

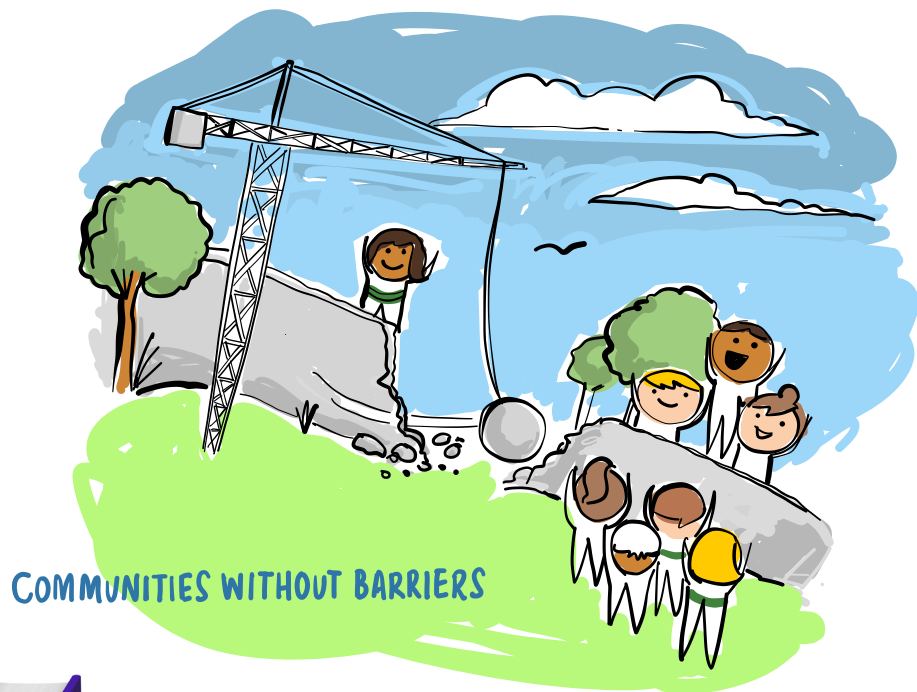


# ANNUAL REPORT 2017



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# CHAIRPERSON'S REPORT

Firstly, welcome to the 2017 AGM – it is once again my absolute pleasure to present this report.

The board has recently reviewed the organisational strategic plan with the focus being on the people we walk alongside and influence. Our capacity as an organisation to help break down the barriers within communities continues to grow, along with our standing in the communities which we are involved in.

This capacity to walk alongside people and assist them to find the path that they want to walk has been growing within the organisation for some time and was shown very clearly at a recent staff in-service training day.

The wholehearted passion and commitment of the Progress to Health staff in which we are involved came out during the day. The illustrations that staff put together showing how they believed the organisation was viewed and what they did highlighted the fact that everything centred entirely upon the individuals and communities in which they work.



Looking to the future it is clear that there is a need to change what we do across the sector. The sector can no longer afford to work in isolation and must forge closer ties with other agencies such as Work and Income, Housing, Employment, Justice and education and local communities.

If we are to truly meet the needs of our communities, then cross agency connection is essential to provide the wide range of supports people require to move along the path they wish.

All of this will take an on-going commitment to improve our service delivery, become more agile and responsive while showing the passion and commitment we already have. It will also mean continued financial prudence along with the generation of non-traditional income streams.

Over the next 5 years the shape of communities will continue to change and as an organisation involved directly within those communities we must ensure that we keep our ear to the ground and pre-empt where ever possible those changes.

The difficulty will be not in our ability to change but in how those changes will be managed at the local, regional and national levels. Traditional contracting mechanisms are no longer applicable and do not allow services the flexibility that is now required to meet the needs of communities.

Finally, although I have mentioned above the staff and their passion I would like to explicitly pass on sincere thanks from the board to all the staff within the organisation for the amazing work they have done, are doing and will continue to do into the future. Thank you also to the board for their continued support for Progress to Health.



**DAVID IRELAND**

**Chairperson**

Board of Trustees

Progress to Health

# CHIEF EXECUTIVE'S REPORT

Change has continued to be constant over the last 12 months. I'm very proud of my team and our board that we have the energy and drive to meet the challenges and the opportunities that change has brought. We have just completed a review of our strategic direction, led by the Board, which will give us a clear pathway over the next few years. Following are some key achievements from the last year, that we would like to share with you:



## **BUSINESS – TO GROW AND DIVERSIFY OUR BUSINESS BASE TO REACH \$5.5MILLION BY 2019.**

- Our various business initiatives brought in income to the tune of \$67,000, an increase of more than 500% on last year's independent revenue.
- Provision of individually funded services has started slowly, but is looking to grow over the next few months.

