

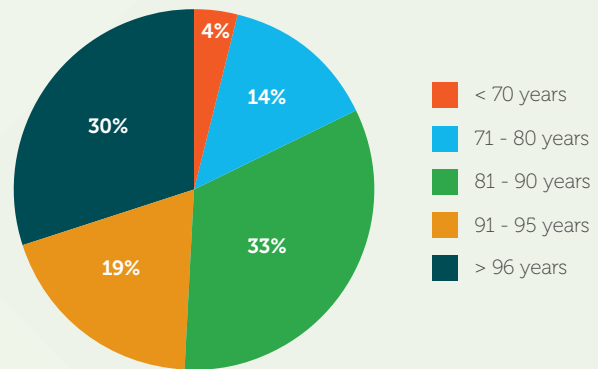
**49%**  
Residents aged 90+

**16%**  
Non-premium rooms

**75%**  
Hospital level care

**130**  
Total number of rooms

##### Age distribution Howick Views Residents



#### GULF VIEWS CARE COMMUNITY (RESIDENTIAL AGED CARE)

##### Key Indicators

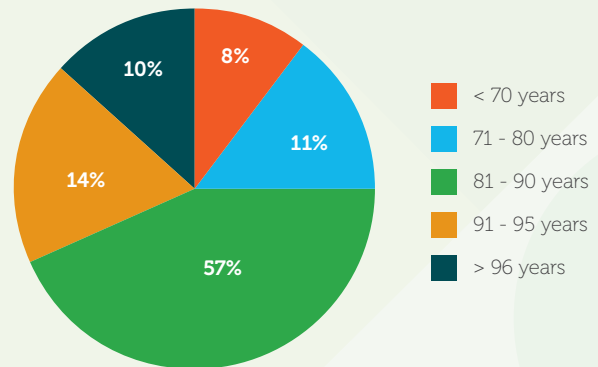
**24%**  
Residents aged 90+

**93%**  
Non-premium rooms

**100%**  
Rest home level of care

**45**  
Total number of rooms

##### Age distribution Gulf Views Residents



Output	Indicator	Actual 2023	Target 2023	Actual 2022	Target 2022
<b>1. Impact</b>	Average occupancy rate Howick Views	97.5%	98%	98%	98%
	Average occupancy rate Gulf Views	84%	88%	88%	90%
	Overall % of standard rooms available	36%	20%	36%	25%
<b>2. Resident and family experience</b>	Resident satisfaction rate at Gulf Views	97%	95%	100%	95%
	Resident satisfaction rate at Howick Views	89%	90%	100%	95%
	Family satisfaction rate (both facilities)	91%	90%	85%	90%

