



Progress
to Health
EMPOWERING JOURNEYS

Annual Report — 2024



Progress to Health

Annual Report 2024

Founding Trustees

Mary Kay Palmer
John McIntosh
Des Chia

Board of Trustees

Andrew Corkill - Chairperson
Hayley Brooke - Treasurer (formerly Beach and Annals)
Mark Etheridge
Gillian Holm - Deputy Chairperson (resigned 8 September 2021)
Nick Johnston
Mark Brown - (appointed 2 September 2020)
Cheri-Lee Atkinson - (appointed 2 September 2020)
Hayley Arnet - (co-opted 17 March 2021)

Leadership Team

Karen Covell - Chief Executive
Angela Meyrick - Operations Manager
Noeline Kuru - Team Leader (resigned 27 November 2020)
Patty Posthuma - Team Leader
Vanessa Foster - (acting team leader, 30 November 2020)

Administration Team

Nicolle Zimmerman - Executive Assistant
Catherine Cook - Business Development

Solicitor

Ellice Tanner Hart

Auditors

PKF Hamilton

Bankers

Westpac Bank

Administration Centre

18 Rostrevor Street, Hamilton 3240
(PO Box 19-082, Hamilton 3244)
ph: 07 838 0302

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Progress to Health

Annual Report 2021

Ngaa mihi ki teenei hui, welcome to the 2021 AGM. Time flies and it feels like only yesterday we were sitting down together for breakfast at Hamilton Gardens Café to hear from Olympian Hamish Bond (who has since that day added another gold medal to his tally!) and celebrate the 25th anniversary of Progress to Health.

Again, 2021 has been a tough year, especially more recently as we entered our 'lockdown 2.0'. As trustee we take heart that Karen and the team are staying well through the Covid19 response and able to be equipped with the tools they need to react and respond nimbly. It seems that the organisation learnt well from the lessons of 2020 and were able to slip back into a responsive mode for clients quickly and efficiently, with new innovations in the support and communication that can be offered during this time.

Change is coming. The Health System Review announced earlier in 2021 was far-reaching beyond what anyone had anticipated and reimagines New Zealand's health structures.

It is undertaken with the right intent to ultimately reduce the inequities present throughout the current system. What it means to smaller providers with a direct community focus such as ours is unknown, but we will watch with interest as milestones toward this transformational change are achieved and consider our position, in line with our strategic plan, in being a part of this change.

Early in the year we adopted a revised strategic direction for Progress to Health. As a group of relatively new trustees we wanted to ensure that the organisation was geared to position itself well in this ever-changing external environment to thrive in coming years, ensuring continuity of service for those who need us most in the community and remaining an organisation of choice for our stakeholders and funders. Through the strategic planning exercise, it was encouraging to note that our trustees all agreed that our ultimate vision of 'Communities without barriers' was still relevant and aspirational for Progress to Health. A big thanks for Megan Thorn from Exult who corralled us through this process admirably.

chairperson's report

Through the strategic planning exercise, it was encouraging to note that our trustees all agreed that our ultimate vision of 'Communities without barriers' was still relevant and aspirational for Progress to Health

Andrew Corkill



It's been great to see Progress to Health promoted in many ways through the positive work we do in 2021. Our Caro Park community garden has garnered a lot of interest and we played host to a group of Labour MPs from across the nation where staff were able to articulate the value that this facility provides for our Hamilton clients. Press Go continues to grow its presence in the mental health prevention market and a very successful Pink Shirt bullying evening was held in May. Thanks to Catherine Cook for your great work in pulling this event together.

In terms of our trustees, thanks to the continued commitment of Hayley Brooke, Mark Etheridge, Mark Brown and Nick Johnston. Welcome to Cheri-Lee Atkinson and Hayley Arnet for the experience and enthusiasm that you both bring to our group. Of note is the departure of Gillian Holm at this AGM. Gillian has been with Progress to Health for more than three years, including as Deputy Chair for the last two. She has also provided contract marketing work to the organisation and in particular Press Go. As an all round good human being Gillian and her addictive positive attitude will be missed by the Board.

Thanks specially to Progress to Health staff including our CE Karen Covell. Additionally, thanks again to Mark Brown, our trustee who ably stepped into an interim CE role when Karen needed to be in the UK for personal reasons early in the year. Thanks also to all our stakeholders, funders and supporters, your loyalty is valued, and we look forward to engaging with you in person in more settled times.

