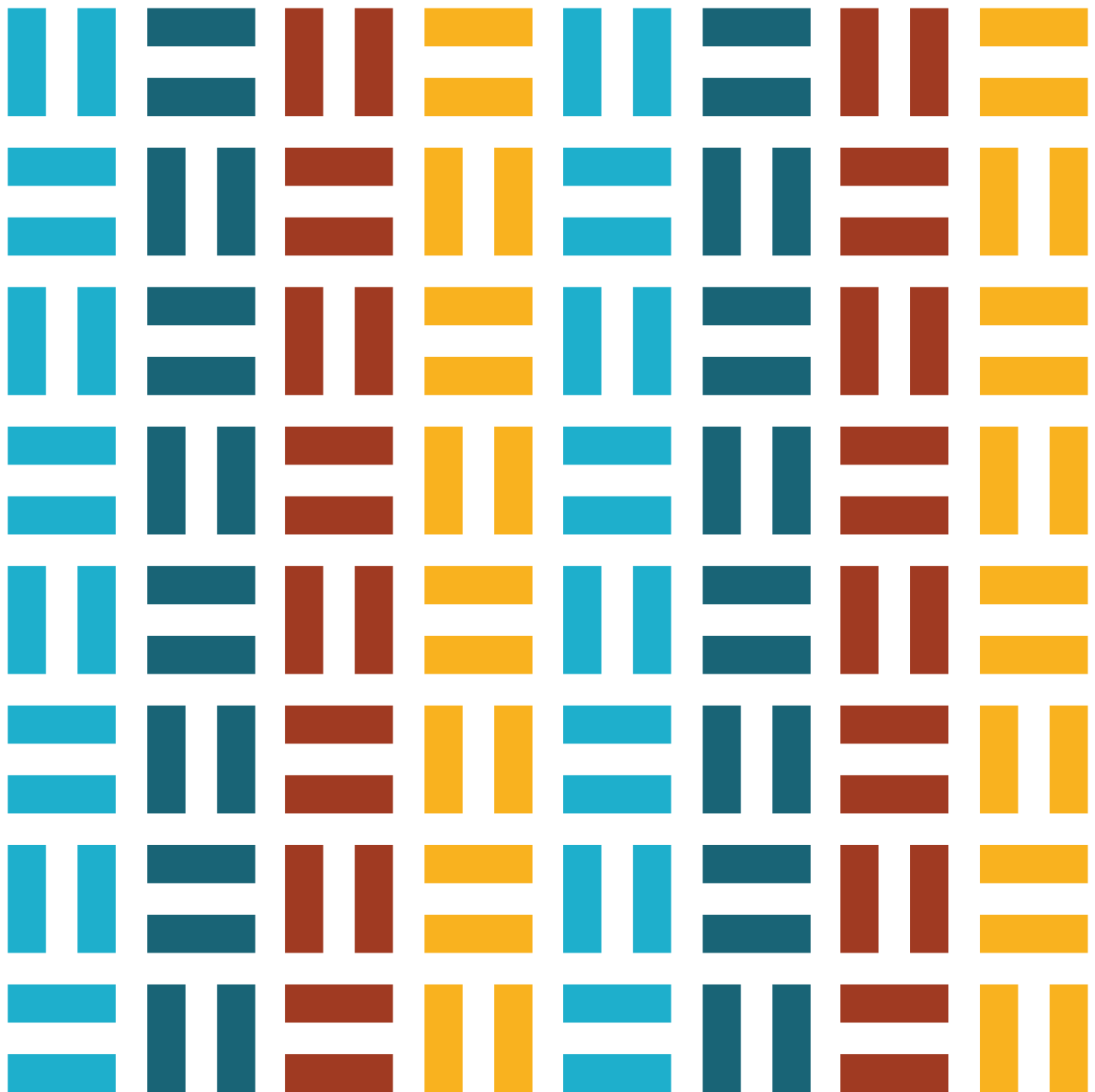


Tongan Health Society Incorporated

Annual Report

Year ending June 2019





Contents

- 05** Chairperson's Report
- 09** Chief Executive Officer's Report
- 26** Integrated Outcomes Unit
- 40** Clinical Administration Manager's Report
- 46** Clinical Services Manager's Report
- 60** AKO Langimalie Preschool Centre Report
- 72** Financial Report
- 74** Statement of Financial Position
- 80** Independent Auditor's Report
- 81** Directory

Vision

The Tongan Health Society and Langimalie Integrated Family Health Centres help people by providing holistic healthcare services of a high standard.



Mission

To provide the best healthcare services for all New Zealanders in the communities we serve, particularly people of Tongan descent in Aotearoa.

Values

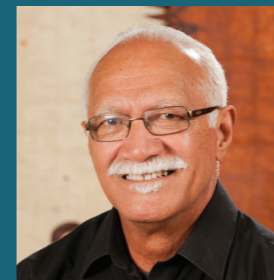
- Culture, people and community
- Professionalism and excellence
- Collaborative, co-operation and respect
- Passion and integrity

Working Style at THS

- Teamwork
- Community-based
- Appropriate technology
- Quality service



Board Members



Dr Maika Kinahoi Veikune
Chairperson



Telesia Tonga
Vice Chairperson



Dr Glenn Doherty
CEO/Clinical Director Board Secretary



Nalesoni Tu'inauvai Tupou



Pauline Taufua



Rev Saane Langi



Dr Ofa Dewes

Ex Officio Board Members

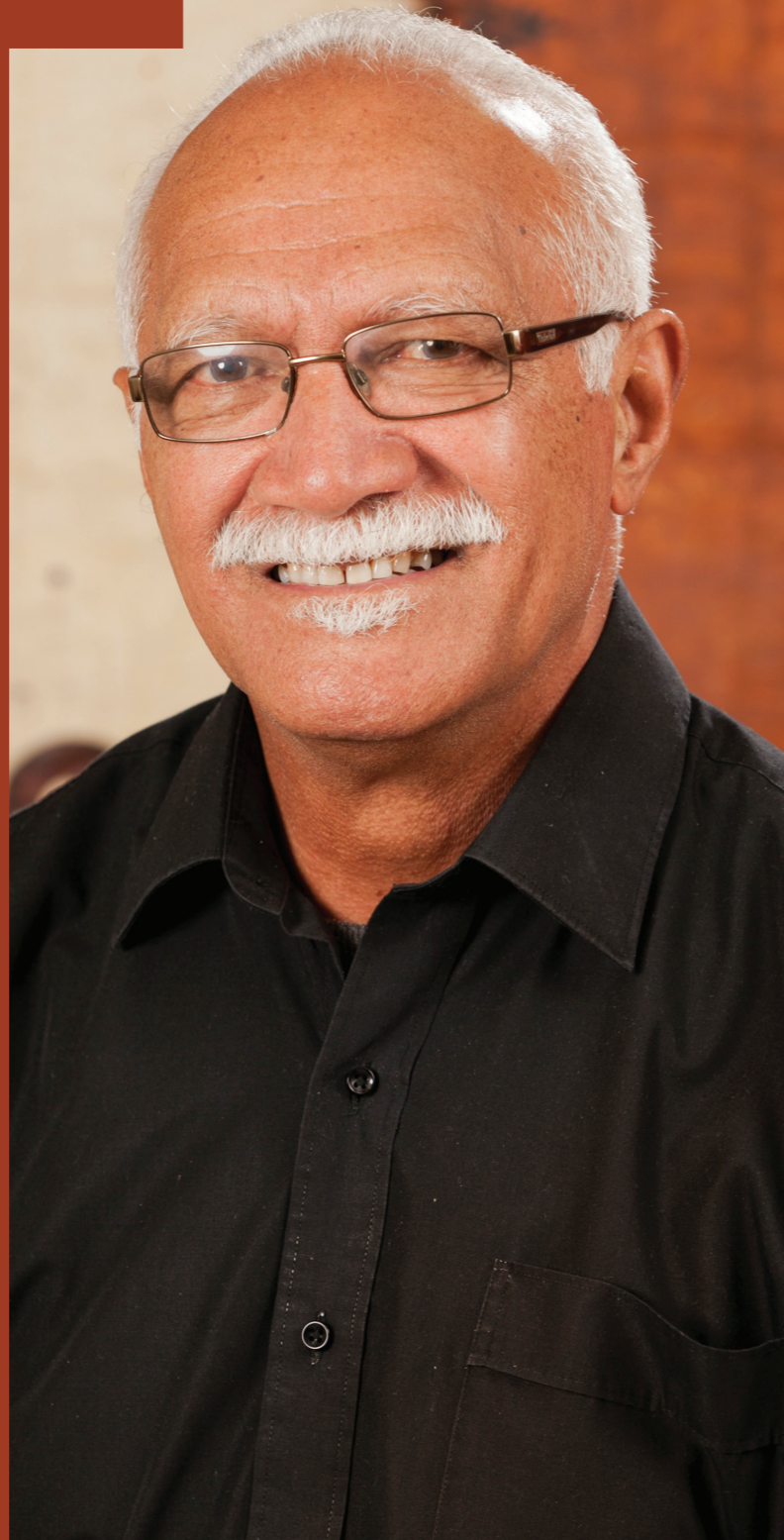


Amelia Schaaf
Legal Advisor



Jeff Muir
Treasurer

Chairperson's Report



Dr Maika Kinahoi Veikune
Chairperson



The Society continues to advance and strengthen its wide ranging organisational and governance work programme for the community and clients it serves.

The Board and CEO have focused on increasing organisational capacity and capability over the financial year and to date which has been underpinned by innovation, quality, and excellence.

As part of the ongoing quality improvement across the organisation THS has achieved its Royal New Zealand College of General Practitioners Accreditation and Foundation Standards till 2023 in addition to achieving its Ministry of Social Development Level 2 Accreditation. Ako Langimalie is pending its Education Review Office assessment.

The Society has developed further partnerships with the Maurice Wilkins Centre for Biomedical Research at the University of Auckland and signed a memorandum of understanding with the Centre. Our CEO Dr Glenn Doherty was appointed as a Clinical Associate with the centre in 2019. Further research projects have been developed to complement the extensive existing research portfolio and there have been publications locally and internationally on our research outcomes. Further partnerships have been developed with Pasifika Futures Ltd (The Pacific Whanau Ora Commissioning Agency) over the next four years with the securing of a Whanau Ora Contract for our most vulnerable

families. Partnerships and collaborations are a fundamental part of our strategic intent.

The Board and CEO have focused on achieving financial viability and sustainability and have been able to achieve this through the securing of new contracts and efficiencies and effectiveness in the internal business operations in addition to changes to capitation formulas and CPI linked contract increases.

New staff have been appointed to further support the clinical and non-clinical operations throughout the organisation and to complement best practice in the clinical team. There has been the appointment of Tongan allied health professionals in the mental health and long-term conditions team and further development on our youth at risk and youth work readiness programmes with the Integrated Outcomes Unit.

THS has responded to the COVID-19 pandemic with the establishment of a Community Testing Centre at our Panmure Clinic, assisting 1,453 families with packages of support and care over the lockdown periods and increasing social services and mental health support for our community. The CEO has worked to develop innovation in technology with the development of an App to communicate with

our large long-term condition's cohort over these difficult times. A Pacific Mobile Clinic service has also been developed to provide outreach support to our clients over the post lockdown period with funding from the Ministry of Health and Auckland District Health Board. There has been the development of research initiatives to the Health Research Council and supplying of devices to Year 12-13 students undertaking their NCEA examinations to ensure they maintain their engagement with learning and curriculum imperatives over the lockdown periods. Board members have been involved with these activities and I wish to acknowledge Dr Ofa Dewes and Mrs Telesia Tonga for their input to those projects. I also wish to acknowledge the CEO and staff for their excellence in providing timely responses to the pandemic. A large amount of work at short notice was achieved and staff worked collegially to provide the responses.

The Board has continued to complete its due diligence on the development of its satellite clinic in the Kingdom of Tonga and has recently registered and incorporated the Langimalie Medical Centre and Pharmacy Ltd. The Society received a philanthropic donation from the Doherty family to purchase the

clinic and pharmacy in Tonga. The Board is aiming to open the satellite clinic and pharmacy in 2021 once the lockdown in the Kingdom has ended.

Finally the Board has been most impressed with the achievement of the 2020 award in The New Zealand Primary Healthcare Awards for General Practice of the Year this is a testament to the increasing sophistication, performance, innovation and quality of the service in the New Zealand primary healthcare landscape and as a pacific provider is an outstanding result.

I wish to thank the CEO for his tireless efforts and strong commitment in advancing the

Society work programme overtime, the Board for its governance and high level support to the organisation and management and staff for their excellence in the scope of their professional service for the clients, families and the community we serve.

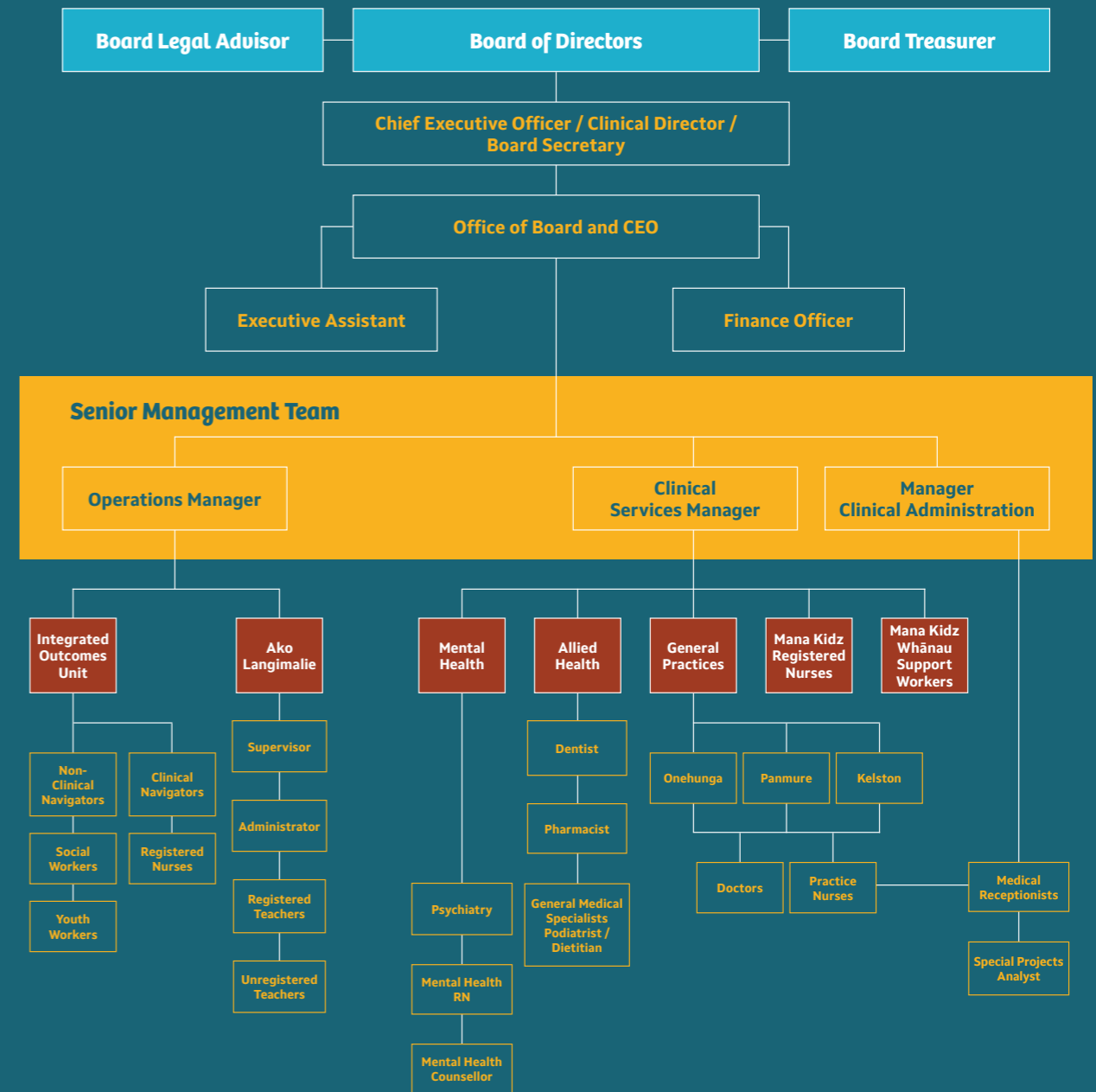
The loyalty and commitment of our team underpin the leadership of our organisation to achieve a shared common purpose and duty of care and service. The Board and I wish you a safe and prosperous Xmas and New Year.