## 2. Homes for all older people

**Intermediate outcome:** A safe, healthy, and aged friendly place to live.

### STEVENSON VILLAGE (SOCIAL HOUSING COMMUNITY)

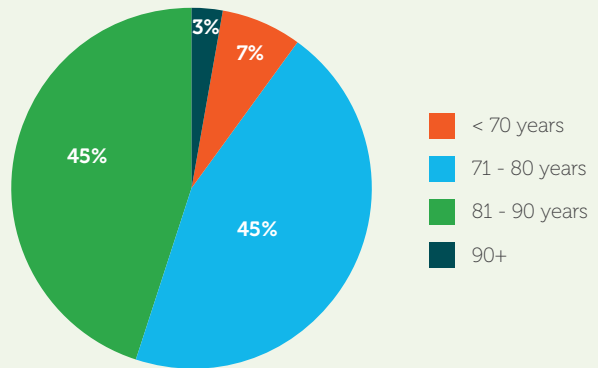
Key Indicators

**3%**  
Residents aged 90+

**36**  
Number of units

**100%**  
Satisfaction rate

Age distribution Stevenson Village



### 139 ON UNION (AFFORDABLE ORA APARTMENTS)

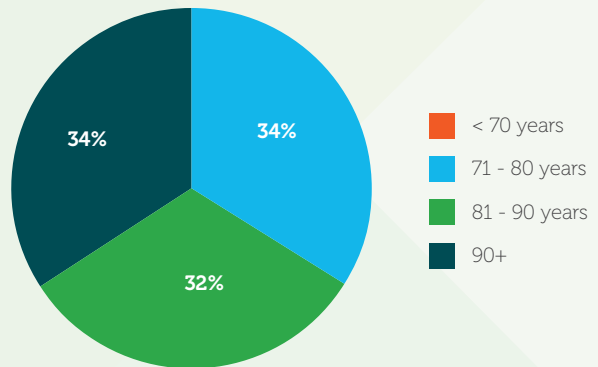
Key Indicators

**34%**  
Residents aged 90+

**42**  
Number of ORA units

**76%**  
Satisfaction rate

Age distribution ORA apartment residents



Output	Indicator	Actual 2023	Target 2023	Actual 2022	Target 2022
<b>1. Impact</b>	Average occupancy Stevenson Village	99%	98%	99.5%	95%
	Average occupancy 139 on Union Rd	86%	82%	84%	90%
<b>2. Resident and family experience</b>	Overall satisfaction rate Stevenson Village	100%	90%	89%	90%
	Overall satisfaction rate 139 on Union Rd	76%	90%	100%	90%

### 3. Healthy, connected communities

**Intermediate outcome:** Increase community outreach – foster engagement with seniors in the wider community.

#### DAY CLUB

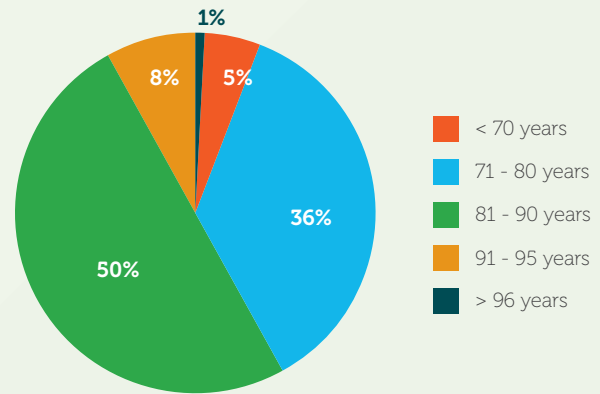
##### Key Indicators

**10,054**  
Clients days

**42**  
Average number of participants per day

**97%**  
Family satisfaction rate

##### Age distribution Day Club clients



#### VIRTUAL VILLAGE EAST

##### Key Indicators<sup>1</sup>

**147**  
Active Members

**150**  
Activities and events in past year

Output	Indicator	Actual 2023	Target 2023	Actual 2022	Target 2022
<b>1. Impact</b>	Number of active Virtual Village Members	147	250	280	250
	Number of activities organised for Virtual Village Members	150	144	38*	144
	Socialisation as main reason to become a member of the Virtual Village	58%	50%	80%	50%
	Being better informed as main reason to become a member of the Village	25%	50%	4%	50%
	Average daily Day Programme attendance	81%	81%	46%*	85%
<b>2. Member experience</b>	Day Programme clients / family overall satisfaction with the service	97%	95%	*	*
	Socialisation as main benefit from Virtual Village membership	75%	50%	28%	50%
	Being better informed as main benefit from Virtual Village membership	25%	50%	80%	50%

\* COVID related closures impact but specially funded by Te Whatu Ora

<sup>1</sup>No age distribution data available. No overall satisfaction results from questionnaire.

# HIGHLIGHTS

A snapshot of this year's achievements and changes through the lens of our three pillars: care, homes and community.

## ◆ Care

The year saw a focus on our commitment of ensuring more seniors have access to high quality aged care, no matter what their situation.

### Excellent audit results

A highly successful audit against the new Ngā Paerewa standards saw HBH Howick Views gain a four-year certification by Health Cert. We were thrilled to achieve such positive results with recognition of HBH's initiatives for our commitment to Ti Tiriti, quality improvement and governance. HBH Gulf Views also concluded its audit with positive results, which is further testament to the high quality of our care.

### A reshaped workforce

HBH has experienced a positive change in our workforce structure with the successful appointment of key roles in clinical services, including nurse leaders, clinical coordinators, community team leaders and registered nurses. We also established new roles and reshaped old roles to support our operations.