## CLIENTS – TO DELIVER EXCELLENT CLIENT FOCUSED SERVICES.

- Our services were accessed by more than 860 individuals, a small decrease from last year; the average age has increased marginally to 41 years old; the youngest being 18 and the eldest 78 years old. Men continue to be most of people accessing our services.
- Whilst most identified as NZ European (55%), followed by Maori (32%), we are continuing to see people from a broad spread of countries.
- The most common referral sources were self/family referrals (43%), adult community mental health teams (22%) and other community support services (12%).
- The most common mental health conditions people are living with are depression (29%), anxiety disorder (19%), schizophrenia (12%), bipolar disorder (10%), and post-traumatic stress disorder (5%).
- The more common physical health conditions or disabilities people are living with are asthma (10%), intellectual disabilities (8%), epilepsy (8%), recurrent/ chronic pain (7%) diabetes (NIDD) (6%) and head injury (6%).
- 50 people were in or have gained employment during the year, ranging between 2 hours and 40 hours per week. The average weekly hours were 29, a significant increase from the 6 hours recorded last year.



- 50 have become volunteers, mostly giving of their time with organisations such as the SPCA.
- Most people lived in Hamilton, followed by New Plymouth, Tokoroa, Te Awamutu and Putaruru respectively.
- Most people accessing services are living in rented accommodation (most living alone), followed by those living at home with family and living in supported accommodation.
- The number of clients stating themselves to be smokers has decreased to 36%, with the majority smoking between 11 and 15 cigarettes a day. We can report an increase to 34% who have said they have never smoked tobacco and 4% who are ex-smokers.
- For those where the information has been recorded, 30% have a certificate or diploma and 5% a degree.
- We again reached 100% compliance for PRIMHD reporting.

## EMPLOYEES - TO BE THE EMPLOYER OF CHOICE IN THE HEALTH & DISABILITY SECTOR

- Our staff turnover was 17%, 8% lower than last year. Our average length of service is a little over four years.
- For the 11th year running, we achieved a surplus, despite funding, in general terms, remaining static to last year. Importantly, we could fully implement our remuneration policy, upgrade resources and equipment.

## SERVICES - TO BE RECOGNISED AS THE LEADING NATIONAL PROVIDER OF HEALTH & DISABILITY SERVICES

- Progress to Health participate in various advisory groups and consultation processes at all levels of the organisation, such as
  - Platform, Inclusive NZ (of which I'm current president), the Waikato DHB Local Advisory Group for mental health and addiction services (of which I am chair), the WDHB smoke-free working group, the WDHB Creating Our Futures project, the MoH/MSD Enabling Good Lives project along with various consumer and provider networks.

- We have also had the opportunity to present at various workshops and conferences, as well as attend a variety of conferences as participants, including a second series of successful workshops on facilitation skills in partnership with Interactionz.
- Through PressGo, we have been able to provide support to collegial agencies to educate their staff on self-care and wellbeing; and on policies and procedures that support the approaches the organisations want. We have also been able to provide workshops on mental health as a hazard considering the new health and safety legislation.





Annual reports are great vehicles for being able to acknowledge and thank the people and organisations that have continued to assist us such as Spark, Bullzeye Best Brands, PC Hardware, and Wild Bamboo. I would also like to acknowledge the continued support of the Waikato, and Taranaki District Health Boards, and the Ministry of Social Development.

For those of you who follow us on Facebook, you'll be aware of the collective and individual contributions made by our frontline staff, not only to individuals' lives, but also to the continued success of Progress to Health itself. For that, they have my sincere appreciation.

And our leadership team has continued to develop their skills and abilities. My gratitude goes to Patty Posthuma and Noeline Kuru for all they have achieved this year, especially stepping up to additional responsibilities following the resignation of Karen Scott, our community development manager, who decided to follow opportunities elsewhere.

Angela Meyrick, our business development manager, has continued to work on the challenge with me to find new revenue and business opportunities and we have enjoyed some success with the addition of audit services to what we can offer and a partnership with HealthShare.

Our backroom team of Nicolle and Danielle also deserve big pats on the back – during the year, they have certainly embraced our values of being flexible, inclusive and

responsive – always being willing to do the 'odd' things that crop up!

I would also like to acknowledge David Ireland, who along with Diane Hallifax, Hayley Beach, Matt Watson, Alan Withy, Maree Munro, Michael Bland and Mark Etheridge have focussed strongly on steering Progress to Health towards its strategies and our future. Thank you for the time and belief you've placed in Progress to Health, and for the support you've given to staff, management and to me.

I would like to thank you for your continued interest in Progress to Health, for working with us, supporting us and for joining us on occasions like this evening and when I am looking to what lies ahead, this African proverb comes to mind, *"If you want to go fast – go alone; If you want to go far – go together."*



**KAREN COVELL**

**Chief executive**

Progress to Health





THE FOLLOWING FINANCIAL STATEMENTS PROVIDE AN EXCERPT FROM THE AUDIT REPORT COMPLETED AND PROVIDED BY MARK CAMPBELL OF CAMPBELL AND CAMPBELL ACCOUNTING CONSULTANTS, HAMILTON. THE FULL AUDITED FINANCIAL STATEMENTS ARE AVAILABLE ON REQUEST BY CONTACTING PROGRESS TO HEALTH'S ADMINISTRATION CENTRE.

