



SUPPORTING SENIORS TO AGE WELL AND LIVE FULLY

Annual Report 2022



HBH SENIOR
LIVING
Age well, live fully.

OUR VISION

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

OUR MISSION

To provide older people with care services that are excellent, compassionate and responsive.

OUR FOCUS

We provide services for older people in need of support but have a special focus on those who are especially frail or vulnerable due to their age, health or situation.

OUR MOTIVATION

We are motivated by the compassion, love and justice demonstrated in the life of Jesus Christ.

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Howick Baptist Healthcare Limited

Charities Registration: CC 20592

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Facebook: HBHSeniorLivingAuckland

Office Hours: 8am to 4.30pm

OUR BOARD AND MANAGEMENT TEAM

Made up of a carefully selected mix of industry experts and community leaders, our Board and Senior Leadership team leads our vision of ensuring older people have the knowledge, care and support they need to enjoy fullness of life.

Board Members

Stephen Parker

Chair
Retired Businessman
BTech

Keith Arden

Director
Chartered Accountant

Dr Scott McLaren

Director
General Practitioner

Graeme Owen

Director
Business Consultant
BE, BD, CMInstD

Bonnie Robinson

CEO
(ex officio to the board)
BA, BD, Dip Min., BAppMan

Kate Donley

Director
Management Consultant
BCom

Charles Miller

Director
BSc Hons

Elizabeth Tremlett

Director
Chartered Accountant
B Com, CA

Management and team leader

Bonnie Robinson

Chief Executive Officer

Clare Wade

HR Consultant,
Clare Wade Consulting

Jocelyn Bray

Communication and
Marketing Consultant,
Inspiration Point

Margot Andrew

Physiotherapist

Anjani Sharma

Manager,
Gracedale Care

Donna Janssen

Nurse Manager,
Gulf Views

Juliette Tuckey

GM – Clinical Quality

Matt Aitken

Group Manager –
Procurement, Property
& Tenancy

Belinda Taylor

Clinical Services
Operational Co-ordinator

Jasper Young

Group Services Manager
- Clinical and Community

Lorraine le Roux

Day Programme Team
Leader & Social
Co-ordinator Apartments

Moea Kauwhata

Household Team
Leader

Carol Turner

Occupational Therapist

Jenny Moore

Social Worker

Sachin Adkar

Finance & IT Manager

OUR STRATEGIC PRIORITIES

- ◆ To provide homes for older people who would otherwise be unable to access age appropriate housing in the East Auckland/Howick area.
- ◆ To provide quality, innovative care services that respond to changing needs of vulnerable older people.
- ◆ That HBH is known for its model of care and quality of service and uses this evidence to advocate for vulnerable older people.
- ◆ To be appropriately connected at community, sector and national level.
- ◆ To be a good steward of our resources to enable fulfilment of our mission goals.
- ◆ To be an innovative, quality-focused learning organisation.



2021/2022: MOVING FORWARD, GROWING STRONGER.

Tēnā koutou,

The past financial year saw further challenges as we learned to live with COVID, but also many successes as our aged care villages and community care services went from strength to strength.

We were gradually able to open up our facilities after nearly two years spent predominantly in lockdowns, albeit carefully and cautiously to keep our residents as safe as possible.

While the Omicron variant of COVID was milder, it was more infectious, creating significant staffing challenges with many staff absences due to illness or needing to care for family.

Everyone, including our staff residents and family members, has had to learn to be flexible: when we have COVID cases, we need to isolate parts of our facilities, while other parts remain open. Our thanks to all involved for their patience and understanding. With the help of a grant from Foundation North, new technology has helped with automated sign in, health checks and

temperature checks, saving our staff time and reducing the spread of infection.

On a more positive note, as restrictions have eased, we have reinstated many important activities, such as staff training for the Eden Alternative, our resident-centric care philosophy. To that end, we recently held a three-day training event online, and are looking forward to connecting in person for our next training event in September this year.

Our social and support network for seniors, Virtual Village East, has not only grown, it has also proved invaluable by keeping members connected and active during lockdowns. Building on this success, we have initiated a national network called Virtual Village NZ, and are currently exploring the concept of a Virtual Village in West Auckland.