POSITIVE AUDIT RESULTS, NEW STAFF, AND A FOCUS ON WELLBEING ENSURES HIGH QUALITY CARE FOR OUR RESIDENTS.

### Accredited Immigration Employer

HBH became an Accredited Employer of Immigration New Zealand and has successfully recruited seven internationally qualified registered nurses. We have successfully supported the process for these nurses to settle in New Zealand, gain their Nursing Registration and become part of the HBH family.

### New clinical governance initiative

HBH Group established a Clinical Governance Group (CGG) to provide an organisation-wide approach for clinicians and our quality assurance system. The CGG aims to foster a culture of open communication, accountability and continuous improvement to create a safe environment for both residents and staff.

### Best practice benchmarking group

HBH initiated and is one of the founding members of the Auckland External Benchmarking Group. The primary objective of this Group is to improve the overall quality, efficiency and effectiveness of residential aged care services, thereby enhancing the wellbeing of residents in our care.

### Hospital care in our rest home

HBH Howick Views has expanded its services to provide hospital level care within the rest home community. This means rest home residents now have the option of receiving enhanced nursing care without the need to move. In light of this, Clifton and Berhampore have been unified under 'Berwick Community', the name of another esteemed Fencible ship.

## ◆ Homes

With fewer people owning homes and rents rapidly rising, our independent apartments and social housing continue to provide affordable housing options for seniors.

### Stevenson Village

Stevenson Village, our social housing retirement village in Howick, continues to be fully occupied, and we're pleased offer an affordable, safe, and welcoming community to several vulnerable, elderly citizens. This year, residents are enjoying warmer, more comfortable homes following the installation of heat pumps and extractor fans as well as exterior cleaning of the units. Residents initiated a number of new social activities, including movie afternoons and it has been wonderful to witness the community blossom following the lockdowns.

### 139 on Union Independent Apartments

It is heartening to see the residents at our independent living community at 139 on Union resuming social activities post lockdowns., A variety of activities including a choir, movie nights, and exercise programmes have been initiated by residents themselves. They've also enjoyed a mid-winter lunch, choir visits, and monthly outings to exciting locations around Auckland with our volunteer driver, John.

Planning has begun for refurbishments of the premises, including apartments and shared spaces such as the lounge, and consultations with the residents are an integral part of this process.



THE GOOD LIFE: HBH OFFERS A RANGE OF LIVING OPTIONS FOR SENIORS.



OUR COMMUNITY SERVICES HELP SENIORS STAY CONNECTED AND SUPPORTED.

## Community

Both Virtual Village East and our Day Programme saw increased attendance following the challenges of COVID restrictions.

### Day Programme

This year, we are investigating expanding the reach of our Day Programme to other suburbs as demand for this popular service increases. We have also diversified our programme to better embrace our multi-cultural society.

Day Programme staff have received additional training and are now Eden Associates. We are hoping to earn full Eden Alternative registration for our Day Programme.

### Virtual Village East

This year has seen an increase in membership of Virtual Village East, HBH Group's free social and support network for seniors. Attendance also increased at our activities, seminars and outings as seniors once again begin to enjoy more social connections.

Hilda Johnson is now leading Virtual Village East, ably supported by social co-ordinator, Ninwa Karimo. This year, we have introduced a wider range of activities and plan to create a separate trust and advisory board for this vital community service.

## ANOTHER YEAR OF PROVIDING COMMITMENT, COMFORT AND CARE.

Shalom Court is a boutique, 26-bed rest home and hospital in St Johns that continues to go from strength to strength under management and clinical support from HBH Group.

We'd like to acknowledge the staff at Shalom Court for their attentive and high quality care during this year of change. Our Clinical Manager, Marlene (previously at HBH Gulf Views) is now leading our care services in a permanent role after a six-month trial, and we appreciate her passion and professionalism.

Sadly, after a hard winter, we have had to say goodbye to several residents this year. On a more positive note, Shalom Court continues to be mostly occupied and we are delighted to be able to accommodate a couple this year, with the husband living in one of our independent units while his wife requires rest home care.