Dr Maika Kinahoi Veikune
Chairperson



Organisational Structure



CEO and Medical Director's Report



Dr Glenn Doherty
CEO and Medical Director



Service Excellence, Financial Performance, and Outreach

The 2018/19 financial year and beyond has seen the Society work programme further develop its strategic goals especially in the areas of:

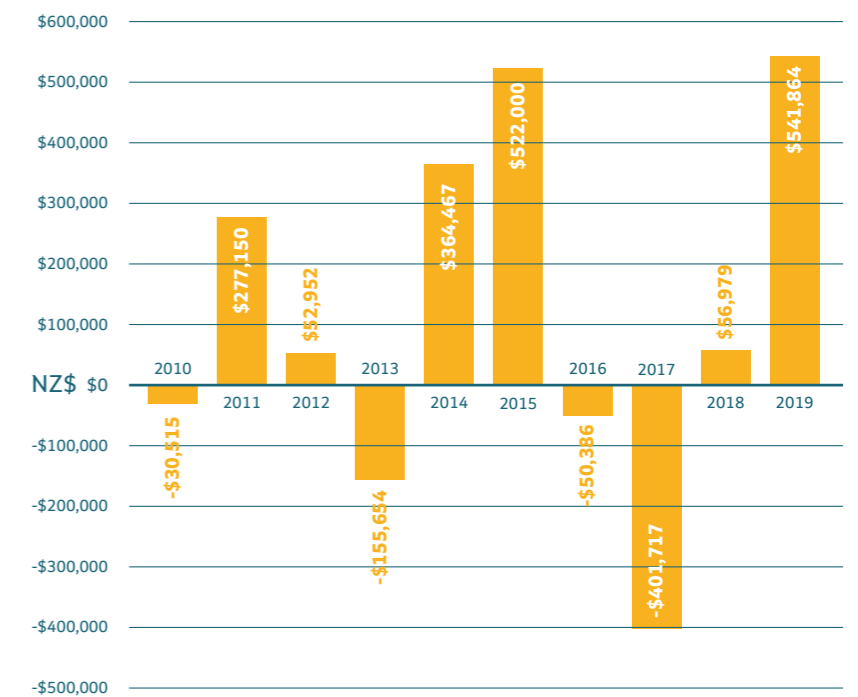
- Partnerships and Collaborations
- Research and Education
- Innovation Leadership and Influence
- Internal Operations and Business Support

Financial Performance

The Society recovered from its deficit in the 17/18 financial year and returned to a surplus of \$56,979 and in the 2019/20 year \$541,864. (See graph to the right)

The main reasons in 2018/19 for the return to surplus was due to the increases in funding from the Mana Kidz school-based contract, Lottery Board Grants, and securing of the Ministry of Health Pacific Innovation Fund service and research funding in addition to increases in Government capitation funding.

Financial Performance 2010-2019



There has been an overall turnaround of \$943,581 over the last two financial years and an increase in total revenue between 2018/19 to 2019/20 of \$1.027m.

The main reasons for surpluses in the 2019/20 year was due to securing of new contracts related to:

- Research Contracts
- Ministry of Health Contracts
- MSD Funding
- Capitation Increases

The CEO has further negotiated contracts with the Auckland District Health Board and Pasifika Futures Limited for additional contracts for 2020/2021.

Funding has also been applied for further service contracts from the:

- Ministry of Social Development
- Ministry of Education
- Pacific Provider Development Fund
- Foundation North

NZ Primary Health Care Awards

Tongan Health Society Wins General Practice of the Year in NZ Primary Healthcare Awards

The inaugural national New Zealand Primary Healthcare Awards | He Tohu Mauri Ora showcase innovation, collaboration, and superlative outcomes in the primary healthcare sector. THS was nominated as one of two finalists in the NZ Primary Healthcare Awards in 2019 and won the award of General Practice of the Year 2020 at the Gala event on 29/2/20.

Supporting the primary care sector

A strong primary care sector is crucial to a successful New Zealand health system, and results in outstanding care for patients and a great work environment for staff.

The Health Media and the Pharmacy Guild believe the awards will encourage collaboration and innovation in primary care. This will allow the healthcare sector in general, and the public, to see how hard primary care practitioners work to improve the health and wellbeing of all New Zealanders, and keep them out of the secondary care (hospital) system.

The collective aim is to improve access, health and wellbeing outcomes for Māori and non-Māori alike. The awards celebrate the work that is already taking place as a means of encouraging further collaboration.

Competition

The two finalists in the NZ Primary Healthcare Awards for the Total Healthcare General Practice of the Year were the Tongan Health Society and Feilding Healthcare.

Total Healthcare general practice of the year



Tongan Health Society

The Tongan Health Society is the only privately developed Tongan integrated family health centre in New Zealand operating outside the Kingdom of Tonga.

It has three medical centres - Onehunga, Kelston, and Panmure - and six school clinics in South Auckland employs 65 staff and also runs a preschool, community centre and garden, and an integrated outcomes unit.

The society uses Tongan-based philosophy, principles and values regarding health and wellbeing. It employs specialist skill sets to focus on client outcomes, and employs mainly Tongan professionals to deliver the services.



Feilding Healthcare

Feilding community's healthcare needs are being addressed well with a health centre that can thrive, both short and long term.

Some keys to their success include: patient access to a wide range of services onsite, many ways to make contact with the clinic, telehealth, home visits, extended opening days and hours, multilingual staff, a keen focus on patient and community communication, an edible garden, wellbeing activities for staff, and more.

A risk stratified approach means patients at higher risk of hospital admissions are identified and given the extra attention they need.



Mark Vella, CEO of Total Healthcare, and Dr Glenn Doherty, CEO and Medical Director of Tongan Health Society

Award Criteria

This award goes to a multidisciplinary general practice team that has had a positive impact on general practice and on improving the patient experience. The team will have worked towards equity in all aspects of care. They will be well managed, innovative, and engaged in the community and the wider primary healthcare sector.

Feedback from the judges

Miharo! Congratulations Tongan Health Society for understanding the community you serve and aligning with strategic health partners to meet the health needs of your community and abroad. Naku te rourou nau te rourou ka ora ai te iwi - With your basket and my basket the people will flourish.

This is a submission that has the Tongan Community at the very heart of it both within New Zealand and in Tonga. The purpose, vision, and implementation is well developed and thought through. Including NGO's and non-clinical settings to have clinical discussions with the community leads to comfortable, convenient access for the community. This is scalable. Fiscal responsibility - 17% growth in annual turnover and surplus within one year. Strong research support and inputs that reflect measurable outcomes for the Tongan Community. Excellent submission and evidence of a focused and targeted health approach for our Tongan Community.

What an amazing service for their community. The wide range of services and partnerships with churches, schools, research groups, teaching and integration with DHB services is impressive. This only comes from much hard work and dedication. Well done to all the team!

This is an outstanding entry. The breadth of elements covered is staggering and the impact on the community must be commensurate with the effort invested by all involved. Well done.

An extremely well thought out and managed innovation that is successfully achieving better health for the population it is designed to serve.

Dr Glenn Doherty, THS CEO and Medical Director, said:

■ The award was a true honor and represents the hard work of the board, management, and staff across a wide range of services.

Work is performed in clinics, our preschool, homes, schools, church halls and the community. We work with children, adults, families, youth, and our old people, and this includes people from all cultures.

We believe research and partnering with other agencies is critical to achieving great health outcomes. What we do brings with it high levels of responsibility and expectation. These are challenges that we meet through innovation, a far-reaching strategy, and the ambition to do better and to do more for our people.

Dr Maika Kinahoi Veikune, Board Chairperson, said:

■ The award was a reflection of continued excellence, innovation and best practice that is grounded and underpinned by outstanding leadership. Over the last six years the Society has continued to perform at a high level with a diverse management and board work programme.



Board Chairperson, the Board, CEO, and staff of the Tongan Health Society Inc.

Research

The Society has continued to develop its research portfolio as per the table below. Additional applications have been made to the Health Research Council in the following areas:

- Taunakitanga Takitini: reframing self-management support for all with lifelong conditions-A pacific study in self-management
- Risk Stratification Modelling for Tongan Clients with Long Term Conditions

The Society continues with the current research portfolio documented below with recent publications in the British Medical Journal and is awaiting publication in the New Zealand Medical Journal.

Research Programme

as at 21 September 2020

RESEARCH PROJECT	KEY INVESTIGATORS	DATE APPROVED BY CEO & BOARD	STAFF INVOLVED	DATE COMPLETED
1 Living with dementia in a NZ Tongan community	Dr Chris Perkins Psychogeriatric CMDHB & ADHB Dr Sarah Cullum Consultant Psychiatrist CMDHB	20/04/2017	Dr Glennis Mafi Dr Staverton Kautoke Ms Makoni Havea Dr Siale Foliaki	Ongoing
2 Periodic Fasting & Daily Probiotics in Obese Pre-diabetics (PROFAST)	Dr Rinki Murphy Auckland University	29/11/2016	Ms Fifita McCready Dr Glenn Doherty	Ongoing
3 Tongan Understanding & Experience with Genetic Counselling	Ms Heather Mann Massey University	09/11/2016	Dr Glenn Doherty Dr Glennis Mafi Ms Mele Vaka	Ongoing
4 Palliative Care for Pacific Populations	Dr Sunia Foliaki Massey University	17/10/2016	Dr Glenn Doherty Dr Glennis Mafi Ms Mele Vaka	Ongoing
5 An Exploration of Factors affecting preoperative attrition in Pacific clients who are eligible for publicly funded bariatric surgery from the perspective of health professionals	Prof. T. Cundy Dr Tamasin Taylor Auckland University	18/05/2017	Dr Glennis Mafi Dr Glenn Doherty	Ongoing
6 Determining the feasibility and cost-effectiveness of a population-based abdominal aortic aneurysm screening programme for Māori residents of Waitemata DHB	Dr Peter Sandiford WDHB	22/06/2017	Dr Glennis Mafi Dr Glenn Doherty	Ongoing
7 Clinical trials for patients with Non-Alcoholic Steatohepatitis (NASH)	Prof. Ed Gane Auckland Clinical Studies	22/06/2017	Dr Glennis Mafi Dr Glenn Doherty	Ongoing
8 Use of Suprasystolic Oscillometric Pulse Waveform for Atrial Fibrillation Screening	Prof. Robert Scragg School of Population Health Auckland University	22/06/2017	Dr Glennis Mafi Dr Glenn Doherty	Ongoing
9 Longitudinal Study of New Zealand Children and Families	Dr. Cameron Grant FRACP PhD, Head of Department – Paediatrics: Child & Youth Health Professor in Paediatrics, The University of Auckland Paediatrician, Starship Childrens Health Park Road, Auckland, New Zealand	21/02/2018	Dr Glennis Mafi Dr Glenn Doherty	Ongoing
10 NZ community pharmacy-based support for people with long-term health conditions with a focus on diabetes; healthcare consumer perspectives	Dr. Trudi Aspden School of Pharmacy; Ms Lynne Bye School of Pharmacy; Duncan Milne, Hyun Ji Oh, Joelson Villanueva	8/08/2018	Dr Glennis Mafi Dr Glenn Doherty	September 2018
11 The experiences of Tongan women diagnosed with breast cancer in New Zealand	Keleni Tupou – (CMDHB Registered Nurse)	19/04/2018	Dr Glennis Mafi Dr Glenn Doherty	Ongoing

Research Programme cont.

RESEARCH PROJECT	KEY INVESTIGATORS	DATE APPROVED BY CEO & BOARD	STAFF INVOLVED	DATE COMPLETED
12 To compare two alternative treatments with the current standard of care treatment for mild-to-moderate impetigo among school children	National Hauora Coalition – Tongan Health Society School Based Clinics South Auckland	19/10/2018	Dr Glennis Mafi Dr Glenn Doherty Mana Kidz Nurses Mana Kidz Whanau Support Workers Mrs. Mele Vaka (Clinical Services Manager)	Ongoing
13 Women's Wellness After Breast Cancer	Professor Alexandra McCarthy, University of Auckland	31/01/2019	Dr Glenn Doherty Dr Ofa Dewes Dr Glennis Mafi	Ongoing
14 Insulin Initiation and Intensification in a cohort of Tongan Diabetics on maximum oral Hypoglycaemics resistant to insulin	Dr Glenn Doherty Professor T. Cundy Professor R. Scragg Dr John Sluyter	06/03/2019	Dr Glenn Doherty Dr Glennis Mafi Mele Vaka Rachel Steed Fifita McCready Deepika Sonia	Ongoing
15 WORTH study Predicting glucose lowering response to two oral diabetes medications: vildagliptin and pioglitazone, using clinical characteristics such as ethnicity, gender, BMI, age, and biochemistry (such as lipids, starting HbA1c, C-peptide) as well as genetics-Prof Rinki Murphy, Dr Ofa Dewes	Dr Glenn Doherty Professor Rinki Murphy, Assoc Prof in Medicine and Specialist Diabetes Physician – University of Auckland Rebecca Brandon	2/05/2019	Dr Glenn Doherty Dr Ofa Dewes Mele Vaka Rachel Steed Deepika Sonia Fifita McCready	Ongoing
16 Morbidity and Mortality after Recognition of Macroalbuminuria in Pasifika People with Type 2 Diabetes	Tian Cooke Fifita McCready Dr Glenn Doherty Tim Cundy	15/1/2020	Fifita McCready, Dr Glenn Doherty	Ongoing
17 Treatment Satisfaction in People with Diabetes on Metformin and or Sulfonylurea Therapy on entry into the Worth Study	Ry Yves Tweedie-Cullen, Rebecca Brandon, Ryan Yeu, Yiping Zou, Stacey Ruru, Yannan Jiang, Dale Griffiths, Kate Smallman, Glenn Doherty, Kerry Macskill-Smith, Rebecca Doran, Ryan Paul, Penny Clark, Norma Nehren, Rinki Murphy	05/02/2020	Dr Glenn Doherty Mele Vaka Deepika Sonia Dr Antony Inder Rachel Steed	Ongoing
18 Ageing Well National Science Challenge University of Otago and University of Auckland	Dr Ofa Dewes Dr Glenn Doherty	10/07/2020	Dr Glenn Doherty	Ongoing
19 Diabetes treatment satisfaction amongst participants with diabetes on entry to the WORTH study.	Ry Yves Tweedie-Cullen Rebecca Brandon Yannan Jiang Ryan Yeu Yiping Zou Kate Smallman Glenn Doherty Kerry Macskill-Smith Rebecca Doran Ryan Paul Liz Walker Penny Clark Norma Nehren Rinki Murphy	05/02/2020	Dr Glenn Doherty Mele Vaka Fifita McCready Wendy Allen Dr Antony Inder Dr Gavin Lee	Ongoing

Maurice Wilkins Centre for Biomedical Research



Dr Glenn Doherty was appointed as a Clinical Associate of the Maurice Wilkins Centre for Biomedical Research at the University of Auckland School of Medicine in July 2019. A Memorandum of Co-operation was signed between the Centre and the Tongan Health Society Inc in September 2020 for ongoing research partnerships and collaborations consistent with the Society Strategic Intent.

