

Waiapu Anglican Social Services Trust Board Anglican Care (Waiapu) Ltd

Report to Waiapu Synod September 2012

Governance Changes

This report reflects the changes in governance which took effect 1 July 2012 for both Anglican Care (Waiapu) Ltd (ACWL) and Waiapu Anglican Social Services Trust Board (WASSTB).

Following consideration of a report from consultants Grant Thornton and recommendations from a working party of representatives of both organisations lead by the Bishop, Standing Committee agreed to move to one combined board for both organisations.

Directors/Trustees appointed were John Palaret (Chairman), Nicola Roberts, Stephen Jacobi, Christine Scott, Geoff Yates and Evan Turbott.

There is obvious crossover between the two organisations and opportunities exist for more effective utilisation of resources and importantly a common ethos in undertaking this important mission across the Diocese.

Having one board will enable a much more effective operational performance and service delivery for both WASSTB and ACWL.

Accordingly this report to Synod covers the activities of both organisations

Waiapu Anglican Social Services Trust Board Report from Acting General Manager Leigh McGahey

Adopted Management Philosophy

Post the changes to the Trust Board structure the philosophy for the management of Waiapu Anglican Social Services has adopted the "Heart and Mind" model.

The Heart aspect of the model is to ensure that the core beliefs of social justice and Christian values are fundamental to in our service delivery. It is firmly believed that working directly alongside our parishes and praying communities is the only way that we can be best supported and allow us to support in kind with making Jesus known.

The Mind aspect of the model is to assist our services to build resilience. To expand on this, if we are to be the facilitators of stronger communities our services need to be able to cope with; economic uncertainty, shifts in Government policy, geological factors outside of our control e.g. earthquakes, changes in technology and increased demand on services.

Services highlights

- **Growing Through Grief** - *This sector continues to thrive with passionately committed teams in our 10 services around the Diocese, along with the 12 Seasons programmes in other Dioceses which we also support. The strength of belief in the value of the work, and the evidence of our research, fuel the need to see the service well supported and sustainable. To this end a project group is at work developing a strategic plan for our way forward. This will include seeking sponsorship at national level. The project itself is exciting, and the planned*

outcomes even more so, enabling our work with the Seasons programme to be developed more fully, reaching more children and their families.

We are encouraged to do this by the children themselves - "Thank you Seasons please continue this programme. Lots of people need this amazing experience" from a 12 year old girl.

- **Early Childhood Education** - All EC services excepting one are now fully licensed under the Ministry of Education 2008 Regulations, a significant achievement for WASSTB. Many thanks also to the those Church, families and staff communities who have supported significant renovating at both St George's ECC in Whakatane and Te Hapara Whanau Aroha Centre improving the work environment, teaching and learning space and overall quality of education for young children.
- **Services to Elderly** - Heretaunga Seniors have had their volunteer team selected as finalists and volunteer Anthony Richardson selected to receive the Individual Excellence in Volunteering Award for Hawke's Bay 2012. We are very proud and grateful of all of the contributions made by our volunteers in all services.
- **Family and Community Development** - We have managed to recruit a very skilled manager for our Family and Community Services. Shirley Lammas brings exceptional clinical and contract management skills that will see this service area go from strength to strength.

New Initiatives Commenced –

- There has been a shift in the structure of the Senior Management Team with investment in new areas of expertise. These new areas being; IT and telecommunications, communications and volunteer engagement, social media planning, Te Reo Maori and Tikanga.
- There has been substantial work with the Ruahine MSD to ensure that we will have a great platform for enabling seamless inclusion of the region parishes in the planning to meet regional social services needs. This will be far more inclusive than the current model.

Leigh McGahey
Acting General Manager WASSTB

Anglican Care (Waiapu) Ltd **Report from Chairman John Palairet**

I make this report in the absence of CEO Derek Morrison who is overseas.

ACWL is a wholly owned subsidiary of WASSTB.

This has been a good year for ACWL albeit with the usual challenges which are part of the aged care sector.

ACWL operates rest homes /hospital and dementia facilities and retirement villages throughout the Diocese and has a 50% interest in Peria House rest home in Opotoki.

It is pleasing to note that the quality audits conducted in our facilities are achieving consistently high results which is a credit to our facility Managers and our Operations Manager Laureen Sutherland.

Financial results for the year ended 31 March 2012 are strong with a final year profit for the group of \$2,019,312.

It has to be said however that our facilities are aging and will continue to require significant reinvestment.

The care side of the business will continue to do no better than breakeven given the chronic underfunding of care beds by Government. Essentially we are dependent on the property side, our villages, to provide income to enable us to maintain a high standard of care for our residents.

Capital Projects

ACWL has undertaken a number of major projects this year with more in prospect.

A major Kitchen upgrade was completed at Te Wiremu in Gisborne.

A laundry relocation and upgrade with increased work spaces is underway at Peria House in Opotiki.

A contract has just been let for a \$3m extension to Colwyn House our dementia facility in Hastings. This will increase the number of beds from 24 to 44 and allow the provision of three levels of care at Colwyn, Dementia, Psycho-geriatric and Continuing care.

ACWL is the sole provider of Psycho Geriatric Dementia care on the eastern side of the North Island.

The construction of a dementia wing at Peria House is under consideration.

Our People

The year has seen some changes at both Management and Governance level in both organisations.

We are grateful for valuable contributions from our retiring WASSTB trustees Brian Watkins, Rev Robert Bruere, Rev Arthur Bruce, Ann-Elise Miles and Cliff Houston; and from retiring ACWL Directors David Lee and Richard Coates.

Liz Pennington WASSTB CEO resigned in August 2011 and we thank her for her service. I make special mention of Linda Papuni for her dedicated service as WASSTB trustee and Chairperson. Linda retired from those positions in September 2011.

Nicola Roberts stepped into the role of acting Chair of WASSTB at a time of change and transition and we are grateful for her dedication and expertise.

Finally, I acknowledge the Rev Dr Richard Spence who stepped into the breach as acting CEO of WASSTB at short notice and ably managed the organisation for the last 6 months.

I am optimistic looking at the years ahead given the calibre of our people and their commitment to the mission of the Diocese.

John Palairt
Chairman
WASSTB and ACWL