We have continued to implement the Eden Alternative philosophy of care, which has been at

the heart of HBH Group many years now, and it has been wonderful to have their support as we continue this journey.

The Eden philosophy focuses on helping residents to overcome loneliness, isolation, and boredom (the 'three plagues' of aged care) and creating a more 'home-like' environment. To this end, our residents and staff are now more engaged, connected and involved in daily decision-making – and enjoying the company of three rescue cats.

Finally, our thanks to Shalom Court's Board and Trust Board, who, as always, have offered excellent support to our staff this year, enabling us to live up to our ethos of enriching the lives of the seniors in our care.

---

### GRACEDALE REPORT ♥

## BUILDING SOCIAL CONNECTIONS WITH THE LOCAL COMMUNITY

At Gracedale, we believe in the autonomy of our residents. They are empowered to make decisions about their own care, and we actively involve whānau in decision-making processes to ensure the best outcomes.

The Covid-19 lockdowns underscored the vital role of social connections for our residents. These challenging times highlighted the profound need our residents have for social interaction. Social connections foster a sense of belonging and enhance the quality of life for our residents. To this end, we've reached out to local community groups, kindergartens, and youth groups to cultivate and sustain robust connections.

Our staff are the backbone of Gracedale. Their wellbeing is of paramount importance to us, so we prioritise their health and well-being and ensure they are equipped with the necessary skills, support and systems to deliver the exceptional care we promise to our residents.

Our primary goal is to introduce systems that simplify care management for our staff and promote a safe working environment.

# SPIRITUAL CARE IN AGED CARE – AN ESSENTIAL COMPONENT OF HOLISTIC WELLBEING

Motivated by Christian compassion, love and justice, HBH Group's purpose is to ensure that older people have access to compassionate, responsive and excellent care that improves their quality of life.

As we reflect on the past year, we acknowledge the significant role that spiritual care plays in our relationship-based model of care. We understand the profound impact that spiritual nourishment can have on the wellbeing of our elder community and believe that true care resonates beyond the physical realm – it touches the soul.

We were pleased to welcome three new ministers and six new volunteers to our spiritual care team this year, complementing the dedicated services of our appointed Chaplain and allowing us to offer regular services across our communities.

Recognising the diverse backgrounds of our residents, we introduced worship sessions led by a Chinese Baptist minister specifically for our Chinese residents. These services have been well attended in both the Howick Views hospital and rest home, with many residents sharing that these gatherings are fundamental to their overall wellbeing.

Recent research has echoed these sentiments, highlighting the positive correlation between spirituality and wellbeing in older individuals. Studies suggest that spiritual practices can contribute to increased longevity, reduced feelings of loneliness, and enhanced mental health. As our Chaplain, Yvonne Fisk, notes, "Spirituality not only nurtures the soul, but also extends the vitality of the human experience."

Our Chaplain also plays a crucial role in providing spiritual support to our staff. Most of these interactions are informal, a testament to the open and compassionate culture fostered at HBH. To that end, we are introducing a special ceremony, 'the blessing of the hands that care', to support our staff as they navigate the complex emotions of grief and loss.



MEMBERS OF OUR SPIRITUAL CARE TEAM (FROM LEFT): HILDA JOHNSON – GROUP MANAGER, SUPPORT SERVICES AND DEVELOPMENT, REV YVONNE FISK – CHAPLAIN, JOHN HECTOR-TAYLOR – PIANIST, REV ANDREW COYLE – VICAR, ALL SAINTS ANGLICAN CHURCH, DOREEN ATTWOOD – VOLUNTEER

This year also marked the beginning of an important tradition. Our Chaplain led memorial services at HBH Howick Views, honouring the memories of some of our long-standing and beloved residents. We're excited to announce plans for regular memorial services to commemorate all residents who have passed on during their stay with us.

Lastly, the Chaplain's role has expanded to support the families of our departed residents, ensuring that their grief journey is acknowledged, respected, and supported.

In conclusion, spiritual care is more than just a service here; it's an embodiment of our values and our commitment to ensuring that every individual in our care experiences life in its fullest, most meaningful form.