Pacific peoples living with diabetes

Project overview

The Tongan Health Society is working on an innovative approach to underpin best practice models for patients with diabetes who are on maximum oral hypoglycaemic medication to start insulin therapy when they are hesitant to do so. Dr Glenn Doherty, CEO and Medical Director for the Tongan Health Society Inc. initially developed the project and related research with assistance from the Ministry of Health Pacific Innovation Fund which ran concurrently with the Whakakotahi initiative. To date 70 % of the cleaned cohort have been initiated on insulin according to the methodology with improvements in biochemical and biomedical indices. THS was the highest performer in the programme and won an award for its approach.

Whakakotahi 2019 and Ministry of Health Pacific Innovation Fund

THS continued with its Whakakotahi 2019 programme and was awarded top story board and initiative across all providers in New Zealand. Mele Vaka - Clinical Services Manager and Deepika Sonia - Special Projects Analyst were the improvement facilitators for the quality programme.

Image: Mrs Mele Vaka - Clinical Services Manager, Karen Osborne - Deputy Chief Executive and Director of Health Quality Learning and Improvement, and Deepika Sonia - Special Projects Analyst



New Service

Mana Kidz Service-Mountain View Primary School

The Mana Kidz service took on an additional school to add to its existing five schools.

The school is Mountain View Primary and Grace McIntosh has been appointed as the new school nurse. The Society employs 3.8 FTE Registered Nurses and 4.3 Whanau Support Workers as per the table below:

School	Nurses and Whanau Support Workers
Sutton Park School	Chhaya Rana and Katalina Lomu
Papatoetoe North School	Atareta Arnold and Venus Hika
Wymondley School	Chhaya Rana and Venus Hika
Kingsford School	Grace McIntosh and Miriam Hipolito
Jean Batten School	Stephanie Bruce and Miriam Hipolito
Mountain View Primary School	Grace McIntosh and Seini Latu

These has been a 2% CPI linked increase in the contract backdated to 2018 which allowed pay increases for staff. The contract has been rolled over to 2021.

New Service

Pacific Mobile Service

The Society has been awarded a Pacific Mobile contract which will be run for four months in 2020 as an adjunct to the core primary care services.

The Ministry of Health has identified Pacific peoples as a priority population who face specific risks as a result of COVID-19 and has acknowledged that they are more likely to be disproportionately impacted by the pandemic. To achieve equitable outcomes for Pacific people, this service has been developed to promote equity and to reduce the burden of the disease on vulnerable Pacific populations.

The Pacific Mobile service will be able to deliver a range of services that include COVID-19 management and general primary care assessment and care. The services include the following:

- Covid-19: swabbing as per case definition and surveillance swabbing as requested by the DHB but subject to your current caseload
- Opportunistic vaccinations for priority groups including childhood, adolescents, young adults and antenatal immunisations
- Strep throat swabbing
- Providing relevant health information and education (and appropriate referral)
- Needs assessments which then link to social services/mental health providers as required
- Assessment and management of skin infections
- Smoking cessation support
- Referrals to other health services as appropriate
- Assessment and management for chronic conditions e.g. diabetes, CVD
- Influenza vaccination for eligible people as per the current PHARMAC criteria

New Service

Whanau Ora Contract

The Society has developed a partnership with Pasifika Futures to deliver Pacific Whanau Ora services to Pacific Families throughout the Auckland region. Whanau Ora is a family centred approach to strengthening the well being and future of Pacific families. The Whanau Ora approach recognises that the best solutions to family challenges come from Pacific Families themselves. Through the service Pacific Families are supported to achieve their education, training, economic development, health participation in the community, developing cultural capital, strengthening identity and family development. The contract was awarded from 1 October 2020 for four years to June 2024.

Whanau Ora Outcomes Domain

- Lifelong Learning, through education, training and skills development is essential for developing the capacity and capability of Pacific families. The pathway to prosperity is through succeeding in education and developing skills for employment or entrepreneurship. The Pasifika Futures Whanau Ora Programme focuses on improving education outcomes for Pacific Learners at all levels with a view to enabling family members to secure employment or to become entrepreneurs.
- Living longer and better, improving wellbeing, and encouraging independence and health literacy are important goals for all Pacific families. The Pasifika Futures Whanau Ora Programme activity promotes healthy lifestyles and living smoke free. Through the programme Pacific families are encouraged and guided as to how to be well, stay well and to manage their health issues in a way that works for them.
- Living financial free describes the goal of Pacific families enjoying a comparative lifestyle that is not hindered by financial constraints. The Pasifika Futures Whanau Ora Programme will navigate families towards having less debt, higher incomes and financial literacy and encouraging savings that will see their families financially secure and safe.
- Leadership, safe living environment, cultural capital and collective identity are important aspects of Pacific communities and the families within them. The Pasifika Futures Whanau Ora Programme aims to facilitate the development of safe, healthy, and violence-free living environments. Furthermore, the programme aims to encourage Pacific families taking leadership at all levels and for families to work together for their mutual benefit.
- The Pasifika Futures Whanau Ora Programme recognises that Pacific families are diverse and that the richness and character of Pacific communities is a reflection of this diversity. The programme advocates for the inclusion of all families so as to mirror and echo the diversity of Pacific communities.

Pacific Whanau Ora Outcomes Framework

Prosperous Pacific Families

	Succeeding in Education	Healthy Lives	Economically Independent and Resilient	Leadership, Culture and Community
Long term Achievement (6-10 years+)	Lifelong learning <ul style="list-style-type: none"> Increased achievement across all educational pathways 	Living longer, living better <ul style="list-style-type: none"> Increased quality of life expectancy rate for Pacific families 	Financial freedom <p>Pacific families will have:</p> <ul style="list-style-type: none"> Increased capital wealth Increase in average income levels Increase in home ownership 	Leading and caring for our families, communities and country <ul style="list-style-type: none"> Increased leadership in Pacific families, communities and country Increased number of Pacific people in leadership roles
Medium term Engagement (3-5 years+)	Pacific families are: <ul style="list-style-type: none"> Achieving education success Supporting and nurturing educational success Technically literate <ul style="list-style-type: none"> Increase in the number of students achieving NCEA Level 2, NCEA Level 3 and University Entrance Increase in the number of students achieving tertiary, trades and training qualifications Increase in the number of families improving their literacy 	Pacific families are: <ul style="list-style-type: none"> Smoke free Physically active and making healthy eating choices Managing their health in partnership with health professionals Actively participating in national screening programmes Increase in families engaging in regular physical activity Increase in families making healthy eating choices Increase in families national screening rates Increase in the number of non-smokers 	Pacific families are: <ul style="list-style-type: none"> Economically independent and resilient Reducing their indebtedness Owning and operating their own business Increase in employment rates Increase in level of savings Increase in average income levels Increase in the number of owned businesses 	Pacific families are: <ul style="list-style-type: none"> Living in healthy, safe & violence-free environments Strong leaders, influential, foster resilience and empower each other to improve their lives Accept and advocate for the inclusion of our diversity Involved and influential in their civic duties Increase in the number of Parents on school boards Increase in Pacific people voting in local, regional & government elections Increase in Pacific people on local, regional & government elections Increase in Pacific people on local, regional, community & national boards Reduction in incidence of mental illness & addiction Reduction in incidence of women, children & elders experiencing abuse
Short term Participation (1-2 years+)	Pacific families are: <ul style="list-style-type: none"> Well prepared for schooling Identifying their educational pathways Understanding how to support and nurture educational success <ul style="list-style-type: none"> Increase in children enrolled in quality early childhood education Increase in students participating in NCEA Levels 2 and 3 Increase in students enrolling in tertiary, trades and training qualifications 	Pacific families are: <ul style="list-style-type: none"> Embarking on the journey to live a smoke-free and healthy lifestyle Partnering with health professionals in the management of their health Fully immunised Progressing towards achieving their aspirations for those living with disabilities Enrolled with a primary care practice and have a family health plan Increase in families participating in smoking cessation support services Increase in families receiving the full set 	Pacific families are: <ul style="list-style-type: none"> Becoming economically independent Engaging with support to reduce their debt Engaged in a range of pathways that provide successful employment and business opportunities Increase in families using banking services and facilities better Increase in families enrolling in a range of employment and business courses 	Pacific families are: <ul style="list-style-type: none"> Taking leadership in providing healthy and safe environments for their families Strong in their cultural capital and sense of belonging Understanding the diversity of our communities Actively participating in their communities Increase in participation in culture and language programmes Increase in the profile and participation of families in community and national events for our diverse Pacific communities Increase in participation in parenting and relationship programmes that support healthy and safe environments Participating in local regional, national and Government events

The response to COVID-19 lockdowns

Community Based Assessment Centre - Langimalie Panmure and AH+PHO

The Society in collaboration with Alliance Health +PHO provided its Panmure clinic as a Community Based Swabbing Centre over the COVID lockdown periods. The Tongan Health Society was the first Pacific provider to set up a CBAC clinic in NZ. The swabbing centre was opened from March to July 2020. From the 28/03/2020 – 31/07/2020 completed 6,631 swabs were taken at that site.

Pasifika Futures and Tongan Health Society Inc Partnership

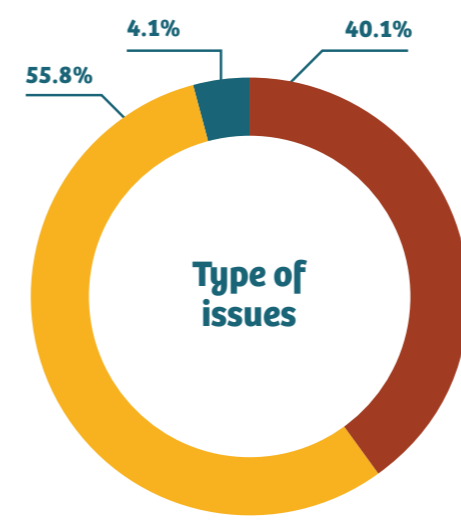
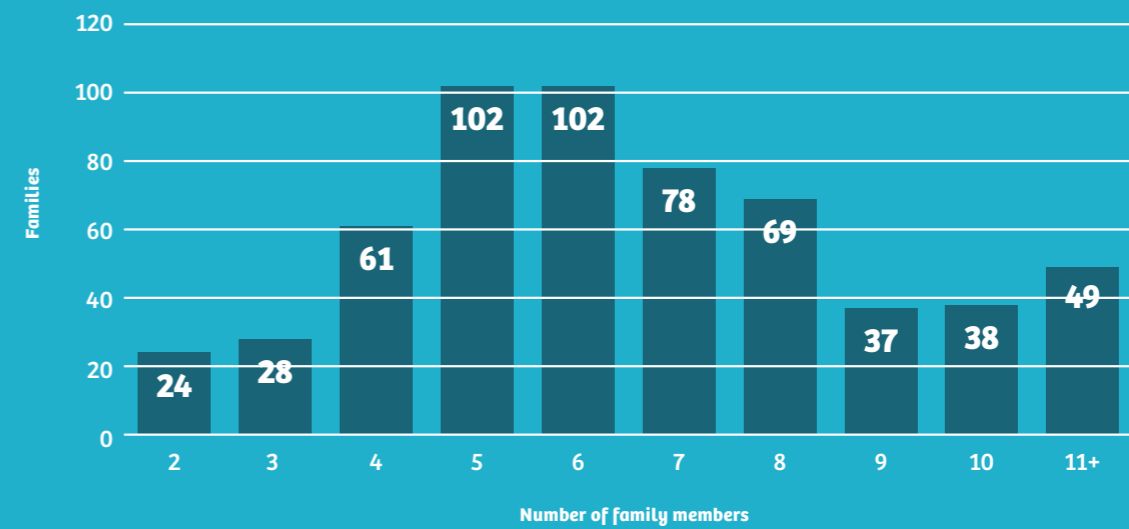
The Society and Pasifika Future partnered over the lockdown periods to provide packages of support for our most vulnerable Tongan families. Most of the support was provided to families who lost jobs or were on wage subsidies because of the lockdowns.

THS was able to assist 1,453 families across a range of areas illustrated in the infographics below. The Society was funded \$310,000 to support the Tongan community across the Auckland region during the Level 4 lockdown and the COVID -19 Resurgence. This was an opportunity to achieve our strategic intent goals around collaborations and partnerships.



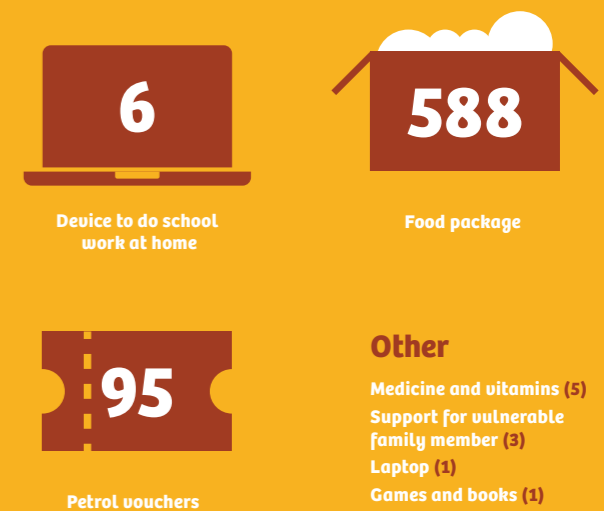
Packages of support and care

Family size



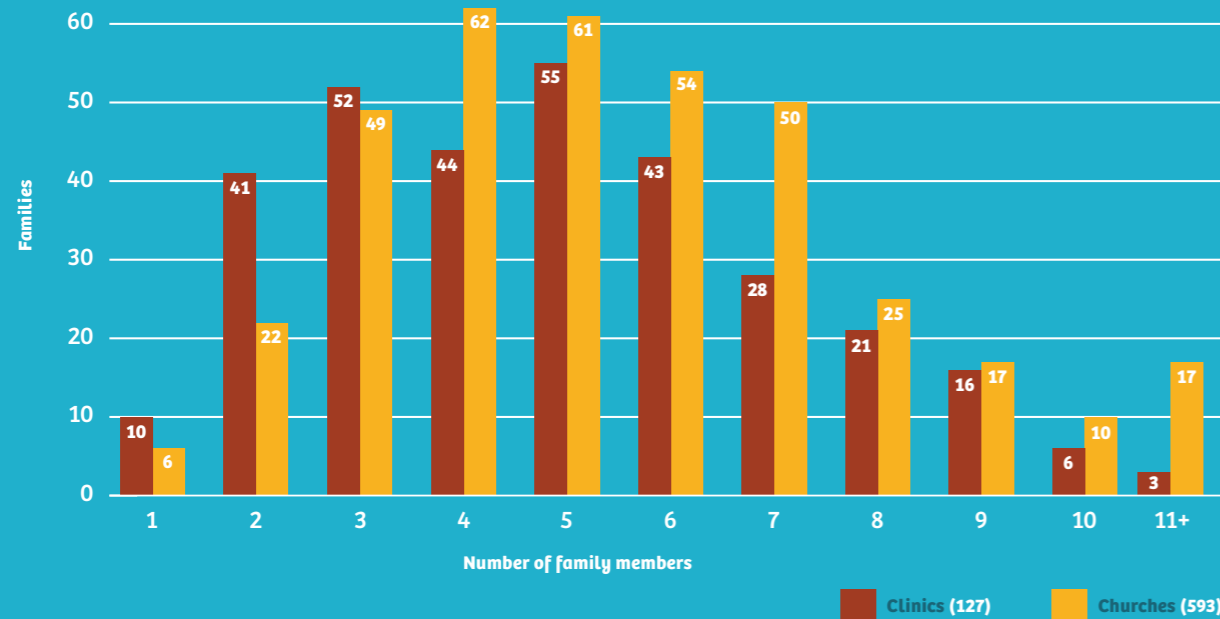
- Key**
- Someone in family is sick (42)
 - Not able to meet basic needs (570)
 - Loss of family income (410)
- Other**
- Family member passed away (1)

Support requested

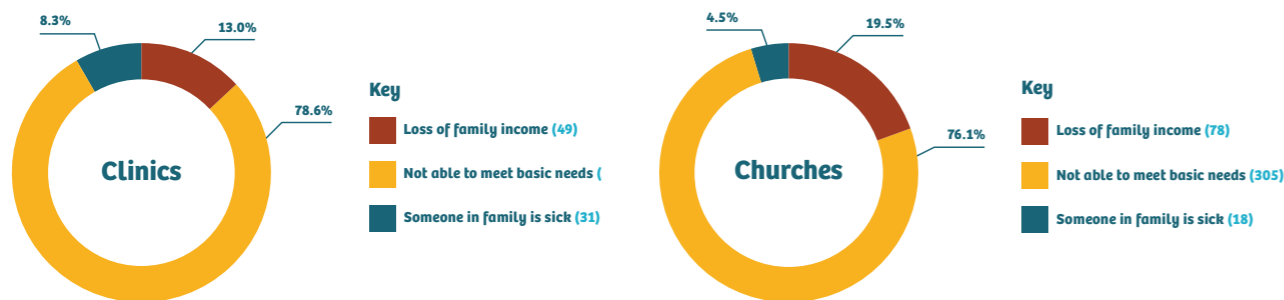


Packages of support and care

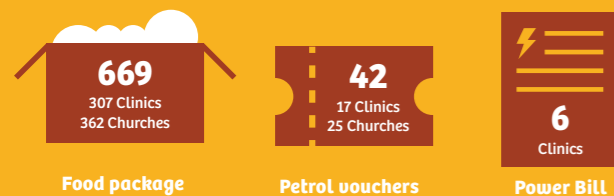
Family size



Types of Issues



Support requested



Chromebooks



Ministry of Social Development (MSD)

The Society was supported by the MSD over the COVID 19- lockdown periods. The value of this contract was \$45,000 from the Community Capability and Resilience Fund.