This year, HBH was awarded the management of Shalom Court, a boutique, Jewish faith-based aged care village in St Johns. This was fortunate timing as HBH's much larger staffing resources ensured Shalom Court was able to stay open during the Omicron wave.

Another focus this year has been building stronger relationships with our Baptist family, including developing a new constitution to better represent our mission and purpose. With a vision of ensuring older people have the care and support they require to enjoy fuller lives, regardless of their circumstances, our mission is to create opportunities for all seniors to age well and live fully, through homes, care and community. And, as always, we are motivated by the compassion, love and justice demonstrated in the life of Jesus Christ.

We are also beginning our journey towards understanding what it means to honour the Treaty of Waitangi as an aged care organisation.

We were sad to farewell Chris Dunlop, our long serving Director of Nursing, who has embarked



on a well-earned retirement. We will miss Chris' warmth, humour and commitment to delivering the very best of care and wish her all the best in the future.

We are immensely grateful for the dedication of our amazing staff, volunteers and board members as they deliver the very best of care and support to our residents. We look forward to better days ahead – and to continuing to deliver excellent care that enables our residents to age well and live fully.

Nā māua noa, nā



Stephen Parker
Chair



Bonnie Robinson
CEO

OUR 2022 HIGHLIGHTS

2021/2022 saw further lockdowns and restrictions, leading to new challenges as we navigated slowly re-opening our villages to friends and families. At the same time, the year brought many highlights and achievements – demonstrating our continued commitment to supporting our residents to age well and live fully, no matter what.



100%

Our independent apartments were audited in February 2022 and found to be 100% compliant with the RVA Code of Practice. ♥



10/10

HBH Senior Living continues to be an accredited Eden Alternative facility, having achieved ten out of ten Eden Principles. ♥



170+

OF OUR RESIDENTS

local seniors have signed up to the Virtual Village East social network since we launched in 2018. ♥



82%

of our independent apartment residents are satisfied with their homes, services and care. ♥



7

Continuous Improvement Awards awarded to HBH by the Ministry of Health across our clinical and operations departments. ♥



100%

In May 2021, Gulf Views underwent a full audit and received full attainment across all criteria from the Ministry of Health. ♥



74%

of members felt their overall wellbeing had improved as a result of being involved with Virtual Village East. ♥



26

spacious and comfortable rooms are now managed by HBH at Shalom Court in St John. ♥



83

average age of participants in our popular Day Programme held at HBH Senior Living. ♥



187

staff did an outstanding job, delivering on our mantra to 'care in every little way'. ♥



15

generous volunteers helped out with a range of care services, outings and social activities. ♥

CARING AND COMMITMENT DURING A PANDEMIC

Despite the challenges of further lockdowns and COVID-19 restrictions during the past year, our staff continued to provide responsive, high quality care to ensure our residents' lives remained as connected, comfortable and active as possible.

In June 2021, we were pleased to offer first and second vaccinations to all residents and staff – a vital step towards keeping our HBH family safer. In August, our rest home and hospital went into full lockdown. Relatives of residents receiving palliative care were given exemption and strictly monitored, while our communities and staff kept to their respective bubbles.

Isolation and loneliness can be debilitating for older people, so virtual chats were encouraged between residents and their families via WhatsApp, while daily, virtual COVID stand-up meetings were held amongst staff to action any concerns and keep everyone well informed.

In September, we moved to Alert Level 3, which meant residents could mix with others within their communities – a move which was welcomed by all. In November, outdoor visits with residents commenced using an online booking system, with volunteers monitoring these outdoor visits – and finally, restricted indoor visiting commenced in December. This didn't last long – with the advent of the OMICRON outbreak in January 2022, we returned to outdoor visits only. At the same time, all residents and staff were offered a booster vaccination.

Finally, in February, we reintroduced indoor visits as cases eased, with lockdowns in our communities as needed if any residents tested positive. A surge in OMICRON cases in March led to mandatory RAT tests for all visitors, and a requirement for all staff and residents to test regularly. In May, based on feedback from a survey of family members we fully opened our care facilities. In June, our Inchinnan and Minerva communities went back into lockdown with two positive cases.

Apart from a few exceptions, we were able to keep COVID out of our aged care villages for much of the year, with thanks to the dedication and exceptional effort of our staff.