## PETER'S STORY: Care from his family to ours

For Peter Nowacki and his wife, HBH Howick Views was at the top of the list when it came to ensuring his father had the very best care.

Peter and his wife, Linda, moved next door to Peter's parents' house when his mother was in the early stages of dementia, and Peter's wife cared for her mother-in-law until she passed away. When his father started to require extra care, Peter became the main caregiver as his father initially wished to remain at home.

“The staff were the standout – they were so friendly, caring and welcoming each time we visited.”

“My wife had done a wonderful job of caring for my mother, so when Dad started to need help, it was my turn,” says Peter. Peter's father attended HBH's Day Programme and Peter would start work “extremely

early” so he could be home in time for his father's return. “Dad was still mentally sharp, but he was beginning to lose his short-term memory and his mobility started to decline after a knee operation.” It got to the stage where Peter's father needed full time care and the family began their search for a care home that would provide him with “the very best care”.

“We wrote a list of criteria to evaluate the different homes we visited,” explains Peter. “An important part of the criteria was that Dad would be looked after as well as we had cared for him as a family. We were very thorough, and, once we had a shortlist, we visited those facilities again before making our decision.”

Peter said there was no question that HBH was best option. “The staff were the standout – they were so friendly, caring and welcoming each time we visited. You could tell the other residents were happy there and that it really was a home away from home,” he enthuses. “Dad was very happy at HBH and that was mainly down to the staff. They are very caring people and that's what you want for your parents.”



## LIBBY'S STORY: A home of her own

When Libby was desperate for an affordable place to live in her retirement, Stevenson Village was the friendly, welcoming solution.

After Libby's husband moved into a dementia unit, she soon discovered that it was almost impossible to find a rental that she could afford on a pension. "The waiting lists were so long, and I was starting to feel desperate," reflects Libby. "I used to drive past Stevenson Village when Mike attended HBH's Day Programme, so I tried there. I immediately knew it was the right place for me, however at the time, the waiting list was about two years long."

Fortunately, a unit became available the next year, and Libby moved into her new home. "It was such a relief and I am so happy here – I absolutely love it!" she says. After being so isolated, she is now surrounded by friends and people who care for one another.

"If someone hasn't seen me for a day or so, I'll get a knock on the door to check I am okay.

I'm very lucky to live in such a close-knit community amongst people who make my life so much more enjoyable and give me so much."

“I'm very lucky to live in such a close-knit community amongst people who make my life so much more enjoyable and give me so much.”

Libby is now very settled and happy. "I'm so grateful to HBH Group for keeping the rent at Stevenson Village affordable. We need more charities like them who have big hearts. It has changed my life for the better and I am very grateful."



## JANET'S STORY: Finding a like-minded community to belong to

Janet moved to East Auckland 13 years ago and worked until she retired. "I really missed my old group of friends when I first moved to Auckland," she says. "My job was so busy that social opportunities were limited."

Like many people, Janet had "a big empty space to fill" when she retired. "I joined Probus, and started to follow Virtual Village East on Facebook," she says. As it happens one of the Probus members attends VVE and said he had enjoyed the cooking lessons, which piqued my interest. It took me a while to summon up the courage, but when I saw the advert for the physical wellbeing seminar, I thought 'now's the time!'"

🌀 We all have different needs at different times, so I love the fact that you can pick and choose the activities you attend – or go to everything if you wish – is a real bonus.🌀

Janet said she couldn't have felt more welcome. "I was immediately introduced to some members who took me under their wing," she says. She thoroughly enjoyed the seminar and learnt several new things to try in terms of caring for her physical health. However, what she loves most is the focus on total wellbeing. "I have found nobody else offering such diverse activities. We all have different needs at different times, so

the fact that you can pick and choose the activities that best meet your needs – or go to everything if you wish – is a real bonus."

As well as meeting some lovely new people at the seminar, Janet enjoys receiving the weekly newsletter. "I enjoy the self-care tips and have added these to my calendar. The other articles are very interesting and thought-provoking."

Since attending the seminar, Janet has signed up for our Safe & Strong exercise programme. She says she's delighted to have found such a wonderful community of seniors with whom she can enjoy companionship, friendship, fitness, and fun.