THS grant was aimed to support Pacific families within our local communities who we work with throughout the COVID lockdown and post lockdown to ensure that they are safe, healthy and on a pathway to enjoying prosperity and wellbeing.

THS increased counsellor hours and mental health nurse hours to assist those with Family Violence and COVID related Mental Health symptoms. Funding was also allocated to allow social worker hours to be increased over this period to allow for additional navigation services.

A new staff member was appointed to the Integrated Outcomes Team: **Esperance Bankundiye** who is a registered Social Worker

A further initiative was funded by MSD below.

Initiative: Virtual Learning Hub for Pacific Students

Purpose of the Initiative

This initiative aims to contribute towards the provision of essential community-led solutions to support local resilience and community wellbeing in relation to Covid-19. The Tongan Health Society would like to take part in supporting community efforts to establish ways of maintaining links and supporting pacific students (largely Tongan) in new ways in light of social distancing to achieve continuity with their learning needs at this time who do not have wifi and or devices to learn from home. We estimate there is approximately 10% of students, mostly Pacific who are in this category. The focus predominately will be on year 11-13 students.

Reason for the Initiative

We have received requests from students for a device/wifi which they can use while doing studies at home. These students belong to our most vulnerable Pacific families. Aside from food and basic needs, Pacific youth also need to cope with the learning changes brought about by COVID-19. It would impact their mental health positively if they can continue to learn at home with the aid of technology.

How the Grant will be Spent

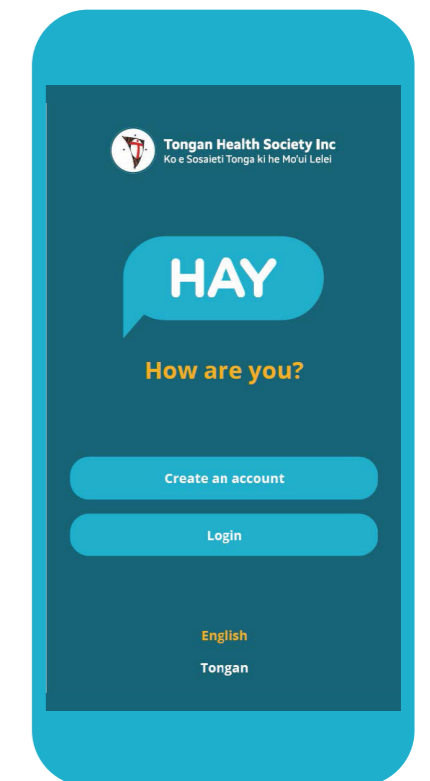
The grant will be used to purchase laptops/chrome books for students to access the virtual learning hub. We will create a Google classroom account where students can log in and ask for help from tutors. These tutors are equipped to teach for all levels from primary to tertiary. Parents can be invited to join so they know what the students are doing. Students can get their class home works from their schools online and we can collaborate with the schools.

This is an innovative way of helping students continue their learning even during the lockdown. Being able to “meet” with other students virtually will also help boost their mental health and aims to ease the feeling of loneliness and depression associated with isolation. Our Pacific youth are already going through a lot seeing their family suffer from various issues due to COVID-19 like loss of family income. This might be a small initiative, but it goes a long way in helping our most vulnerable Pacific families.

Long Term Conditions - HAY (How Are You) Wellness App

The Society has a significant cohort of clients across its medical centres with Long Term Conditions.

The CEO in partnership with Marque (Branding and Digital Design Agency) developed an App to communicate with our most vulnerable long-term condition clients over the COVID-19 lockdown periods. Two campaigns were developed to communicate and engage with approx. 3,000 clients around their long-term conditions, health, and social issues to ensure continuity with Best Practice Management and understand their additional needs during difficult times. The App was translated into Tongan and an English Version was also available. The data management was overseen by the clinical recall team in conjunction with the CEO. Many of our clients had a range of issues affecting them over the lockdown.



COVID 19 Impacts on Engagement

The following factors have contributed to implementing our model of care over the COVID -19 lockdown periods:

Limited services

- No face to face consultation
- Access to laboratory services was limited and only a few Labs were opening. This was important for determining if patients needed to start on insulin, or recent changes to their antihyperglycemic agents have worked. Some patients were well overdue for their repeat blood tests >1 year especially patients with HbA1c >100.
- Transportation – limited public transport available
- Cost – no money to get their meds/no jobs
- Patient fears – do not want to leave their homes
- Some patients were in self-isolation.
- Patient re-locate during lockdown – patients work in rural areas (farms) – some forgot their medications in previous home.
- High risks patient (diabetes) have other comorbidities during COVID-19 lockdown – they were Advised to stay home.
- Patient anxiety/confusion – rapid changes occurred during lockdown especially changing alert levels quite quickly. Patients needed time to understand these restrictions and explore/navigate changes to services during this time.

Langimalie Medical Centre and Pharmacy Limited: Kingdom of Tonga

The Society Board of Governors has undertaken due diligence on the purchase of the Village Mission Clinic and Pharmacy in Tonga. The Board received a donation from the Doherty family for the purchase of the complex in the Kingdom. A company called the Langimalie Medical Centre and Pharmacy Ltd has been set up and incorporated to oversee and run the company as a satellite clinic of the Society. The Board has voted the following as Directors of the new Company:

- Dr Maika Kinahoi Veikune
- Dr Glenn Doherty
- Dr Ofa Dewes
- Mr Nalesoni Tupou

The final part of the due diligence is now being completed and it is aimed to open the new centre in 2021 once the lockdowns in the Kingdom have ceased. The new centre is aimed to assist the many non-residents who visit THS from Tonga each year for their medical care. Most of the medicines on the NZ Medicine Schedule will be available in the Pharmacy in Tonga.

Office of the Board and CEO

The following staff in the Office of the CEO and Board are continuing with their professional development to support the Board, CEO and Society as part of the strategic intent of the Internal Operations and Business Support domain.

- Mika Shang-Finance Officer: Mika has now fully completed her Chartered Accounting qualification (CAANZ) in September 2020
- Elly Roberts-Executive Assistant to the CEO is currently undertaking a Master of Applied Management

New Staff

The CEO has employed the following new staff across the organisation.

Esperance Bankundiye

Appointed as a Registered Social Worker on 6 July 2020. Esperance was born in Rwanda and brings with her a wealth of experience in dealing with mental health and psychosocial challenges. Her journey from being a refugee to achieving NZ citizenship developed her excellent ability in engaging with vulnerable clients.

Qualifications:

- Certificate in Mental Health
- Bachelor of Applied Social Work.

Grace McIntosh

Appointed on 22 June 2020 as a Registered Mana Kidz Nurse for Mountain View School and Kingsford School. Grace is a motivated Registered Nurse who is passionate about improving health and well-being of children. Tongan Health Society Inc is supporting her studies towards a Postgraduate Diploma in Public Health.

Qualifications:

- Bachelor of Health Science Nursing
- Postgraduate Certificate in Advanced Nursing Practice.

Jacqueline Pointon

Appointed as the Special Projects Analyst on 12 October 2020 and is responsible for the research, quality, and informatics systems of the Tongan Health Society's projects. Jacqueline is an analytical and outcomes-focused professional with proven government and academic experience and is a lawyer by training.

Qualifications:

- Bachelor of Arts
- Bachelor of Laws
- Master of Indigenous Studies
- PhD in Law Candidate.

Long Term Conditions Team

The CEO has appointed two new staff to the Society as part of the clinical team with a focus on Long Term Conditions and undertake weekly clinics. They include:

- Fakaola Otuafi – Renal Nurse Specialist
- Mafi Funaki – Clinical Dietician.

Mental Health

The CEO has appointed two new Mental Health Team members to complement the psychiatrist input to the service they include:

- Karyn Bramley – Mental Health Nurse Specialist
- Mele Latu – Counsellor.

Staff Awards 2018/2019

The following awards were allocated to staff from the CEO in the following areas:

- Lupe Helu – Postgraduate Certificate in Specialty Care Pacific Health
- Ofa Tohi – Merit in Social Work
- Mele Vaka – Primary Care Improvement Facilitator Course – Health Safety Quality Commission NZ and PHARMAC
- Deepika Sonia – Primary Care Improvement Facilitator Course – Health Safety Quality Commission NZ and PHARMAC
- Atareta Arnold – Community Nurse Prescriber
- Ika Vea – Independent Vaccinator and Ability to Engage and Mobilize her HVAZ Church
- Jennifer Lavemai - Diligence and Commitment to Ako Langimalie ECE Services
- Elenoa Havea – SME Master Trainer
- Seini Latu – Diligence and Commitment to the Mana Kidz Programme
- Zija Mika Shang – completed

Taxation, Financial Accounting & Reporting, Audit & Assurance

- Alisi Tameifuna – Service Award as a Well Child Specialty Nurse
- Ana Moala – completed NETP Programme
- Louise Robertson – Postgraduate Certificate in Specialty Nursing
- Elly Roberts – Service Excellence to the Office of the CEO and Board.

MSD Accreditation

THS was successful with its MSD Accreditation outcome in December 2019. The Society was assessed as fully meeting the standards for meeting accreditation. Ten standards were assessed, and all were met.

- Client -centred services
- Community Wellbeing
- Cultural Competence
- Staffing
- Health and Safety
- Governance and management structure and systems
- Financial management and systems
- Resolution of complaints related to service provision
- Quality Improvement
- Client services and programmes.



Royal NZ College of General Practitioners: Cornerstone and Foundation Accreditation

THS has been successful in completing its RNZCGP Cornerstone Accreditation this is now valid from 18/6/19 to 18/6/2023.

In addition, THS achieved its Bronze Cornerstone Accreditation valid from the 1/4/20 to 31/3/20 from the College.

In the new quality framework for the Society THS received its Foundation Accreditation from 1/4/20 to 17/6/23.

Awards from AH+ PHO 2018/2019

The following awards were provided to the Society over the 18/19 year:

- Highest rate of DARs for a Practice with >150 eligible Pacific patients in 2018-19
- 'Leading the future' using new technology and healthcare innovation in 2018-19

The following award was provided to the Society over the 19/20 year:

- Highest completion rate for Diabetes Annual Reviews.

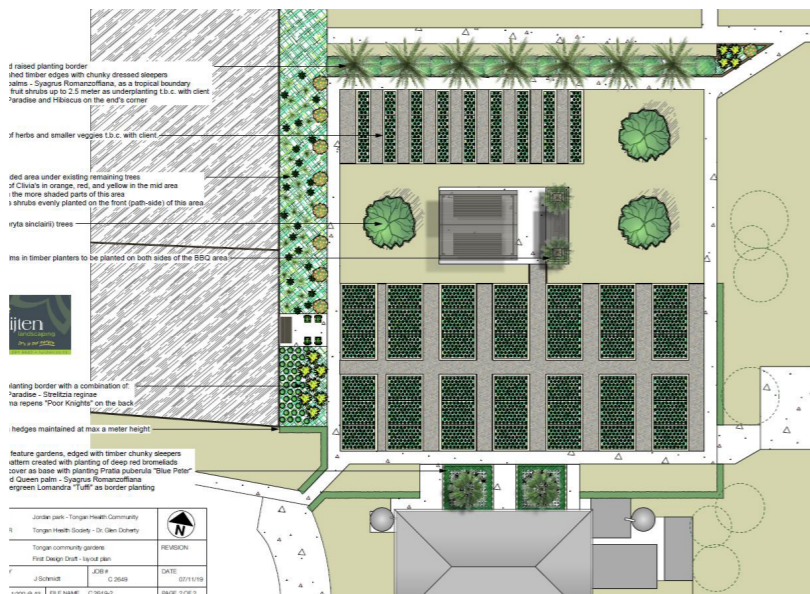


Jordan Hall

The Society continues to run the Elderly Day programme for our community each week funded through the NZ Lottery Board.

Jordan Reserve Garden Project

The CEO in conjunction with Lujiten Landscaping has developed a gardening project to upgrade the garden and plot holding areas of the reserve. The Society has currently 42 enrolled plot holders in the reserve. There is a four-stage project with three of the stages near completion.



Ako Langimalie

The Ako Langimalie ECE has continued to operate through the financial achieving two significant milestones:

The promulgation by the Board of:

- Ako Langimalie Strategic Plan 2020-2023
- Review of ECE Policies

Staff continue to prepare for the ERO visit which has been delayed due to lockdowns. The following new staff have been appointed to the Centre:



Lavinia Manuopangai

Appointed as Ako Langimalie Centre Supervisor on 13 March 2020. Lavinia has over 30 years of experience in providing quality education to Primary, Secondary, and Tertiary school levels.

Qualifications:

- Teacher's Certificate Class
- Associate of Science in Child Development
- Bachelor of Education
- Graduate Diploma in TESSOL (Teaching English as a Second Language).

Lile Manako

Appointed as Ako Langimalie ECE Teacher on 21 September 2020. Teaching children has been her passion and Lile's love for children was further developed as she volunteers in various children ministries.

Qualifications:

- Level 3 in Workplace Safety
- Certificate in Mental Health First Aid
- Level 4 Certificate in Early Childhood Education and Care
- Level 5 Certificate in Early Childhood Education and Care.

Aniwa Tuhiwai

Appointed on 18 May 2020 as Ako Langimalie Registered ECE Teacher. Aniwa is a highly skilled professional and has over 20 years' experience building a career in education and management sector.

Qualifications:

- Diploma in Teaching.

Losa Laumanu

Appointed as Ako Langimalie Registered ECE Teacher on 21 October 2019. She has over 10 years of experience working as a teacher.

Qualifications:

- Diploma of Teaching Early Childhood – Pacific Islands.

COVID 19

Ako Langimalie was open on the 18th of May 20. For the first and second week of post lockdown, children's attendance was average at 16 and 21. The reasons for the low numbers were mainly, parents thought it is still not safe enough to bring their children back to school. The numbers of children started to increase as of the first week of June.