Naaku noa, naa

Andrew Corkill
Chairperson
Board of Trustees
Progress to Health

chairperson's report

Thanks also to all our stakeholders, funders and supporters, your loyalty is valued, and we look forward to engaging with you in person in more settled times

Andrew Corkill



Well, here we go again, COVID-19 is still knocking on our doors and continues to make us look at how we're living and working and providing support to people choosing to use our services. The use of ZOOM and other virtual platforms continue and, in many respects, have become the preferred option. And while we continue to cough into our elbows and stay two metres apart, we are now also thinking about what life will look like with COVID in the community – living with the virus rather than eliminating it. Vaccination has become the buzz word, and importance of being vaccinated is a constant on the news streams. But being vaccinated or not is raising even more questions about how we might deliver service – how do we support a person who isn't vaccinated? How would we know?

We have taken the learnings from last year, and as well as jumping back into working remotely swiftly and efficiently, we are also more confident at offering physical supports in the community, providing relief to people we're supporting and team members alike.

Over the last 12 months, we have established our new community garden space at Caro Park and new blood has joined both our support teams and the board, creating a sense of energy and motivation to continue our work of creating communities without barriers.

- Financial independence**
Creating a sustainable funding strategy that consists of multiple income streams and adds to income from government contracts
- Strategic influence**
Positioning Progress to Health as the go-to provider for government, philanthropic and service provision partners
- Staff and Culture**
Ensuring we have the right structure and culture to enable Progress to Health to be the best place to work
- Strategic Growth**
Explore opportunities for strategic growth
- Services**
Grow disability support services

Communities without barriers

chief executive's report

... we are also more confident at offering physical supports in the community, providing relief to people we're supporting and team members alike

Karen Covell



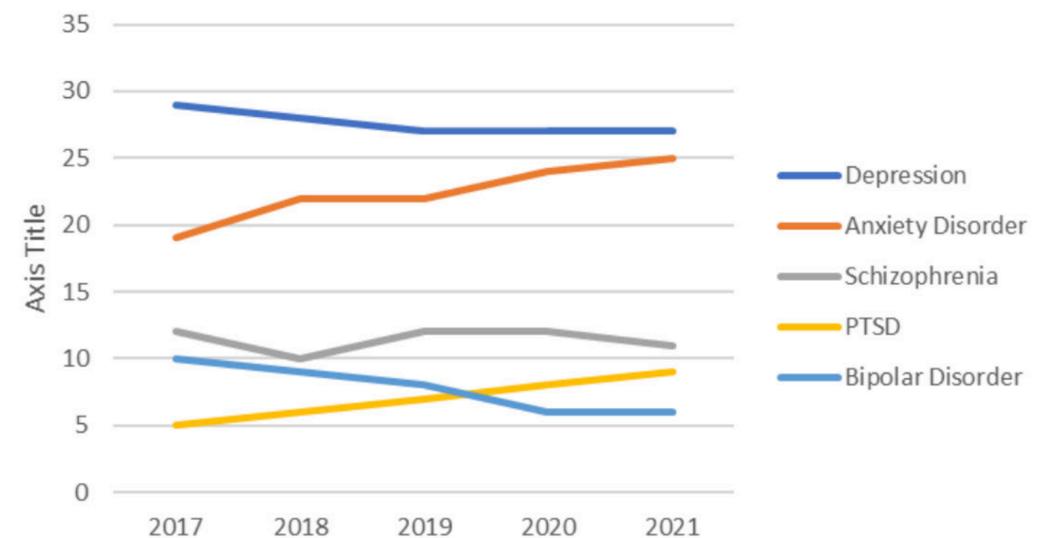
Our strategic direction has been reviewed and I believe it will bring us into our ‘new world’ with a clear pathway, whilst remaining a living and changing thing. Following are some key achievements from the last year, that we would like to share with you:

- Our services were accessed by nearly 500 individuals; the average age being 42 years old; the youngest being 17 and the eldest 80 years old. We supported marginally more women than men.
- Whilst most identified as NZ European (63% down by 1%), followed by Maori (28% the same as last year), we are continuing to see people from a broad spread of countries.
- The most common referral sources were self/whanau referrals (49%), followed by community support services (24%) and adult community mental health (22%). Referrals from GPs are steady with an increase of referrals from Police. Referrals were also received from Oranga Tamariki, Community Link Waikato, Day Hospital, the education sector, hospital (not a

mental health department), public health and the Ministry of Social Development.