JACK'S STORY: "This is a happy place"



When it came time for Jack to move from his Pakuranga home due to his health, his daughter looked at several different villages, but she hadn't included HBH on her list, says Jack. "So I said to her what about HBH? I've heard really good things about that place."

We made an appointment and were shown around. At the end of the visit, my daughter said to me, "Dad, there isn't another place like this." Three weeks later, I was settled in to my room and getting on with life," he says.

Jack is thrilled that he made the move. "I say I have the best room in the place! My room overlooks the garden and I get all day sun. In the summer I go outside and get a bit of Vitamin D and potter around," he enthuses.

"This is a happy place: there is something about the spirit of the place that makes it so special. The staff are a bunch of angels and are very happy working together, which I always thinks makes a difference. You can tell by looking at them that they enjoy it here."

"There's no question that I would recommend HBH Senior Living to others."

APARTMENT LIVING APPRECIATED DURING LOCKDOWNS

This year we welcomed a number of new residents to our Independent Living apartments. Unfortunately, some residents were unable to continue to live safely in their apartments, especially during lockdowns, resulting in transfers to our rest home or hospital.

During COVID restrictions, living in a 'ready made' community of like-minded residents certainly was a real bonus, as our residents were able to stay as connected and sociable as possible. Regular, socially distanced activities were arranged including an exercise class and morning teas. Residents also received regular visits from our social co-ordinator to check on their wellbeing and see if needed anything.

In March 2022, we introduced regular RAT tests for all residents. As of June 2022, 104 out of 126 residents are fully vaccinated, apart from those who were medically unable to receive it.

Once again, marketing our vacant apartments has proved challenging in a more competitive market with several retirement village providers moving in the area. The added challenges of COVID didn't help, with potential customers unable to view our apartments in person. To counteract that, we introduced a number of new marketing initiatives to attract new residents, including online tours.

As one of East Auckland's most affordable providers of one- and two-bedroom retirement village apartments, we hope to welcome more new residents to our community in the near future.



ALISON'S STORY: "I couldn't be happier"



Alison had always known HBH Senior Living would be the place for her. She has been involved with HBH for over 45 years, initially as a nurse and later on as a volunteer. "I always said when my time came, I'd come here," she explains. "I'm reminded every day of why I chose it – and it hasn't disappointed."

After Alison's husband had passed away a few years ago, Alison decided that it was the right time to move. "I always think you've got to keep looking ahead and manage these things proactively. I have a wonderful family who helped me move and I couldn't be happier."

Alison is a keen piano player and music teacher and continues to teach some students

in her apartment once a week. She has also enjoyed getting to know other apartment residents and becoming involved in the various clubs and activities on offer. "It made a huge difference during lockdown. While we couldn't socialise in the same way, I still saw residents and I didn't feel lonely."

But for Alison, the most important benefit of HBH is the quality of care on offer. "HBH has always had a better care rating than any other retirement villages in the area."

When I need more care, I want to be in a place where that is given top priority – right here at HBH."

A 'FULL HOUSE' AS DEMAND CONTINUES TO GROW

One of the key tenets of HBH's philosophy is a belief that all seniors should have a safe, healthy and age-friendly place to live, wherever they choose to call home. Guided by purpose, not profit, we're committed to providing a wide range of housing options for older people in Auckland.

For that reason, in 2017 we purchased Stevenson Village a 36-unit rental village in central Howick, to ensure the area retained some affordable social housing options for seniors.

Since then, demand for our units has been very high and any vacancies were filled very quickly. This year, we've welcomed new residents and all units are fully occupied again with a total of 41 residents.

As a registered Community Housing Provider, we continued to take tenants from the Social Housing register, which ensures we are housing older people

with the most significant and urgent need. The demand for low-cost rental accommodation for the over 65's is continually increasing as evidenced by our long waiting list.

With the number of people aged 65+ in New Zealand estimated to double within the next 50 years, the lack of housing for seniors may soon escalate into a major issue. Moving forward, we hope to provide more affordable rental and owned housing for seniors in the future.



LOIS'S STORY: A “lovely, ready-made community”



Lois and her husband of 32 years had been renting an apartment in Howick when, five years ago, her husband passed away. “It was such a loss when he died. I knew I needed to make a change as the rent was getting very expensive”, she says.