Acknowledgement

This year I would like to particularly thank all staff and management for their work during the COVID-19 lockdown periods for stepping up under pressure to assist our most vulnerable clients and families with packages of care and support. In addition I want to thank the Board for its support to my office over a very busy year and work programme and embracing the development of the Langimalie Medical Centre and Pharmacy Ltd in the Kingdom which has been a personal goal of mine for some time. Finally thank you all for your input in achieving the Top Medical Practices in the NZ Primary Healthcare Awards which was a show of excellence from a high performing team and organisation which is a privilege to lead.

Dr Glenn Doherty
CEO and Medical Director



Integrated Outcomes Unit



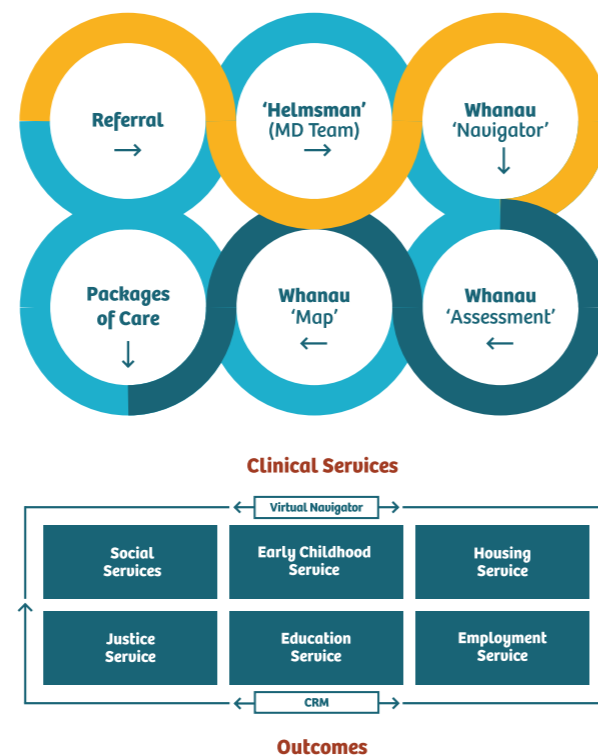
Kasalanaita Puniani
Operations Manager

The Integrated Outcomes Unit (IOU) continues to strive towards becoming a Unit of Excellent in delivering health and social services with its unique model of care that underpins by IT technologies despite the Covid-19 pandemic lockdowns during 2020.

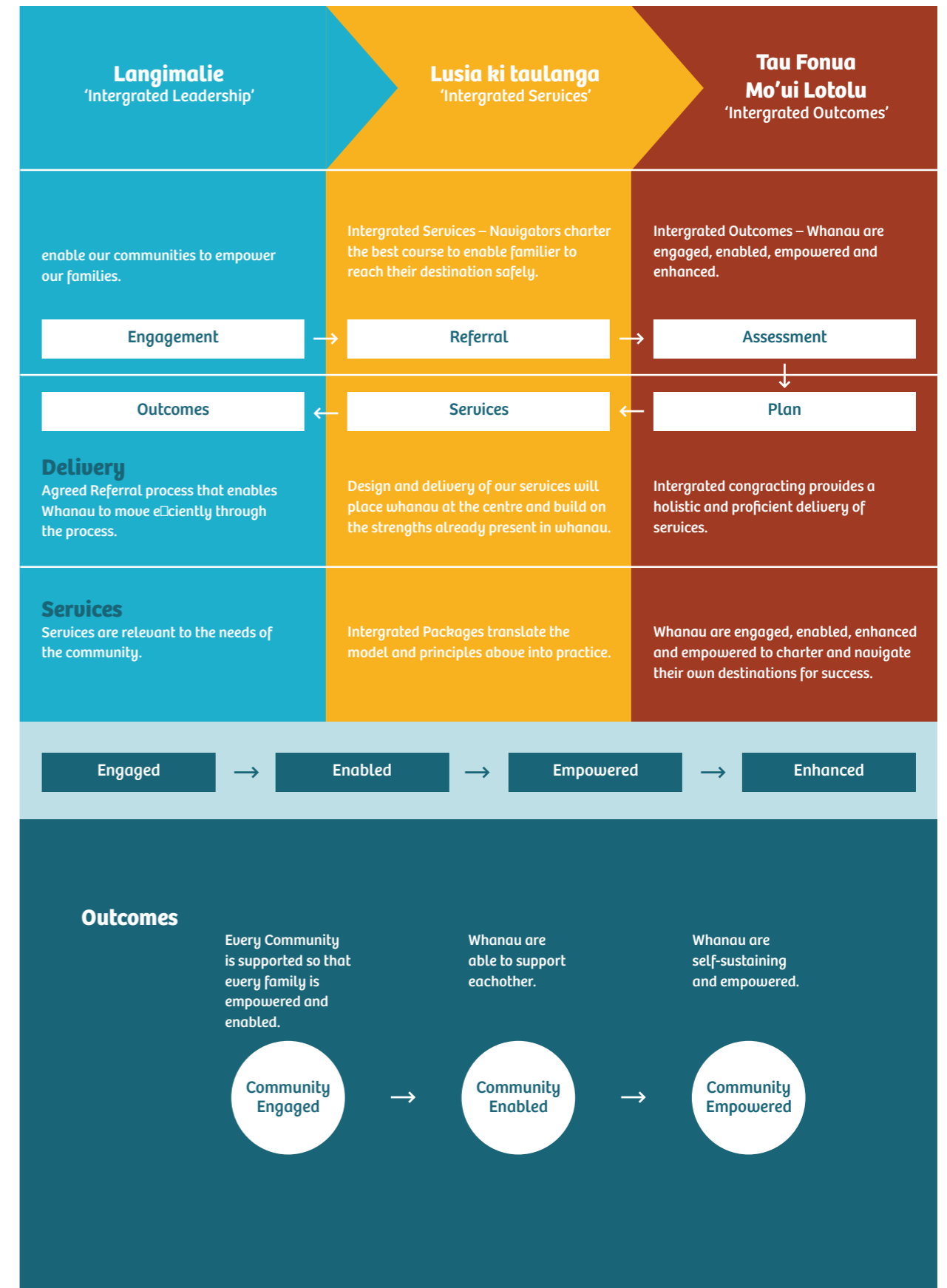
The model of care addresses a wider scope of activities and skills required to make a difference for the communities and families we serve. Staff are continued to be supported with their on-going professional development by the CEO within their specific field of work.

The Integrated Outcome Unit (IOU) model of care provides a great platform for families to work in partnership with our navigators in planning, setting goals, and implementing pathways towards achieving families own set goals in terms of their health and wellbeing. This is illustrated to the right.

Integrated Service Model



Integrated Pathway Logic Model



Whanau Case Study

Engagement & Facilitation

MDT Review, Prioritise & Triage

Subjective Whanau Assessment

Whanau Map

Packages of Care

Virtual Navigator

Performance Monitor, Service Review and Contract Compliance

Two Bedroom Flat

Dad	Mum	10 year old	5 year old	4 year old
Deported	Contraception	Rheumatic Fever	Asthma	
Smoker	Anxiety			
Diabetes HT	Depression			
BMI	Pregnant			
No Job				
No Literacy				
No Licence				

Clinical Navigator

Non-Clinical Navigator

Outcomes

Healthy Adult (25 – 64 years)

Strong & Resilient Youth (15 – 24 years)

Life Launch (5 – 14 years)

Best Start to Life (0 – 4 years)

Facilitation and Services

CLINICAL	NON-CLINICAL
Asthma	Orientation
Immunisation	Literacy English
PES	Computers Employment
WCC	Housing (AWHI) Adult Learning Licence
B4SC	Immigration and Family Violence
MH	
ANE	
Dental	
Contraception	
CX Smears	
Diabetes	
Smoking Cessation	
Gambling Intervention	
Anger Management	

'Track families, clients and workforce to achieve outcomes'

CRM

28

Tongan Health Society

Annual Report - Year Ending June 2019

Service Delivery

The IOU team comprised of clinical (nurses) and non-clinical navigators (Social workers and Youth Workers). The table below outlines contract services being delivered through the Unit.

Service Contracts

	Value
Well Child Services	\$465,963.19
Packages of Care for Pacific Families – Integrated Services	\$115,500.00
Parish Community Services	\$94,382.00
Healthy Village Action Zone	\$73,770.62
Elderly Group, Jordan / Youth Packages of Care CM – Lottery Fund	\$120,000.00
Te Tahua Taituara Grant Fund - POU Stand Tall Initiative	\$45,000.00
Total	\$1,233,972.46

Well Child Services

RN 'Elenoa Havea & 'Alisi Tameifuna

Well Child Tamariki Ora is a home based free and accessible service to all Pacific families and other nationalities. The primary objective of this service is to provide support for families in maximizing children's developmental potential by establishing a strong foundation for their ongoing development. The Service still has the capacity to enroll more children and reports are submitted in every Quarter.

Enroled Well Child Population 0 – 5 years old

Age	Number of referrals
0	52
1	60
2	72
3	55
4	60
5	48

Social Services

I. Family Violence Cases – MSD

The main objective of the Family Violence Program is to provide support services to Tongan families who have experienced Family Violence in the Auckland region. THS Social Services has successfully delivered this program and excelled the contracted target in the last 12 months.

Causes of Family Violence Referrals

Cause	Number of referrals
Drugs & Alcohol	51
Relationship Breakdown	95
Physical Abuse	4
Mental health & Wellbeing	7
Behavioural	21
Financial	1
Gambling	1

Age Groups of Referrals

Age range	Number of referrals
0-20	6
21-30	10
31-40	23
41-49	12
50+	17
Undisclosed	10

II. Non-Family Violence Cases

THS Social Workers had also successfully addressed other social needs such as housing, financial hardships, family issues, mental health matters, plus other forms of support) of our communities in the last 12 months.

Type of Social Needs Addressed by Social Services

Type of issues	Number of referrals
Housing	11
Financial Support	2
Food Parcels	2
Support Letters	5
Carer Benefits	2
Support Mobility	4
Immigration	2

29

Parish Community Nursing

Parish Community Nursing primary objective is to provide culturally appropriate and relevant Nursing services that identify and address health needs of church members and navigate ways to improve their health outcomes. Covid-19 pandemic 2 lockdowns during 2020 had major impact on this service. Communication with church members has been mainly done via electronic such zoom, Facebook, video clips, radio, phone calls etc.

There are 14 participating churches participating in the program. Key areas of focus include:

1. Physical activity
2. Nutrition
3. Quit Smoking
4. Self-Management Education
5. Health Promotion, Health Education & Screening
6. Other projects such as Aiga Challenge.

Parishioners Reached

Church Name	Total Population
Free Church of Tonga Grey Lynn	420
Free Church of Tonga Mt Roskill	342
Free Church of Tonga Otahuhu	350
Mother of Perpetual Help Catholic Church, Glendowie	120
Our Lady of the Assumption Catholic Church, Onehunga	156
St Pius Catholic Church, Glenn Innes	123
St Joseph Catholic Church, Orakei	46
Seventh Day Adventist Church, Penrose	353
Tongan Methodist Church, Ellerslie	432
Tongan Methodist Church, Grey Lynn	292
Tongan Methodist Church, Otahuhu	506
Tongan Methodist Church, Panmure	138
United Church of Tonga, Grey Lynn	420
United Church of Tonga, Glenn Innes	124
Total	3822

Monthly Meetings

Representatives from the 14 HVAZ churches health committees attend monthly meetings at Langimalie – providing updates, highlights, low lights, share learnings and future planning.



Te Tahua Taituara Grant Fund

Ps Peter Tupou

The service integrates a strong Pasifika cultural approach to draw out the sense of identity and purpose for our whanau. This gives them some sense of identity and meaning to an ever-revolving cycle of hardship. Once this “Va” is achieved then the “Talanoa” becomes easier. Cultural relevance is very important and maybe one of the crucial elements to navigating our clients well. A Pasifika cultural framework has been put into place for the service to support Youth towards being work ready.

This service targets individuals aged 16 years and above, and who have one or more of the following risk factors:

- Are part of an intergenerational benefit dependent household
- Lack qualifications or previous work experience
- Have criminal convictions
- Have poor English language skills
- Have mental health conditions, or
- Other significant barriers to gaining employment.

The Highlights/Achievements

- Youths are better informed about making long lasting positive changes
- Clients are navigated through a maze of social barriers and obstacles to achieve positive outcomes.
- Clients gained IRD number, obtain a learner’s driver’s license, register for the job seeker benefit with WINZ and have an updated CV ready for work application.
- Clients have been registered with WINZ for the job seeker benefit as well as registered with Tamaki jobs and Skills Hub for the free Driver’s license scheme.
- Early registrants have enrolled into the Employment readiness program and the Career Start initiatives delivered by Auckland Business Chamber.
- Network with One Tree hill College – school driver’s license program.

Challenges

1. Youth have multiple needs and usually layers of mental, emotional, and spiritual needs that need time, patience, and a loving holistic approach. HEEADDS assessments are critical.
2. Many of the whanau come from lower eco-social demographics and so breaking the cycle of poverty and unemployment is difficult. At the end of the day our clients return home and home is where most of the struggles exist.
3. Covid-19 pandemic lockdown has had immense impact on our youth in terms of affecting their mental health and well-being, social life, and education. Some of our discussions with the youth are things are different at school and family situation and priorities have changed for them.

Type of social needs addressed by Social Services Support Provided 1 July 2019 – 30 June 2020



Supporting secondary students during covid-19

Purpose of the Initiative

This initiative aims to contribute towards the provision of essential community-led solutions to support local resilience and community wellbeing in relation to Covid-19. The Tongan Health Society would like to take part in supporting community efforts to establish ways of maintaining links and supporting pacific students (largely Tongan) in new ways in light of social distancing to achieve continuity with their learning needs at this time who do not have wifi and or devices to learn from home. We estimate there is approximately 10% of students, mostly Pacific who are in this category. The focus predominately will be on year 11-13 students.



Reason for the Initiative

We have received requests from students for a device/ wifi which they can use while doing studies at home. These students belong to our most vulnerable Pacific families. Aside from food and basic needs, Pacific youth also need to cope with the learning changes brought about by COVID-19. It would impact their mental health positively if they can continue to learn at home with the aid of technology.

We will create a Google classroom account where students can log in and ask for help from tutors. These tutors are equipped to teach for all levels from primary to tertiary. Parents can be invited to join so they know what the students are doing. Students can get their class home works from their schools online and we can collaborate with the schools.

This is an innovative way of helping students continue their learning even during the lockdown. Being able to “meet” with other students virtually will also help boost their mental health and aims to ease the feeling of loneliness and depression associated with isolation. Our Pacific youth are already going through a lot seeing their family suffer from various issues due to COVID-19 like loss of family income, etc. This might be a small initiative, but it goes a long way in helping our most vulnerable Pacific families.

We were able to initially donate 10 Chrome Books to our students in April this year and then a further 50 sets in the months of August and September 2020.

Positive Parenting and Active Lifestyle program

Tongan Health Society successfully completed a Positive Parenting and Active Lifestyle program in 2020.

Raising healthy children can be challenging for different reasons. The program targets parents of overweight children who are aged of 5 years and younger. This program aims to help parents raise healthy children with the following 3 main focuses.

1. Promote healthy eating
2. Promote physically active
3. Managing children with problem behaviors.

Program (PPAL)

The program comprised of 9 sessions (90 -120 minutes / session) covering the following:

4. Preparing for change
5. Increasing Self – Esteem and understanding nutrition
6. Encouraging healthy behavior and understanding physical activity
7. Using rewards and modifying recipes
8. Limiting sedentary activity and reading food labels
9. Playing Active Games
10. Providing healthy meals and snacks
11. Managing problem behaviors’
12. Summing up session – Presentation of Certificates.