- The most common mental health conditions people are living with are depression (27%, no change), anxiety disorder (25% up by 1%), schizophrenia (11% down by 1%), post-traumatic stress disorder (9% up by 1%) and bipolar disorder (6% no change).
- The more common physical health conditions or disabilities people are living with are intellectual disability (9%, down 4% on last year), asthma (8% down 1%), epilepsy (6%, down by 3%), arthritis (8%, down 1%), and non-insulin dependent diabetes (no change at 6%).
- 86 (up by 15) people were in or have gained employment during the year, ranging between 1 and 48 hours per week. The average weekly hours remained at 16.
- 41 (down by 28) had become volunteers in, among other things, retail, outdoor work, community service, caregiving, education, trades and animal care.

chief executive's report



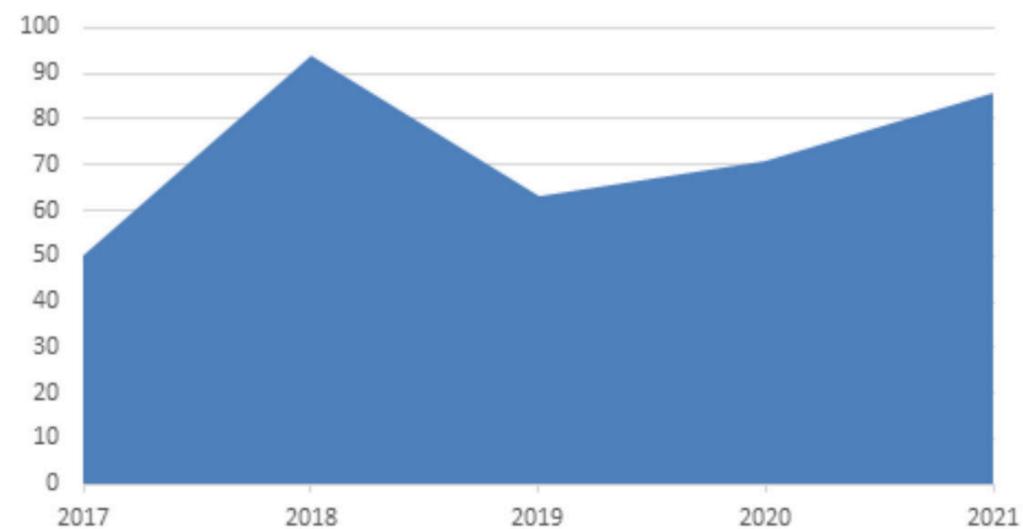
Mental health diagnoses

- Most of the people supported lived in Hamilton (45%), followed by New Plymouth (16%), Tokoroa (10%) and South Waikato (7%).
- 73% of people opted out of stating a religion of choice, but for those that did 46% said they were Christian (without being more detailed), followed by those that specifically identified themselves as being Catholic (6%), Anglican (5%) or Mormon (5%).
- 26% (down by 1%) are living alone in rented accommodation; 18% (up by 1%) are renting with others; 18% are living with their family (down by 1% on last year); 13% are in supported accommodation (up by 1%) and 12% are living in their own home (up by 1%); 10% are boarding. Less than 1% are reporting that they have no fixed abode, repeating a similar result to last year.
- People are also asked what they consider their main daily activity to be – 52% (up by 3%) said they pursue hobbies; 16% (up by 1%) said they're seeking employment and 6% (a new collection) said they are caring for others; and