# FINANCE REPORT

After a year of positive achievements in both our core business of providing high quality aged care to our residents and expansion into care services for the greater community, our financial position is weakened slightly with our margins decreasing due to inflationary increases in operating costs mainly across the areas of Catering, Power & Gas, Repairs & Maintenance etc. We also had lower occupancy at one of our facilities while completing the refurbishment; however, this has picked up slowly towards the end of the financial year.

This year has been "business as usual" for the group. Revenue increased by \$809K to reach to \$17.56M whereas the Cost increases this year were \$1.18M, resulting in net deficit of \$226K. The cost increases include inflationary increases in operating costs.

Around 80%-90% of the staff are on pay equity now and their pay rates are regulated by the government. In addition registered nurse salaries were also increased average 12% by Te Whatu Ora due to pay disparity, which has increased our wage costs considerably. Those were funded separately but the costs were higher than the funding. We also provided substantial increase to our lowest paid support staff. This resulted into increase of \$804K to our wage bill.

The service delivery costs increased by \$126K. Other overhead & administrative costs increased by \$81K and Depreciation & amortisation cost increased by \$13K. Most of the increases are inflationary increases as mentioned above. This has led to an overall increase in total expenses of \$1.19M to \$17.79M.

HBH's retirement village sector's financial performance declined this financial year mainly due to Covid. The revenue went down by \$71K as the lockdown slowed the housing market affecting the resales & occupancy. The costs also went up by 17K mainly to promote sales and increased repairs & maintenance expenses.

We continue to offer low cost rental housing units for older people at Stevenson Village. These rental units are aimed at tenants who cannot afford to pay market rental rates. Rent is set at approximately

80% of the lowest quartile of the market rate. The operational costs of the Village are fully recovered by the rental income, however HBH supports the Village to service its loan. Stevenson Village was registered as a community housing provider during the previous year and now offers tenancy services to the residents on social housing register. We have 10 residents using the facility. Rent is received at the rate regulated by Ministry of Social Development.

Despite the challenges mentioned above, our financial position remains solid with net assets of \$38.28M (last year \$38.51M). The decrease over last year is due to the annual depreciation of fixed assets and reduction of cash and bank balances, somewhat covered by reduction in loans and borrowings.

Thank you to our loyal supporters, for continuing to support our work, and helping us to make a difference to the lives of those we serve.

Please refer to the financial summaries and the Auditors report on the next five pages for further information. The full financial statements, audited by PKF Goldsmith Fox Audit Limited, are available on request by writing to: The Finance and IT Manager, Howick Baptist Healthcare Ltd, PO Box 38093, Howick, Manukau 2145.



Sachin Adkar  
**Group Manager Finance and IT**

## STATEMENT OF CONSOLIDATED COMPREHENSIVE REVENUE AND EXPENSE

FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
<b>Revenue</b>		
Rendering of services	16,940,936	16,161,277
Rental income	610,350	584,453
Finance income	7,351	3,683
Operating grants and donations	3,547	34,477
<b>TOTAL INCOME</b>	<b>17,562,184</b>	<b>16,783,890</b>
<b>Less expenses</b>		
Salaries, wages and other employee costs	11,699,687	10,896,154
Service delivery costs	1,847,218	1,721,644
Depreciation	1,439,383	2,587,280
Audit fees	38,512	37,260
Other overhead and administrative expenses	2,298,889	2,217,763
Finance costs	464,090	304,001
<b>Cost of providing services</b>	<b>17,787,779</b>	<b>17,764,102</b>
<b>TOTAL SURPLUS FOR THE YEAR</b>	<b>(225,595)</b>	<b>(980,212)</b>