Successes of the PPAL program

- Ten mothers from our THS HVAZ churches (United Church of Tonga, GI; Catholic churches Glendowie and GI); successfully completed the program
- Mothers are now more knowledgeable in terms of healthy eating / nutrition
- Mother more confident in providing healthier meals, snacks and drink for the children and the family as a whole
- Increase home cooking; less take aways, and eat out and save money at the same time
- Mothers reported the positive changes that they have observed from their children after implementing the strategies learned to help building their children self-esteem
- Mothers are more aware of the needs for their children to be more physically active and the benefits
- Closely manage times children plays on electronic devices and encourage physical activities
- Families are making changing to support children and the whole family members to increase their physical activity levels
- Increase quality family time
- Mothers more skill and confident utilizing strategies learned for manage their children when they misbehave.

Challenges

- Covid-19 pandemic lockdown had major impact on this program – very hard to have face to face group sessions
- Availability of the mothers to attend the group training for they have other responsibilities (eg. Have other children and husbands are at works)
- No transportation to attend
- Switched to Online sessions during the lockdowns – some of the mothers did not have electronic devices. As a result, unable to attend/ participates on online sessions. Hence, had to follow up those mothers and dealt in a one-to-one basis on the phone or face to face.

Self management education

RN 'Elenoa Havea

Successfully completed a Self-Management Education program for elderlies reside at Mangere, Counties Manukau Region. The aim of this service is to improve and empower the self-management skills and capacity of our Pacific Population Elderlies with Long Term Conditions through attending and participating with the Stanford Self-Management Program which also continues into diabetes Self-Management education.



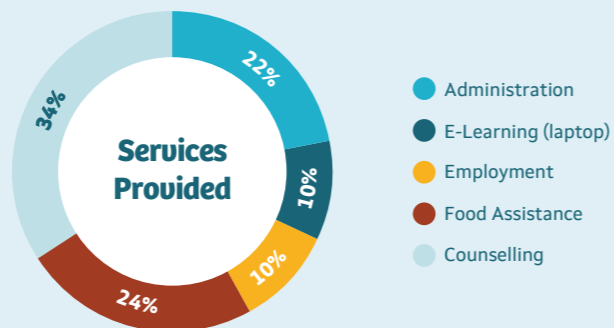
Pacific Youth Navigation program

Mr Thomas Fale

As a Youth Navigation Service our priority is to engage, enable, and empower young people to achieve greater independence and to become a positive contributor to society, family, and the community. Target area – South Auckland and Counties Manukau DHB catchment area.

Services provided were mainly:

- Counselling services
- Food assistance
- Administration support
- Employment
- Electronic devices for virtual classroom learning during lockdowns.



Elderly Day Program – Jordan Hall

The Pacific Elderly Day Program continues to run every Monday with an average number of 35 participants in the program. The program is funded through the Auckland Council Lottery Board and Maungakiekie Tamaki Local Board.

The following activities are conducted each week:

- Zumba / aerobics
- Health & Self-management education
- Pastoral care & Fellowship
- Historical & Cultural Presentation
- Games & Quizzes
- Refreshment provided
- Tongan Handicrafts
- Gardening
- Participants with no transport are pick and drop off after the program.



Tongan Language Week 2020

A number of staff came together with a range of Tongan cultural activities completed to celebrate the Tongan Language Week.



Integrated Services Agreement

The Integrated Services Agreement has been ongoing since 2015.

The Tongan Health Society Inc is contracted to provide services to families in the way of packages of care and support to ensure vulnerable families are engaged empowered enabled and that their health and well-being outcomes are achieved.

In addition, the contract aims to deliver a series of outcomes that will contribute towards the achievement of a population outcome that **Pacific families are healthier and living interdependently.**

In order to achieve the population outcome, the THS ensures the following:

The short-term outcomes

- Pacific families have the knowledge and support to prevent and manage lifestyle related illnesses
- Expectant Pacific mothers can access culturally appropriate antenatal education and postnatal care
- Access to culturally appropriate parenting support and healthy literacy programmes to keep Pacific children healthy and safe
- Pacific families understand what supports area available to address social issues affecting their health and well being
- Pacific young people feel they have the foundational skills to make healthier lifestyle choices.

Medium term outcomes

- Pacific families have the knowledge to determine what they need to live healthy lives
- Pacific parents know when to take their children to a health professional
- Pacific children and young people get every sore throat checked, every time
- Pacific homes and cars are smoke free
- Pacific families are supported to deal with disharmony
- Pacific families are empowered to take greater responsibility for their wellbeing
- Early interventions build Pacific youth confidence and resilience.
- Improved health literacy and education for Pacific expectant women, fathers and families.

High level outcomes

- Pacific families are empowered in making decisions about their health
- Home environments are hygienic, warm, uncrowded and safe
- Service contributes to Fanau ola outcomes for Pacific families
- Pacific children and young people have the best possible start to life
- Pacific families are self-managing and preventing chronic illness
- Healthcare is delivered better, sooner and more conveniently.

Package of care	Target client group	Output measures
<p>Best Start to Life (<0-4 years)</p> <p>Family focused, child centered, prevention and early intervention programs that provide a mix of home, clinic and community-based pregnancy and parenting support services to ensure that Pacific babies have the best possible start to life. This package includes building health literacy, education and clinical service delivery.</p> <p>This includes linkages to Well Child Tamariki Ora (WCTO) services and outreach immunisation services aligned to the national service frameworks.</p>	<ul style="list-style-type: none"> — Expectant Pacific mothers — Pacific babies and children up to four years — Pacific parents / caregivers / family decision makers. 	<ul style="list-style-type: none"> — Pacific expectant mothers & their families receive a package of care — Pacific mothers and their babies receive a package of care — Pacific children and their families receive a package of care — Family health assessments are completed — Family health care plans are implemented — Health education sessions are completed.
<p>Life Launch (5-14 years)</p> <p>Family focused, child centered, prevention and early intervention programs that provide a mix of home, clinic and community based services to support Pacific children and their families to prevent and manage chronic illness, and to keep Pacific children healthy and feeling safe in their homes. Support includes health education that leads to functional literacy for Pacific families.</p>	<ul style="list-style-type: none"> — Pacific children aged 5-14 years — Pacific parents / caregivers / family decision makers. 	<ul style="list-style-type: none"> — Pacific children and their families receive a package of care — Family health assessments are completed — Family health plans are implemented — Health education sessions are completed.
<p>Strong & Resilient Youth (15-24 years)</p> <p>Youth focused activities focused on positive and healthy youth development delivered in the context of family. Free services include healthy lifestyle and health literacy, contraception, teen pregnancy, mental health and addictions, reproductive health, preventing smoking initiation, negotiation skills and building youth resilience.</p>	<ul style="list-style-type: none"> — Pacific young people aged 15 – 24 years and their families. 	<ul style="list-style-type: none"> — Pacific young people and their families receive a package of care — Youth health assessments are completed — Youth health plans are completed — Health education sessions are completed.
<p>Healthy Adults (25-64 years)</p> <p>Pacific adults are supported in the context of their families through home-based support, mental health and addiction services, smoking cessation, self-management education, disability and carer support. Support includes health education that leads to functional literacy for Pacific families, and that there is transfer in knowledge from health professionals to family and communities.</p> <p>This includes facilitation of services to access services that address the social determinants of health (e.g. housing, family violence).</p>	<ul style="list-style-type: none"> — Pacific adults aged 25-64 years. 	<ul style="list-style-type: none"> — Pacific adults and their families receive a package of care — Family health assessments are completed — Family health plans are implemented — Health education sessions are implemented.

Performance management

THS uses a Results Based Accountability Framework (RBA) to measure your performance against the Outcomes Framework. The priority emphasis will be on the “is anyone better off” outcome measures which will demonstrate if there has been a positive change to the end state or condition of patients and their families.

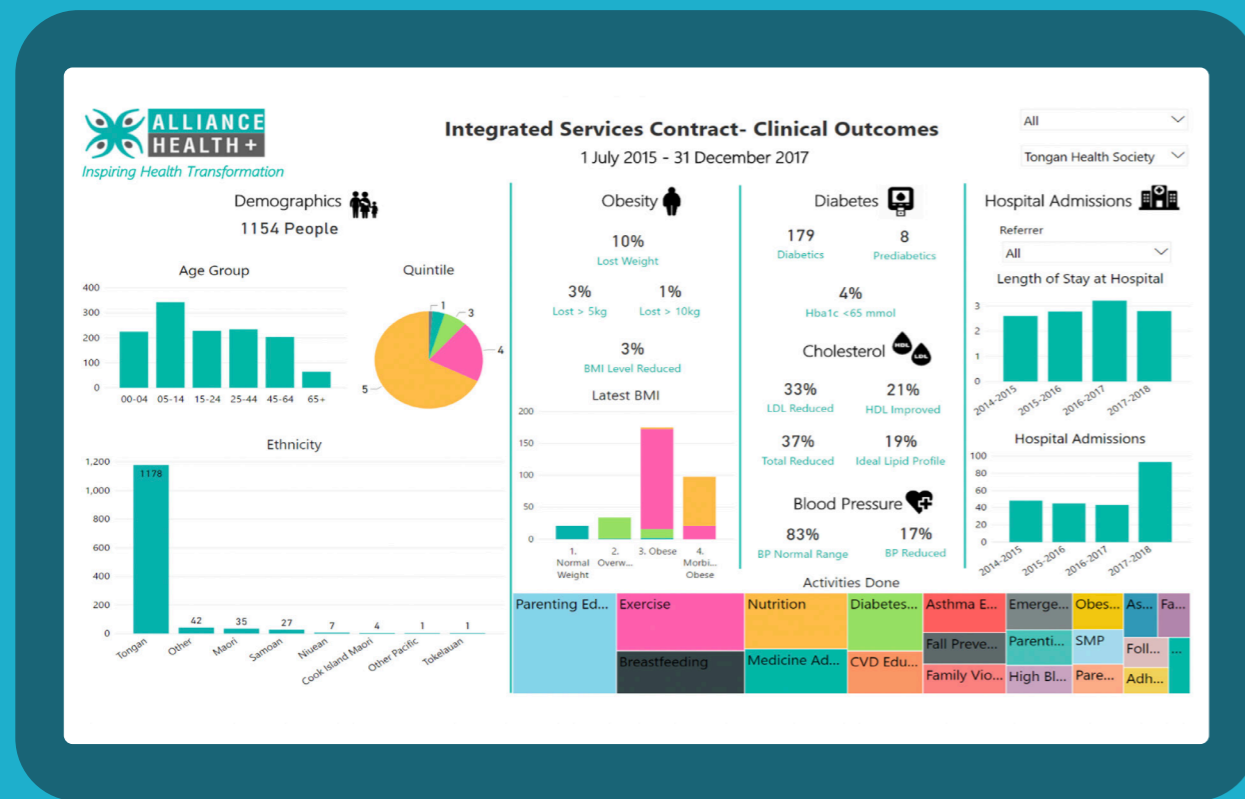
Within each family package of care, the following targeted services by age groups are available.

Summary of packages of care

From 1 July 2015 to 31 Dec 2017, 1154 families have been assisted through THS. A snapshot of the high-level outcomes is documented in the dashboard below.

From 1 Jan 2018 to June 2022 it is expected that THS will service a further 1,450 families. A recent study shows that for every dollar invested in this program (through Alliance Health +PHO) there is a social return on investment of \$8.30 of measurable good to New Zealand.

THS is well positioned with its service and logic model to encapsulate these packages of care and support.



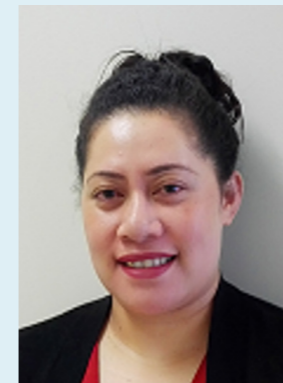
Clinical Administration Manager's Report



Wendy Allen
Clinical Administration Manager

Medical Receptionists

Malia Funaki (right)
Irene Vaka (below left)
Seini Lotulelei (below right)



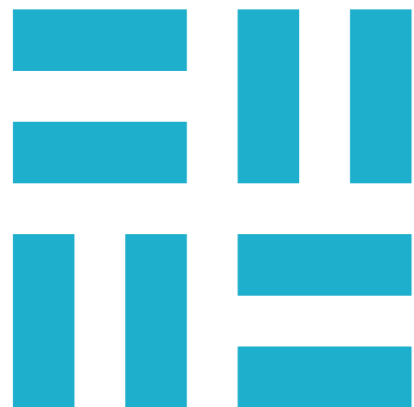
L-R Jacqueline Pointon
Special Projects Analyst

Hena Kamitoni
Medical Receptionist

Kathy Fifita
Medical Receptionist

Mālō e lelei, Kia Ora and Welcome.

I have been with the Tongan Health Society for 4 years and thoroughly enjoy my role and the people I work with. It is a joy working with different cultures, the diversity it brings and the learnings I gain.



Acknowledgement

I would like to take a moment to acknowledge the people I have worked with this year.

Dr Glenn Doherty CEO and Medical Director for his guidance, reassurance, and trust in my capability as the Manager of Clinical Administration. The Board Members for their continued support. Managers and Colleagues of The Tongan Health Society.

I would also like to thank my wonderful team of ladies who work the Front Desk and are more than just Medical Receptionists. They are committed to helping the patients feel at ease and making sure we are following the correct processes and procedures to make this organisation successful.

These lovely ladies are Hena Kamitoni, Irene Vaka, Seini Lotulelei, Malia Funaki, and Kathy Fifita.

I would also like to welcome Jacqueline Pointon who has joined us recently as Special Projects Analyst.

Onehunga and Panmure Clinics

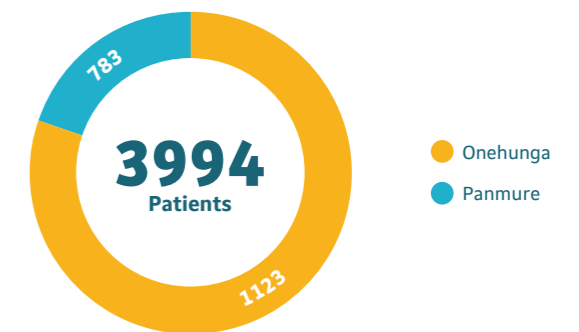
As of 30 September 2020, we had a combined registered/funded population of 3994 patients at our Onehunga and Panmure Clinics.

The Tongan population is still our focus as they make up approximately 90% of registrations.

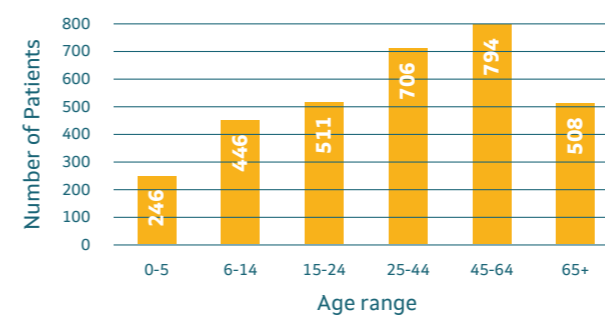
The 'age range' of our population reflects the high needs care required by our over 65-year-old population, which make up 15% of our registrations.

However, there is a growing population of high needs patients falling into the 45 – 64 age bracket and these patients make up nearly 20% of our population.