Fortunately, Lois found Stevenson Village, which offered everything she was looking for in a new home. “I have a lovely outdoor space for my roses and the unit is neat and tidy and had been well cared for,” she enthuses. For Lois, the most important part of living at Stevenson Village was the rental cost – “I could afford it which gave me a great deal of peace of mind.”

“I’m nearly 89 years old and peace of mind becomes one of the most important things,” she says. “I feel safe and secure and surrounded by support and lovely neighbours. It’s also lovely not having to worry about maintenance.”

Lois is making her mark on the Village and has organised movie afternoons in the community centre. “I feel very so lucky to have found this lovely ‘ready-made community,’” she says. “I have great neighbours and I’ve made new friends. I definitely made the right move coming here.”

CARING FOR OUR WIDER COMMUNITY

As a non-profit organisation, fulfilling our mission extends to all seniors, not just those living in our aged care villages. We achieve this through Virtual Village East, our social and support network for seniors, and our popular Day Programme.

Virtual Village East: connecting and supporting seniors

Our social and support network for seniors, Virtual Village East, really came into its own during last year's restrictions, keeping members connected and active online through regular newsletters, activities and events. Over 170 members have signed up since it was initiated in 2019, from East Auckland and further afield.

Our 'Zoom coffee and catch-ups' were a hit during lockdowns, and so were exercise and mindfulness

videos. Our 'Mid-week Meet-Ups', online series continued to be well attended, and featured a range of fascinating guest speakers. We were thrilled to finally reconnect face-to-face later in the year as COVID restrictions have eased.

Building on the success of our Eastern Village, we have initiated a national network called Virtual Village NZ, and are currently exploring the concept of a Virtual Village in West Auckland.

Our Day Programme: fulfilling a community need

Held at HBH Senior Living, our Day Programme enables us to care for older people in our wider community, providing activities, friendship and fun five days a week - and offering time out for family and caregivers.

COVID has been a challenge for our Day Programme as all of our clients come in from the community. This has meant we have had to shut down occasionally and institute strict RAT testing and mask wearing protocols at times.

We would like to thank all of our clients and their families for their patience and co-operation during these times. Our Day Programme offers social connection, activities and support for our clients, as well as respite for their families, so we have endeavoured to keep it open as often as COVID safety measures have allowed.

Now that COVID restrictions have lessened, attendance numbers are growing back to their pre-COVID levels and we look forward to helping more seniors in our community participate in this much-loved programme.



PROMOTING HEALTH, WELLBEING AND FULFILMENT

During the past year of COVID-19 lockdowns and restrictions, Gracedale's priority was once again the protection and wellbeing of staff and residents.

Staff continue to work to develop a deeper understanding of faith, independence and wellness, and to create more opportunities for connection, celebration and spontaneity in daily life.

Another focus this year has been on mutual respect and cultural diversity, and helping staff grow and

thrive through the creation of an environment where openness, communication and teamwork are paramount. Gracedale's amazing staff and volunteers share a common interest in the wellbeing of residents, and undertake on-going training in the particular needs of those in their care.

PROVIDING SPIRITUAL AND EMOTIONAL COMFORT

Church attendance has been steady this year, fuelled partly by the interest of several rest home residents in forming a Bible study group.

The group meet most weeks for high quality discussion and prayer and has worked through an overview study of the whole Bible, from Genesis to Revelation. These people are in their 90's and it's wonderful they are so passionate about understanding God's Word in more depth.

“As a faith-based organisation, pastoral care is an important part of my role at HBH. Whether it's enjoying a chat with a resident, reading the Bible or comforting a family, I'm grateful for the opportunity to provide spiritual comfort to those who need it.”

**- Reverend Yvonne Fisk,
HBH Chaplain**

Recently, our Chaplain led a talk on Spirituality to staff in the hospital. This was an important opportunity to explain the importance of Spirituality for our residents

and to encourage staff to assist where they can, especially with helping them get to Church on time.

We are very thankful for the return of our regular piano players at our services. We welcome the return of local ministers to assist with leading weekly services, which will free up our Chaplain's time for more private pastoral visits.



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 also looking positive, excluding the impairment of remaining Goodwill value after the acquisition of Gulf Views Rest Home. HBH group acquired a management contract to manage the services of Shalom Court Home and Hospital at St. Johns during the year. With 26 beds, Shalom Court provides rest home and hospital level care.