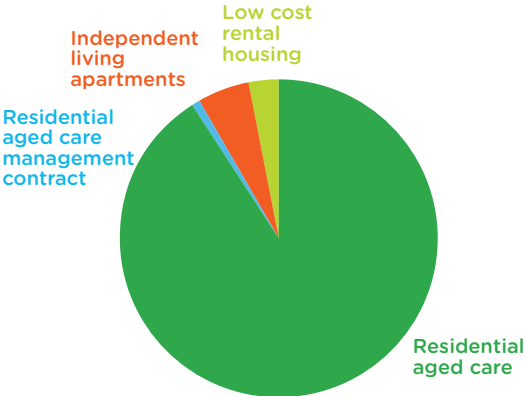
## STATEMENT OF CONSOLIDATED FINANCIAL POSITION

AS AT 30 JUNE 2023

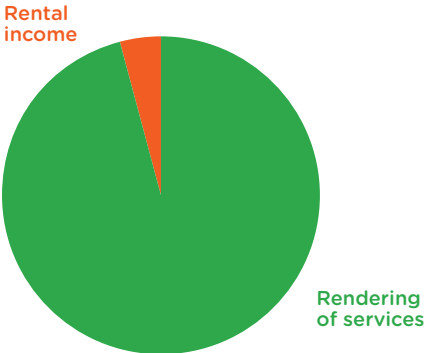
	2023 \$	2022 \$
<b>ASSETS</b>		
<b>Non-current assets</b>		
Property, plant and equipment	61,610,551	62,728,238
<b>Total non-current assets</b>	<b>61,610,551</b>	<b>62,728,238</b>
<b>Current assets</b>		
Cash and cash equivalent	82,783	854,768
Receivables from exchange transactions	1,084,083	985,299
Prepayments	546,902	723,792
<b>Total current assets</b>	<b>1,713,768</b>	<b>2,563,859</b>
<b>TOTAL ASSETS</b>	<b>63,324,320</b>	<b>65,292,097</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
Loans and borrowings	6,203,363	5,401,497
Provisions	795,623	651,279
Other non-current financial liabilities	12,616,550	11,918,637
<b>Total non-current liabilities</b>	<b>19,615,536</b>	<b>17,971,413</b>
<b>Current Liabilities</b>		
Payables from exchange transactions	897,474	840,367
Employee entitlements	1,191,855	1,260,240
Loans and borrowings	604,961	3,600,000
Other current financial liabilities	2,728,615	3,108,600
<b>Total current liabilities</b>	<b>5,422,905</b>	<b>8,809,207</b>
<b>TOTAL LIABILITIES</b>	<b>25,038,441</b>	<b>26,780,620</b>
<b>TOTAL NET ASSETS</b>	<b>38,285,879</b>	<b>38,511,477</b>
<b>EQUITY</b>		
Share capital	10,500,000	10,500,000
Accumulated funds	5,080,821	5,306,416
Asset revaluation reserves	22,705,058	22,705,058
<b>TOTAL EQUITY</b>	<b>38,285,879</b>	<b>38,511,474</b>

# FINANCIAL SUMMARY

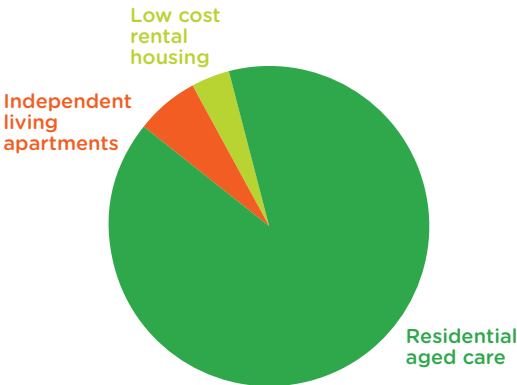
### Income Centres



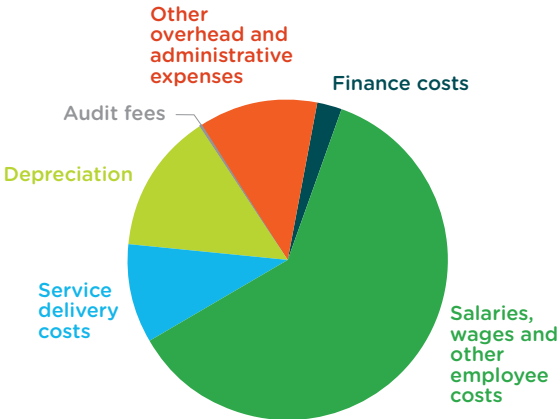
### Sources of Income



### Cost Centres



### Use of Funds



## INDEPENDENT AUDITOR'S REPORT

To the Shareholders of Howick Baptist Healthcare Limited

### Opinion

We have audited the financial statements of Howick Baptist Healthcare Limited and Group, which comprise the consolidated and separate statements of financial position as at 30 June 2023, the statement of service performance and the consolidated and separate statement of comprehensive revenue and expenses, statement of changes in net assets and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying consolidated financial statements presents fairly, in all material respects:

- the financial position of the Howick Baptist Healthcare Limited and Group as at 30 June 2023, and their financial performance and cash flows for the year then ended; and
  - the service performance for the year ended 30 June 2023 for the Group in accordance with the Group's service performance criteria,
- in accordance with Public Benefit Entity International Public Sector Accounting Standards – Reduced Disclosure Regime, issued by the New Zealand Accounting Standards Board.

This report is made solely to the Directors, as a body. Our audit work has been undertaken so that we might state to the member's those matters which we are required to state to them in the 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 Directors, as a body, for our audit procedures, for this report, or for the opinion we have formed.

### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)) and the audit of the service performance information in accordance with the ISAs and New Zealand Auditing Standard (NZ AS) 1 The Audit of Service Performance Information (NZ). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements and Service Performance Information section of our report. We are independent of the Company and Group in accordance with Professional and Ethical Standard 1 International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, the Company or its subsidiaries.

### Other Matters

The financial statements for the year ended 30 June 2022, were audited by another auditor who expressed an unmodified opinion on 10 November 2022.

This is the first year that Service Performance Information has been reported in the financial statements. The Service Performance Information includes corresponding figures for the prior year. These corresponding figures are unaudited.

### Directors' Responsibilities for the Financial Statements and Service Performance Information

The Directors are responsible on behalf of Howick Baptist Healthcare Limited and Group for:

- (a) the preparation and fair presentation of the financial statements and service performance information in accordance with Public Benefit Entity International Public Sector Accounting Standards – Reduced Disclosure Regime issued by the New Zealand Accounting Standards Board;
- (b) service performance criteria that are suitable in order to prepare service performance information in accordance with Public Benefit Entity Standards; and
- (c) such internal control as those charged with governance determine is necessary to enable the preparation of the financial statements and service performance information that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, those charged with governance are responsible for assessing the Company and the Group'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 Directors' either intend to liquidate the Company and the Group or to cease operations, or have no realistic alternative but to do so.



## Auditor's Responsibilities for the Audit of the Financial Statements and Service Performance Information

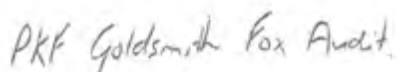
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole, and the service performance information are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (NZ) and NZ AS 1 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 or collectively, they could reasonably be expected to influence the decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (NZ) and NZ AS 1, 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 Company and the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Evaluate whether 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 the Directors and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company and Group'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 Company and Group 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.
- Obtain sufficient appropriate audit evidence regarding the information of the entities or business activities within the Howick Baptist Healthcare Limited and Group to express an opinion on the financial statements and service performance information. The auditor is responsible for the direction, supervision, and performance of the Howick Baptist Healthcare Limited and Group audit. The auditor remains solely responsible for the audit opinion.

We communicate with the Directors 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 identify during our audit.

We also provide the Directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.



## PKF Goldsmith Fox Audit Limited

Christchurch, New Zealand  
1 November 2023

# NGĀ MIHI – WE COULDN'T DO IT WITHOUT YOU

Our heartfelt gratitude to all those in our 'HBH family' for your incredible support. From our dedicated staff to our amazing volunteers to the school children who visit our residents, you all make a difference.

**Your commitment and care is what makes HBH so special,  
and enables our residents to age well and live fully.  
Ngā mihi nui - thank you!**



**HBH Group**

139 Union Road, Howick. PO Box 38 093, Howick, Auckland 2145.

**P** 09 538 0800 **E** [enquiries@hbh.org.nz](mailto:enquiries@hbh.org.nz) [www.hbh.org.nz](http://www.hbh.org.nz)

Charities registration number: CC 20592