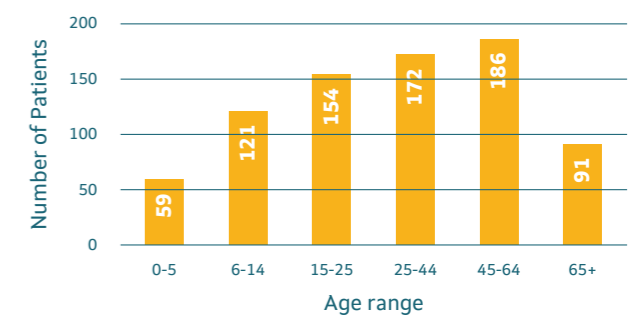
Total Patients Registered and Funded



Onehunga Age Range

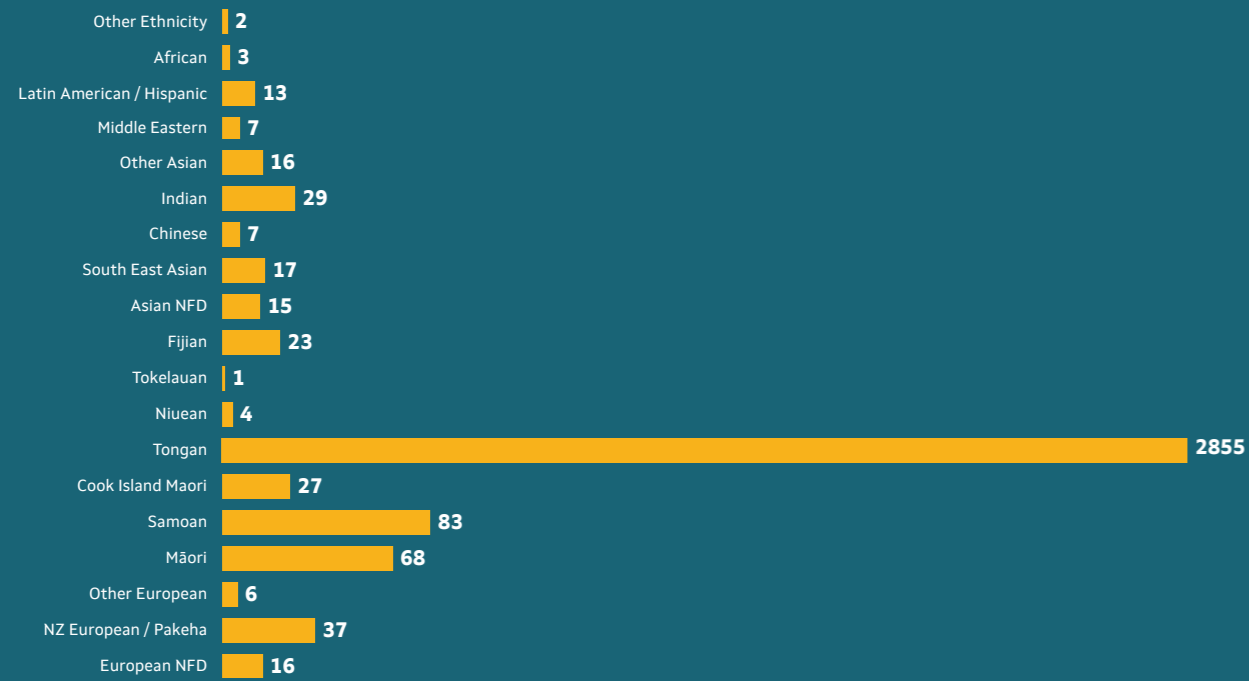


Panmure Age Range

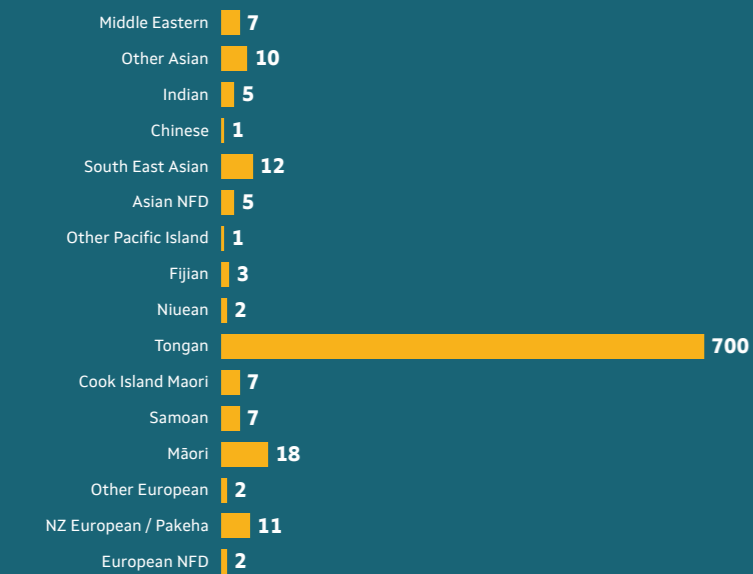


Onehunga and Panmure Clinics

Onehunga Ethnicity



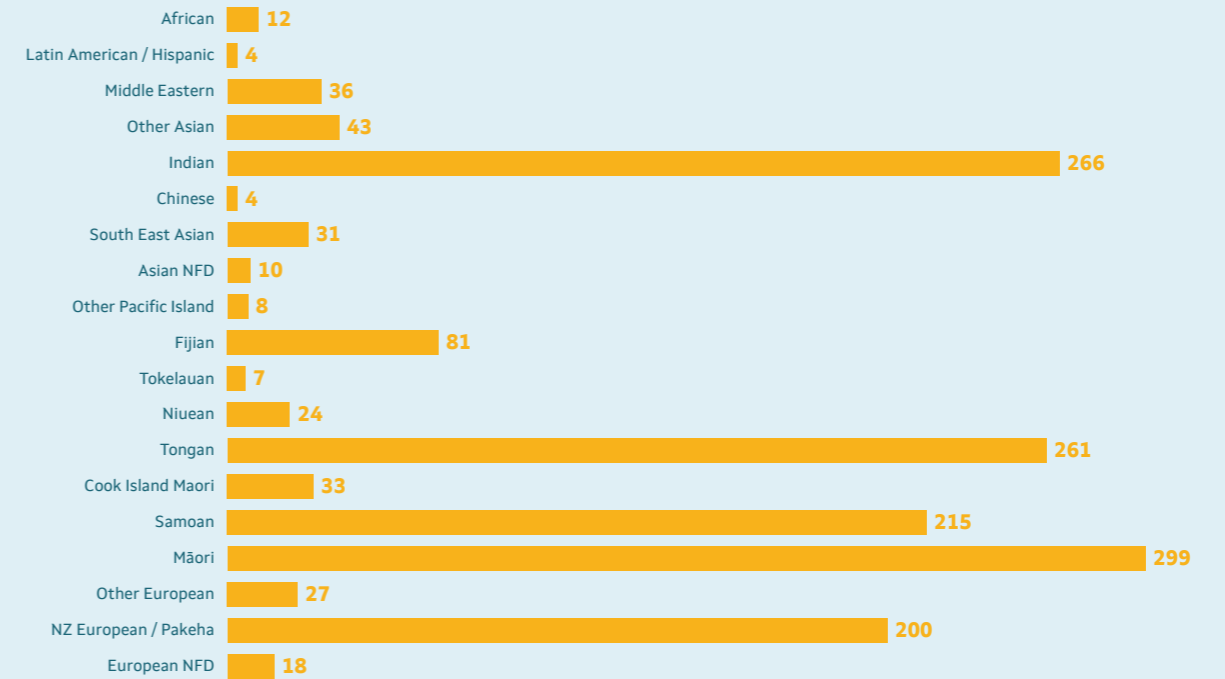
Panmure Ethnicity



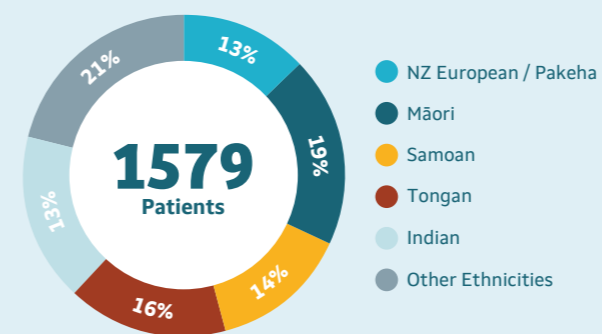
Kelston Mall Medical Centre

As the chart below illustrates there are a mix of ethnicities, however, it is becoming evident that there are five major groups, with Māori being the largest population of patients.

Kelston Ethnicity



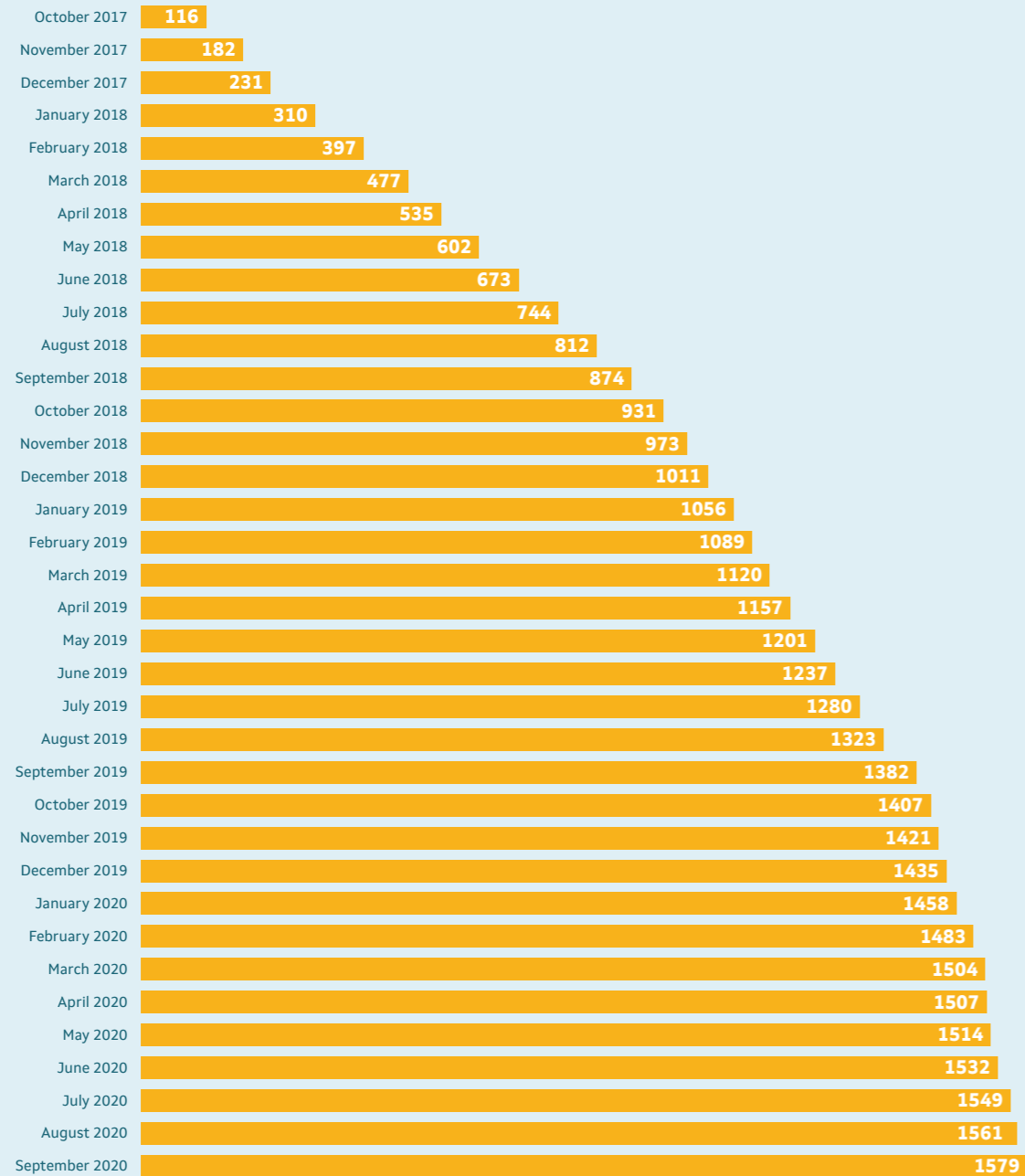
Kelston Ethnicity by Major Groups



Kelston Mall Medical Centre

Kelston Mall Medical Centre has now been open for 3 years. The clinic is continuing to do well, and as of 30th September we had 1579 Registered/Funded patients.

Kelston Growth



The Medical Centre is growing, and we have now taken over the sublease which previously was leased to Absolute Physio.

We have converted this space into 2 Offices, 2 Consultation Rooms and a Family Room, this will be used to accommodate Management, Medical Students, and staff from our other services.

Other Services

- Podiatrist
- Well Women & Family Trust (WONS)
- Diabetes Nurse Practitioner
- Dietician.

Staff from our Integrated Outcomes Unit visit our patients in the Waitemata District Region.

This can be following up on New-born babies or patients with Mental Health problems.

We are being more vigilant regarding registering our patients and making sure they stay with us by treating them with respect and the care they deserve.

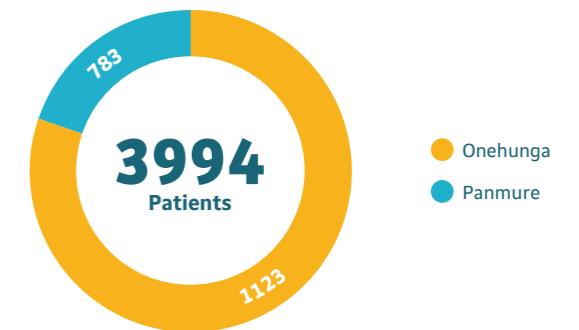
All three of our Medical Centres are now Cornerstone Accredited, which everyone has worked tirelessly on to achieve this accreditation.

Covid-19

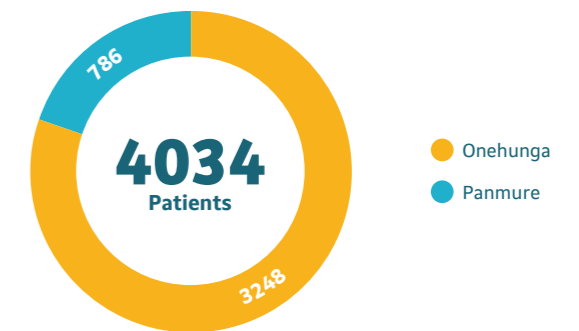
It has been an extremely tough year for most people with the Covid-19 pandemic.

You can see from the numbers from the previous year to this year we have had a few patients move away from the Tongan Health Society. Many of these patients have moved out of Auckland to areas where they can get work to support their families.

Total Patients Registered & Funded 2020



Total Patients Registered & Funded 2019



During the period of March – September when the country has been in various degrees of Alert lockdowns our three clinics performed over 3000 Phone and Virtual Consultations, along with any other necessary Face to Face Consultations.

During this time, we also saw a lot more Non-Resident patients that have been caught out in NZ due to the pandemic and not able to get home.

We are seeing more and more patients who do not want to come into the clinics and prefer phone consultations, because of this we are installing Telehealth into our 3 clinics this way our Doctors are able to do Virtual Face to Face consultations.

In closing we look forward to a good future, the Society is doing well, and we will continue to support our patients in any way we can.

Wendy Allen
Clinical Administration Manager



Mrs Mele Finau Fetu'u Vaka
Clinical Services Manager

Tulou moe fuka 'oku kei uilingiaa kae 'ataa mu'a keu fakahoko atu hoku fatongia. 'Uluaki tuku ai pe ha fakafeta'i ke ma'olunga kihe 'Otua 'ihe'ene 'ofa moe tauhi haohaoa 'o lava ketau 'inasi ai 'ihe ngaahi 'aho ni neongo 'ae faingata'a 'oku mo'ua ai 'ae funga 'oe mamani . Ko 'etau lea peia " Fakafeta'i 'Eiki 'ae 'Ofa lahi".

Acknowledgement

I am honored and humbled to be part of the Tongan Health Society. Being the Clinical Services Manager for more than six years is a privilege for me to see my journey and how I grow from time to time with open-mind seeing the real world of the health issues facing our Pacific people in Aotearoa particularly our Tongan people.