This year has been "business as usual" for the group. Revenue increased by \$1.44M to reach to \$16.78M whereas the cost increases this year were \$2.06M, resulting in net deficit of \$980K. The cost increases include amortisation of remaining Goodwill worth \$1.16M.

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 increased substantially nationwide which has increased our wage costs considerably. Most aged care facilities are struggling to match the pay rates offered by DHB's. We also provided a substantial increase to our lowest paid support staff. This resulted in an increase of \$1.28M to our wage bill.

Our service delivery costs increased by \$167K. Other overhead and administrative costs increased by \$309K and depreciation and amortisation cost increased by \$366K. Most of the increases are due to the addition of Gulf Views costs (for a full year) and increase in consultancy costs for various projects. This has led to an overall increase in total expenses of \$2.06M to \$17.76M.

HBH's retirement village sector's financial performance declined this financial year mainly due to COVID-19. The revenue went down by \$140K as the lockdown slowed the housing market affecting the resales and occupancy. Costs also increased by 88K mainly to promote sales and increased repairs and 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

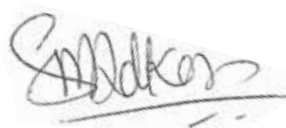
by the rental income, however HBH supports the Village to service its loan. Stevenson Village is a registered community housing provider and can take residents from the social housing register. We already have 8 residents using the facility. Rent is received at the rate regulated by Ministry of Social Development.

Despite the challenges mentioned above, our financial position remains solid with net assets of \$38.51M (last year \$33.77M). The increase over last year is due to the revaluation of the land and buildings for subsidiaries 139 On Union Limited and Stevenson Village Limited covering the amortisation of Goodwill costs.

There was no major impact of COVID-19 on the finances of the group. We had to close our day programme facility during lockdowns but received sustainability funding from the Ministry of Health.

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 Crowe Horwath New Zealand Audit Partnership, are available on request by writing to: The Finance and IT Manager, Howick Baptist Healthcare Ltd, PO Box 38093, Howick, Manukau 2145.



Sachin Adkar
Finance and IT Manager

STATEMENT OF CONSOLIDATED COMPREHENSIVE REVENUE AND EXPENSE

FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
Revenue		
Rendering of services	16,161,277	14,801,414
Rental income	584,453	544,001
Finance income	3,683	3,104
Operating grants and donations	34,477	126
Other income	0	0
TOTAL INCOME	16,783,890	15,348,645
Less expenses		
Salaries, wages and other employee costs	10,896,154	9,620,692
Service delivery costs	1,721,644	1,554,865
Depreciation	2,587,280	2,220,905
Audit fees	37,260	36,699
Other overhead and administrative expenses	2,217,763	1,908,721
Finance costs	304,001	363,361
Cost of providing services	17,764,102	15,705,243
TOTAL SURPLUS FOR THE YEAR	(980,212)	(356,598)