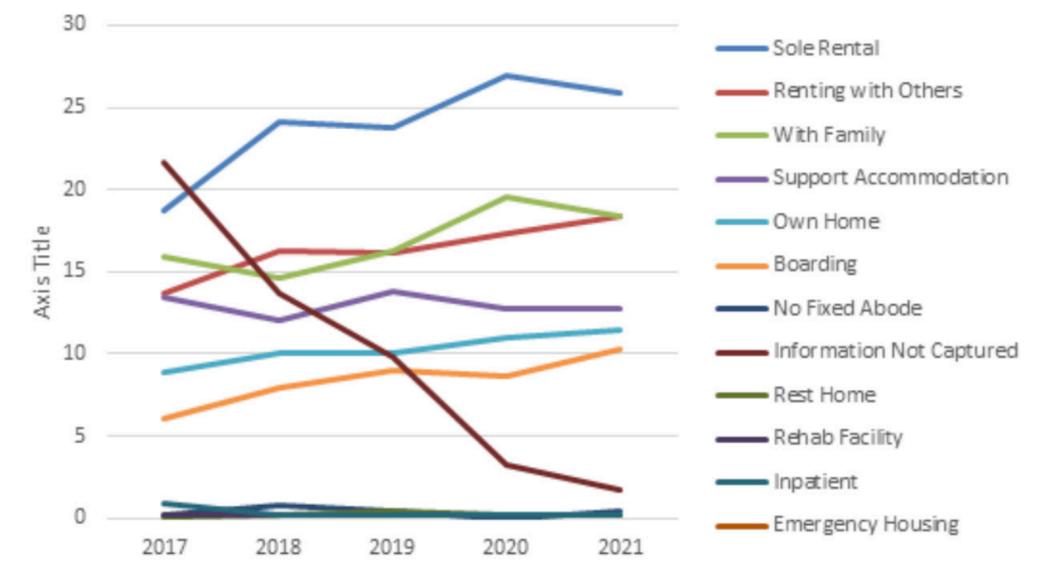
5% (down by 3%) consider volunteering to be their main activity.

- 41% (down 23%) of current clients have told us that they have been or are smokers; 36% have never smoked tobacco and 22% are ex-smokers. 46% (up 36%) have been given advice to quit in the last 6 months and/or have been referred to cessation services.

chief executive's report



Gained employment



Living situation

- For those where the information has been recorded, 36% (up 30%) have a certificate or diploma and 7% (up 6%) has a degree and 5% are postgraduate.
- We again reached 100% compliance for PRIMHD¹ reporting.

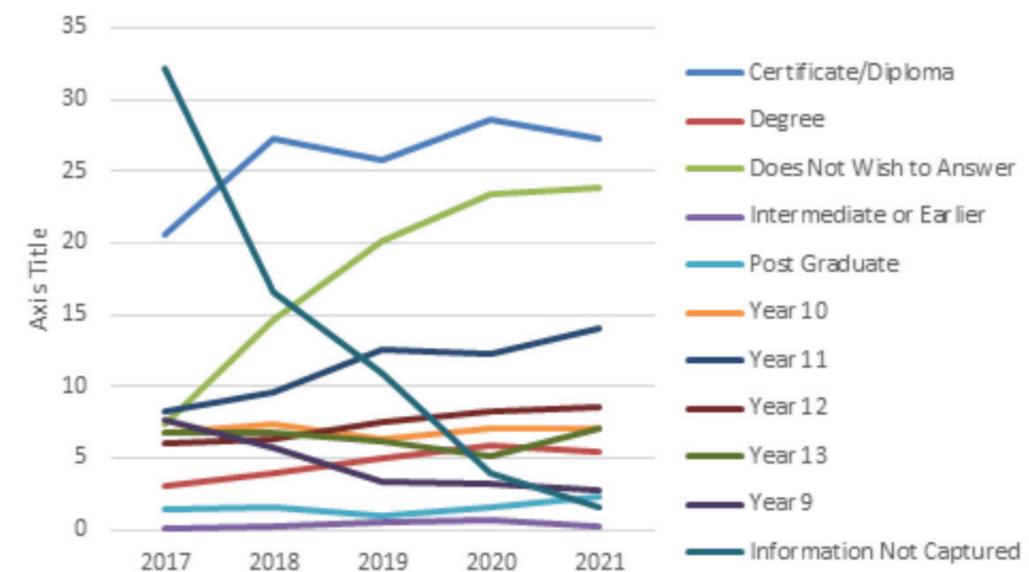
Our People

- Our staff turnover was 24%, equals six employees (up by 5% on last year). Of the staff that left, one returned to a clinical setting, one returned to hometown as a result of the lockdown, three stayed in the mental health and addiction sector, and one pursued a social work career in the education sector. Of the staff that joined us, at least two have personal lived experience, three had completed degrees and wanted to get into the sector, one came from outside the sector with a teaching background.
- Our average length of service has increased to 6 years, even with the increased turnover.
- 2 further team members have successfully completed their Level 4 Certificate in Health & Wellbeing.