# STATEMENT OF FINANCIAL PERFORMANCE

	JUNE 2017	JUNE 2016
	\$	\$
<b>REVENUE</b>		
<b>REVENUE FROM PROVIDING GOODS &amp; SERVICES</b>		
Ministry of Social Development	392,477	395,727
Waikato District Health Board	903,390	877,404
Taranaki District Health Board	364,429	363,231
Business Initiatives	34,165	-
Sundry Income	32,538	10,380
	1,726,999	1,646,742
<b>INTEREST, DIVIDENDS &amp; OTHER INVESTMENT INCOME</b>		
Interest income	11,932	16,633
<b>DONATIONS RECEIVED</b>		
Donations	-	807
Grants received	2,920	-
	2,920	807
<b>TOTAL REVENUE</b>	<b>1,741,851</b>	<b>1,664,182</b>
<b>EXPENSES</b>		
<b>EMPLOYEE RELATED PAYMENTS</b>		
Wages & salaries	1,157,965	1,080,708
<b>COSTS RELATING TO PROVIDING GOODS &amp; SERVICES</b>		
Service costs	324,005	358,410
Centralised costs	195,612	189,754
<b>OTHER EXPENSES</b>		
Audit fees	3,910	3,351
Depreciation	11,250	14,606
Loss on disposal of Fixed Assets	2,798	-
<b>TOTAL EXPENSES</b>	<b>1,695,540</b>	<b>1,646,829</b>
<b>SURPLUS/(DEFICIT) FOR THE YEAR</b>	<b>46,311</b>	<b>17,353</b>

# STATEMENT OF FINANCIAL POSITION

	NOTES	JUNE 2017	JUNE 2016
		\$	\$
<b>REVENUE</b>			
<b>CURRENT ASSETS</b>			
Bank accounts & cash	Note 2.1	369,013	341,332
Accounts receivable		135,392	233,877
Interest received		2,756	605
Short term deposits	Note 2.2	266,308	257,567
		773,469	833,381
<b>NON-CURRENT ASSETS</b>			
Property, plant & equipment	Note 2.4	44,504	55,701
<b>TOTAL ASSETS</b>		<b>817,973</b>	<b>889,082</b>
<b>CURRENT LIABILITIES</b>			
Accounts payable & sundry accruals	Note 2.3	64,224	95,724
Employee costs payable		80,987	69,350
Contract revenue in advance		-	97,557
		145,211	262,631
<b>TOTAL LIABILITIES</b>		<b>145,211</b>	<b>262,631</b>
<b>NET ASSETS</b>		<b>672,762</b>	<b>626,451</b>
<b>ACCUMULATED FUNDS</b>	Note 4.0		
Accumulated surpluses /(deficits)		542,654	511,343
Financial reserve		130,108	115,108
<b>TOTAL EQUITY</b>		<b>672,762</b>	<b>626,451</b>

Note 2.1: Bank accounts & cash

Note 2.2: Term deposits

Note 2.3: Accounts payable & accruals

Note 2.4: Property, plant & equipment

Note 4.0: Reserves

# STATEMENT OF CASH FLOWS

	JUNE 2017	JUNE 2016
	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>CASH WAS RECEIVED FROM:</b>		
Grants and Donations received	2,920	807
Receipts from providing goods & services	1,727,927	1,634,563
Interest, dividends & other investment receipts	1,041	5,989
	<b>1,731,888</b>	<b>1,641,359</b>
<b>CASH WAS APPLIED TO:</b>		
Payments to suppliers & staff	(1,701,356)	(1,594,006)
	(1,701,356)	(1,594,006)
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>30,532</b>	<b>47,353</b>
<b>CASH FLOWS FROM INVESTING &amp; FINANCING ACTIVITIES</b>		
<b>CASH WAS APPLIED TO:</b>		
Purchase of property, plant & equipment	(2,854)	(9,491)
<b>NET CASH FLOWS FROM INVESTING &amp; FINANCING ACTIVITIES</b>	<b>(2,854)</b>	<b>(9,491)</b>
<b>NET INCREASE/(DECREASE) IN CASH &amp; CASH EQUIVALENTS</b>	27,681	37,862
<b>CASH &amp; CASH EQUIVALENTS AT BEGINNING OF YEAR</b>	341,332	303,470
<b>CASH &amp; CASH EQUIVALENTS AT END OF YEAR</b>	<b>369,013</b>	<b>341,332</b>
<b>THIS IS REPRESENTED BY:</b>		
<b>BANK ACCOUNTS &amp; CASH</b>	<b>369,013</b>	<b>341,332</b>



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## OUR SUPPORT CENTRES

### **T.R.E.E Nursery**

Ph 0800 77 57 57

41 Duke Street

Ngaruawahia

### **Hamilton Resource Centre**

Ph 07 838 3960

19 Hood Street, Hamilton

### **Administration Centre**

Ph 07 829 4822

25 Claudelands Road, Hamilton

### **Tokoroa**

Ph 07 886 6198

22 Bridge Street, Tokoroa

### **New Plymouth**

Ph 06 757 5549

15 Dawson Street

New Plymouth