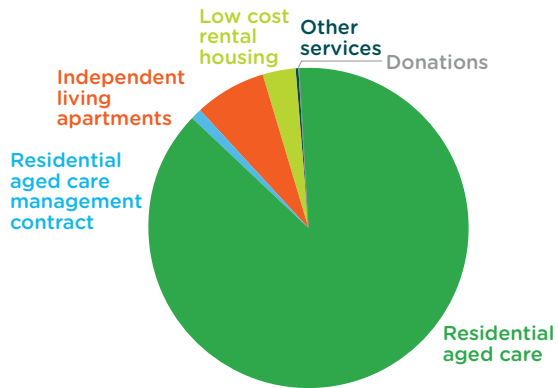
STATEMENT OF CONSOLIDATED FINANCIAL POSITION

AS AT 30 JUNE 2022

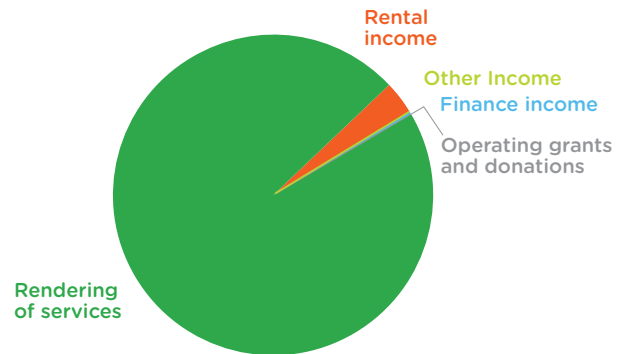
	2022 \$	2021 \$
ASSETS		
Non-current assets		
Property, plant and equipment	62,728,238	59,473,486
Total non-current assets	62,728,238	59,473,486
Current assets		
Cash and cash equivalent	854,768	64,987
Receivables from exchange transactions	985,299	1,389,446
Prepayments	723,792	852,243
Total current assets	2,563,859	2,306,676
TOTAL ASSETS	65,292,096	61,780,162
LIABILITIES		
Non-current liabilities		
Loans and borrowings	5,401,497	5,175,311
Provisions	651,279	672,761
Other non-current financial liabilities	11,918,637	11,547,025
Total non-current liabilities	17,971,414	17,395,097
Current Liabilities		
Payables from exchange transactions	840,367	809,236
Employee entitlements	1,260,240	953,511
Loans and borrowings	3,600,000	5,461,188
Other current financial liabilities	3,108,600	3,393,000
Total current liabilities	8,809,207	10,616,935
TOTAL LIABILITIES	26,780,621	28,012,032
TOTAL NET ASSETS	38,511,475	33,768,130
EQUITY		
Share capital	10,500,000	10,500,000
Accumulated funds	5,306,416	6,286,628
Asset revaluation reserves	22,705,058	16,981,502
TOTAL EQUITY	38,511,475	33,768,130

FINANCIAL SUMMARY

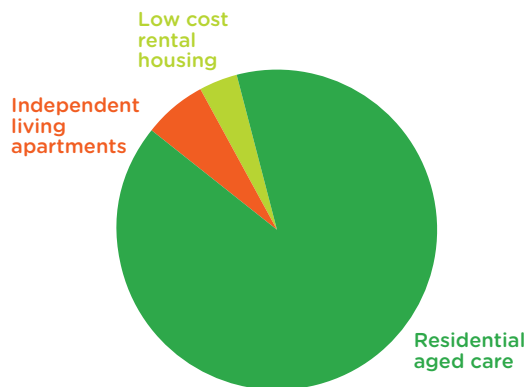
Income Centres



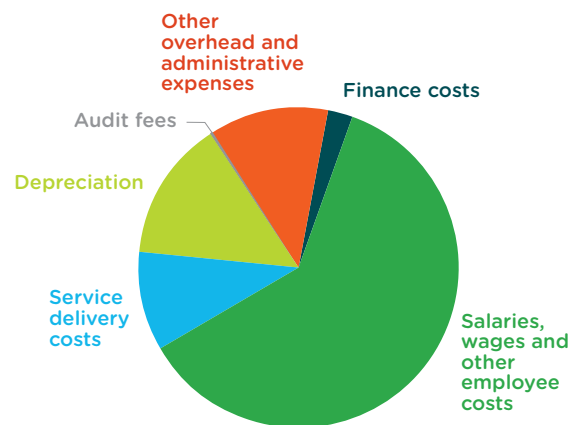
Sources of Income



Cost Centres



Use of Funds



NGĀ MIHI – WE COULDN'T DO IT WITHOUT YOU

As always, we are immensely grateful for the support of our HBH 'family'. Our thanks to all of our wonderful volunteers who so generously give up their time to help at HBH Senior Living, Gulf Views and Virtual Village East, and to the school children who come and see our residents – your visits gladden their hearts and minds.

Your care and commitment helps our residents to age well and live fully, every day. Ngā mihi nui - thank you!



“HBH has not just given me a house, it's given me a home. The staff are like family, I have a little garden from my room and I'm surrounded by all the things that are important to me”

MRS DUNBAR, HBH SENIOR LIVING RESIDENT



“When you are older, you need to live in a supportive community. We've got that and so much more. We feel very lucky to have found this 'ready-made community' with such lovely neighbours”

CAROLINE & ALAN, STEVENSON VILLAGE RESIDENTS



“I've got good friends here and the staff are lovely, lovely people. I wouldn't be anywhere else - everyone is so good to me at HBH. It is my home.”

GWYNETH, HBH SENIOR LIVING RESIDENT



*Name changed to protect privacy.



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