Our Resourcing

- Our various business initiatives brought in income to the tune of \$27,000, a slight increase on the previous as we began the recovery from Covid-19 restrictions. In addition, we received a grant from the National Lottery COVID-19 Community Wellbeing Fund to provide wellbeing workshops for those struggling as a result of losing employment or business as a result of the pandemic.
- For the 14th year running, we achieved a surplus, despite funding, in general terms, remaining static to last year. Importantly, we were able to fully implement our remuneration policy, upgrade resources and equipment.
- Through PressGo, we have been able to provide support to collegial agencies, along with a growing range of businesses, to educate their staff on self-care and wellbeing. We also held two events, the Workplace Wellbeing Network event:

chief executive's report



Highest qualification



chief executive's report

Our strategic direction has been reviewed and I believe it will bring us into our 'new world' with a clear pathway, whilst remaining a living and changing thing

Karen Covell





Progress to Health
Annual Report 2021



chief executive's report



Proudly supporting



A small social enterprise helping
Kiwis navigate big stuff

PRESSGO PRESENTS

BREAKING DOWN THE 'B' WORD
Networking & Fundraising Event

Tuesday 18th May 2021
SkyCity - Waikato Room
6:00-9:00 PM

PINK SHIRT DAY

Hamilton City Council | MITRE 10 MEGA | dti | LONGVELD | Progress to Health | Proudly supporting Mental Health Foundation

Our Infrastructure & Systems

- Our business continuity, other than how we delivered support services, was largely uninterrupted, having made the transition to full cloud-based systems last year.

Annual reports are great vehicles for being able to acknowledge and thank the people and organisations that have continued to assist and support us, including but not limited to, 2degrees, Bullzeye Best Brands, Fuji-Xerox, Elite, Dynamo6 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.

A special mention also to Donna Hancock and Janet Steffert from Enrich Group for supporting our HR and finance functions.

For those of you who follow us on Facebook, you'll be well 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.

To the leadership team, Patty Posthuma and Angela Meyrick, and to Vanessa Foster for stepping into an acting team leader role – thank you for your continued commitment to the work of Progress to Health.

I would also like to acknowledge Cat Cook, Michelle Howie, Ruth Taylor and Rae MacDonald for their work in the PressGo space. Their flexibility and responsiveness to our changing environments to still meet the audience's needs was astounding.

Nicolle, my executive assistant, certainly embraces our values of being flexible, inclusive, responsive and passionate – always being willing to do the 'odd' things that crop up!

I would also like to acknowledge Andrew Corkill, who along with Hayley Brooke (formerly Annals), Mark Etheridge, Gillian Holm, Nick Johnston, Mark Brown, Cheri-Lee Atkinson and Hayley Arnet have kept their focus on steering Progress to Health on its strategic direction 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 the Progress to Health whanau.

chief executive's report

For those of you who follow us on Facebook, you'll be well 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.

Karen Covell



To Gillian, especially, thank you for the nearly four years you've given us, latterly as Deputy Chairperson. The expertise you brought to PressGo has been so appreciated and the results are starting to speak for themselves.

Finally, but not least, I would like to thank you for your continued interest in Progress to Health, for working with us, supporting us and for joining us when times allow.

The rest of 2021 and probably the next wee while to come, will continue to bring challenges and opportunities and I feel confident that we will have the energy and drive to meet whatever the constantly changing environment will bring.

*Waiho i te toipoto, kua i te toiroa
Let us keep close together, not far apart.*

Karen Covell
Chief executive

chief executive's report

Finally, but not least, I would like to thank you for your continued interest in Progress to Health, for working with us, supporting us and for joining us when times allow

Karen Covell

5000

the number of individuals accessing our services

17

age of our youngest client

42

average age of our clients

80

the age of our oldest client

| | Notes | June 2020 | June 2019 |
|--|-------|------------------|------------------|
| | | \$ | \$ |
| REVENUE | | | |
| Revenue from providing goods & services | | | |
| Ministry of Social Development | | 461,443 | 437,054 |
| Waikato District Health Board | | 960,399 | 1,171,012 |
| Taranaki District Health Board | | 455,549 | 411,157 |
| Business Initiatives | | 16,916 | 24,092 |
| Sundry Income | | 7,515 | 13,814 |
| | | 1,901,822 | 2,057,129 |
| Interest, dividends & other investment income | | | |
| Interest income | | 9,685 | 9,805 |
| Donations, grants and fundraising income received | | | |
| Donations received | | 259 | 0 |
| TOTAL REVENUE | | 1,911,766 | 2,066,934 |
| EXPENSES | | | |
| Employee related payments | | | |
| Wages & salaries | | 1,284,835 | 1,375,190 |
| Costs relating to providing goods & services | | | |
| Service costs | | 252,022 | 257,020 |
| Centralised costs | | 302,284 | 251,229 |
| Other expenses | | | |
| Audit fees | | 4,335 | 4,165 |
| Depreciation | 2.5 | 7,700 | 4,830 |
| Loss on disposal of Fixed Assets | 2.5 | 160 | 14,208 |
| TOTAL EXPENSES | | 1,851,336 | 1,906,642 |
| SURPLUS/(DEFICIT) FOR THE YEAR | | 60,430 | 160,292 |

statement of financial performance

The following financial statements provide an excerpt from the audit report completed and provided by PKF Hamilton. The full audited financial statements are available on request by contacting Progress to Health at admin@progresstohealth.org.nz

Note 2.1: Bank accounts & cash
 Note 2.2: Term deposits
 Note 2.3: Accounts receivable
 Note 2.4: Accounts payable & accruals
 Note 2.5: Property plant & equipment
 Note 4.0: Reserves

| | Notes | June 2020 | June 2019 |
|------------------------------------|----------|------------------|------------------|
| | | \$ | \$ |
| CURRENT ASSETS | | | |
| Bank accounts & cash | Note 2.1 | 849,713 | 723,627 |
| Accounts receivable | Note 2.3 | 142,728 | 144,756 |
| Interest received | | 3,067 | 2,674 |
| Prepayments | | 137 | 1,833 |
| Short term deposits | Note 2.2 | 293,387 | 284,602 |
| | | 1,289,032 | 1,157,492 |
| NON-CURRENT ASSETS | | | |
| Property, plant & equipment | Note 2.5 | 19,849 | 13,938 |
| TOTAL ASSETS | | 1,308,881 | 1,171,430 |
| CURRENT LIABILITIES | | | |
| Accounts payable & sundry accruals | Note 2.4 | 104,377 | 53,388 |
| Employee costs payable | | 93,996 | 67,964 |
| | | 198,373 | 121,352 |
| Total Liabilities | | 198,373 | 121,352 |
| Net Assets | | 1,110,508 | 1,050,078 |
| Accumulated Funds | | | |
| Accumulated surpluses /(deficits) | Note 4.0 | 918,917 | 858,487 |
| Financial reserve | | 191,591 | 191,591 |
| TOTAL EQUITY | | 1,110,508 | 1,050,078 |

Note 2.1: Bank accounts & cash
 Note 2.2: Term deposits
 Note 2.3: Accounts receivable
 Note 2.4: Accounts payable & accruals
 Note 2.5: Property plant & equipment
 Note 4.0: Reserves

statement of financial position

The following financial statements provide an excerpt from the audit report completed and provided by PKF Hamilton. The full audited financial statements are available on request by contacting Progress to Health at admin@progresstohealth.org.nz

| | June 2020 | June 2019 |
|---|------------------|------------------|
| | \$ | \$ |
| CASH FLOWS FROM OPERATING ACTIVITIES | | |
| Cash was received from: | | |
| Donations received | 259 | 0 |
| Receipts from providing goods & services | 1,903,851 | 2,066,022 |
| Interest, dividends & other investment receipts | 507 | 655 |
| | 1,904,617 | 2,066,677 |
| Cash was applied to: | | |
| Payments to suppliers & staff | (1,764,759) | (1,866,640) |
| | (1,764,759) | (1,866,640) |
| Net cash flows from operating activities | 139,858 | 200,037 |
| CASH FLOWS FROM INVESTING & FINANCING ACTIVITIES | | |
| Cash was received from: | | |
| Receipts from Sale of property, plant and equipment | 0 | 0 |
| | 0 | 0 |
| Cash was applied to: | | |
| Purchase of property, plant & equipment | (13,772) | (1,979) |
| Net cash flows from investing & financing activities | (13,772) | (1,979) |
| Net increase/(decrease) in cash & cash equivalents | 126,086 | 198,058 |
| Cash & cash equivalents at beginning of year | 723,627 | 525,569 |
| Cash & cash equivalents at end of year | 849,713 | 723,627 |
| This is represented by: | | |
| BANK ACCOUNTS & CASH | 849,713 | 723,627 |

statement of cash flows

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