My special acknowledgement towards the CEO & Medical Clinical Director, Dr Glenn Doherty for the support and guidance you provide leading this Organization (Langimalie Clinic) to be the top Medical Centre (Health Provider) all over New Zealand for 2020 and it is a huge achievement and very historical for Tongan Health Society history.

I would like to thank the Chair of the Board Dr Maika Kinahoi Veikune and all the Board members for your ongoing support and work collaboratively with us throughout this year.

I do acknowledge Managers, all the staff, each and everyone for your ongoing support and working co-operatively in our waka (canoe) even sometimes the sea was rough but the courage and efforts you were putting together which navigate us to reach to the other side of our target goals. "Malo 'Aupito 'ae ngaue lahi".

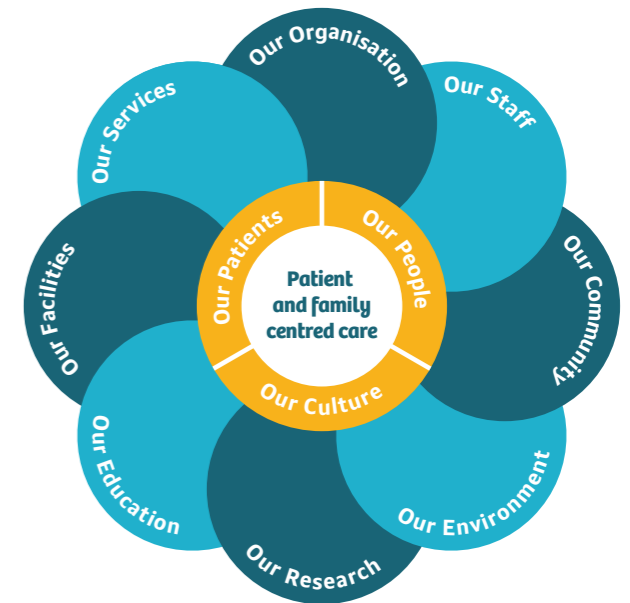


Clinics

The Society has three clinics across the Auckland Region.

- Langimalie Clinic – 1 Fleming Street, Onehunga Central Auckland
- Langimalie Clinic – 161 Queens Road, Panmure, East Auckland
- Kelston Mall Medical Centre – Shop #14, Kelston Shopping Centre, Kelston.

Our daily focus in our clinics is patient and family centred care . As per diagram , our key principles are co-ordination of patient and family-centred care, creating patnership, improving patient outcomes and facilitates system improvement.



Clinical Staff

There are a number of different staff and skill sets across our medical centers working for our clients. These include:

Doctors

Clinical Director: Dr Glenn Doherty

- Dr 'Akanesi Makakaufaki
- Dr Antony Inder
- Dr Gavin Lee
- Dr Gopal Chebbi
- Dr Kevin Gabriel
- Dr Asha Sai
- Dr Max George.

Mental Health

- Dr Staverton Kautoke (Psychiatrist)
- RN Karen Bramley (Mental Health Nurse Specialist)
- Mele Lopasi Latu (Counsellor).

Diabetes Clinic

- Professor Tim Cundy (Endocrinologist)
- Nurse Practitioner, Fakaola 'Otuafi (Renal Nurse Specialist)
- Mafi Funaki (Dietician Specialist)
- Ramona Frost (Podiatrist Specialist)
- Fifita McCready (Diabetes Nurse Co-ordinator).

Nurses

- RN Ika Vea
- RN Fifita McCready
- RN Barbara Lowe
- RN Ana Tatafu
- RN Lupe Helu
- RN Valeti Laulaupea'alu
- RN 'Elenoa Havea (Well Child Nurse)
- RN 'Alisi Tameifuna (Well Child Nurse).

Mana Kidz

- RN Atareta Arnold (Mana Kidz Nurse)
- RN Stephannie Bruce (Mana Kidz Nurse)
- RN Grace McIntosh (Mana Kidz Nurse)
- RN Chhaya Rana (Mana Kidz Nurse)
- Seini Latu (Whanau Support Worker)
- Miriam Hipolito (Whanau Support Worker)
- Venus Hika (Whanau Support Worker)
- Katalina Fifita (Whanau Support Worker).

Recall Nurses

- Laumanu Moala'eua (Recall Nurse/ Nurse Assistant)
- Mapuani Tupou (Recall Nurse/Nurse Assistant).

Clinical staff are rostered across the three clinics including doctors, nurses, and receptionists. Our clinics provide different services including GP, Mental Health Services, Long-term conditions (diabetes, respiratory problems, heart diseases, gout), and Mana kidz programme.

Medical Students, Medical Registrars and Student Nurses

We have 5th year medical students from the University of Auckland School of Medicine and Trainee Interns from the University of Otago and GPEP 1 Registrars from the Royal New Zealand College of General Practitioners Auckland University, these students are overseen by Dr Doherty who has the Teaching Accreditations for those students and registrars. There are also third year Nursing students from Manukau Institute of Technology, Auckland University of Technology and UNITEC Institute of Technology were placing at Tongan Health Society for their practical placement. THS is an accredited teaching provider in nursing and medicine.

There is a focus on Primary prevention through Self-Management Education (SME), or Diabetic Self-Management Education (DSME), Diabetic team would arranged DSME with varieties of Diabetic cohorts including those who are pre-dialysis, on insulin treatment, non-insulin treatment so as they could share their experiences and motivate each other. Dietician had a major role educating Type 2 Tongan diabetes cohorts to understand how to do healthy cooking and healthy eating. Mafi Funaki is currently working two days a week at Onehunga Branch.

Services

Diabetes Services

Diabetes Nurse – Led Clinic

In a primary health organization, leadership is not separate from nursing but is an essential part of the nursing domain and must be infused into nursing practice. In the Tongan Health Society, there are nurses who have differing and diverse skill sets working in different scopes of practice. These nurses are working collaboratively to achieve the same goals for a patient to achieve. The skill mixed of this nurses including a Tongan Nurse Practitioner and also a Renal Nurse Specialist, a Tongan Diabetes Nurse Specialist, Tongan Recall Nurses, also the other set of skill-mixed is a Tongan Podiatrist, and a Tongan dietician with a Tongan Social Worker, a Tongan Counsellor with a Mental services if requires. In addition, Tongan Health Society is fortunate enough to have an Endocrinologist and a Renal specialist Physician come on board to work together with this team. This model of care is a one-stop-shop in order to empower and increase access to healthcare system and reduce the inequities of our families particularly our Tongan Type 2 diabetes.

As mentioned previously of nurses' titles and their scopes, it makes it easier for our diabetes cohorts to see different health professionals just under one roof instead of referring to go somewhere else.

Nurses are arranging their daily template for different activities including insulin initiation, follow up, titrating insulin, repeating prescription, patients need to refer for other services including podiatrist, social workers and so forth and if need to see the Endocrinologist, it has to book one week in advance for 30-60 minutes per patients. However, in daily consultation, if a doctor needs a newly diagnose diabetes patient to see the diabetes nurse, she/he refers this patient internally to see the diabetes nurse who is working on that day.



Example of how the DSME runs

The photo above shows the diabetes nurse specialist (Fifita McCreedy) having a shared talanoa about the insulin pen and how to administer it with patients. In the middle, standing up in navy blue surgical gown is the renal nurse specialist and to the left in light blue, is a student nurse.

Shown on the kitchen bench is the food model kit to be used later in this workshop after lunch which is shown in the following photo. It was left displayed earlier on the kitchen bench as a way of 'nudging' talanoa/conversations with patients and relate over to their diabetes management journeys.

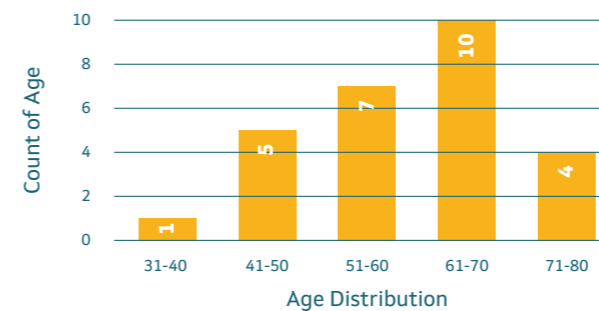
Podiatrist

This service is running twice a month by a Tongan / Palangi Podiatrist Specialist, Ramona Frost. Ramona engaging well with our clients and the number of attending this clinic is increasing from time to time.

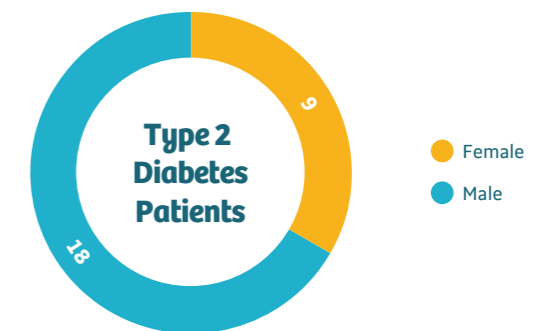
The graph below shows the majority of those patients who starts insulin therapy is between 61-70 years of age. This indicates this age group had the most uncontrolled HbA1c as required Insulin therapy.



Age Group Distribution
Insulin starts from July 2018 to June 2019

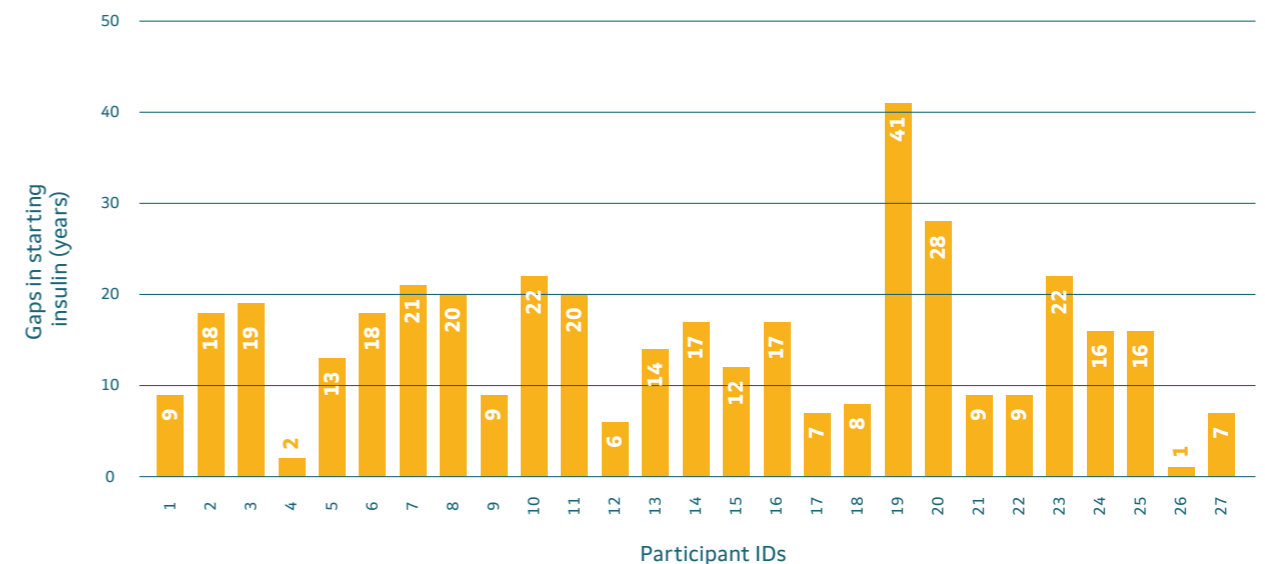


Type 2 Diabetes patients who starts insulin from 1 July 2018 to 30 June 2019



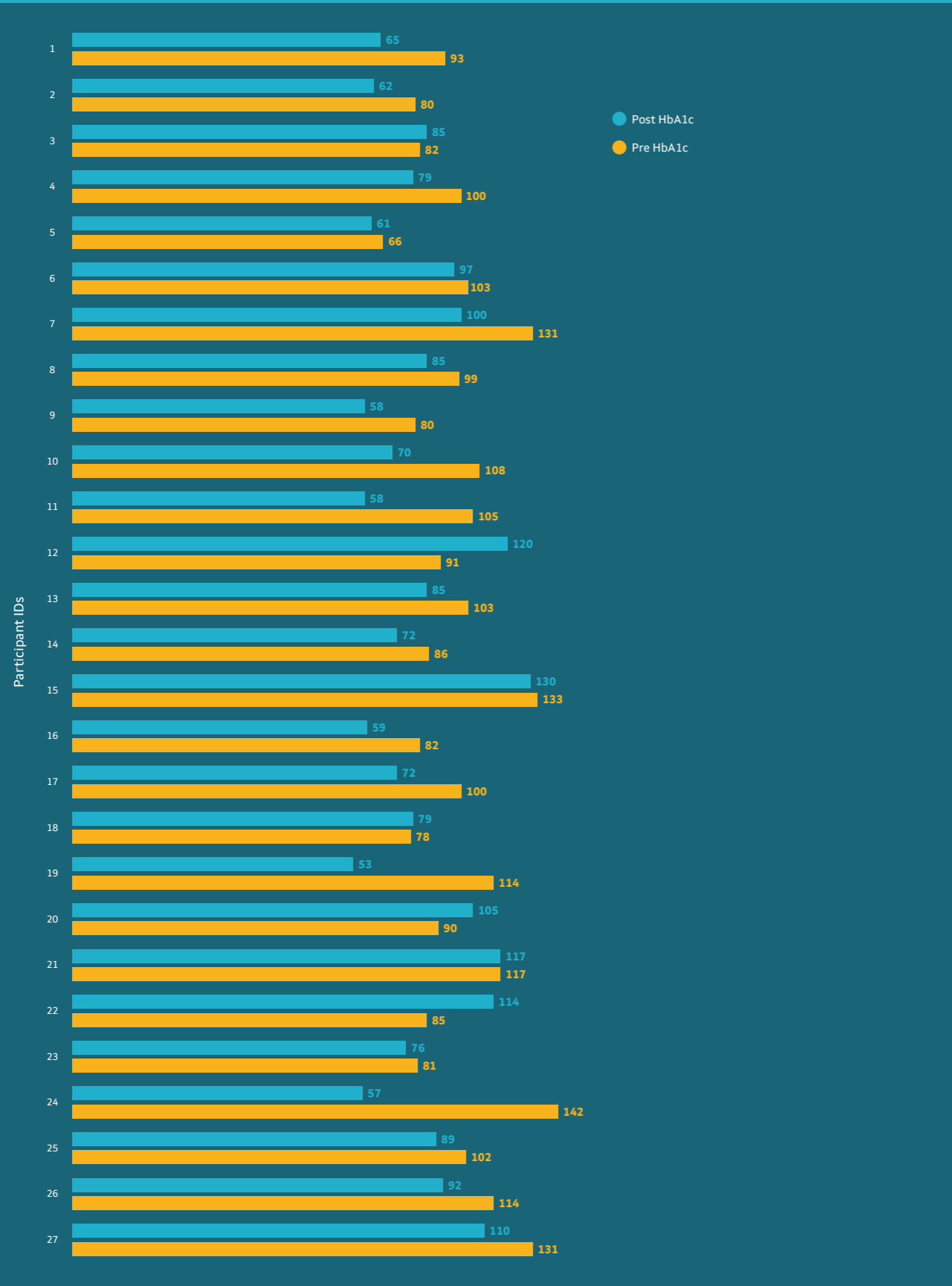
Gaps in starting Insulin (years)
Insulin starts from July 2018 to June 2019

This graph shows of how many years Type 2 diabetes patient live without insulin before they start. It will be good to know what reasons and why take long for them to start insulin.



HbA1c Pre and Post Values Insulin starts from July 2018 to June 2019

This graph shows some good results when diabetes patient starts insulin, some still had high Hba1c which needs intensively monitoring.



Mental Health Services

The Society has a unique Tongan clinician led service.

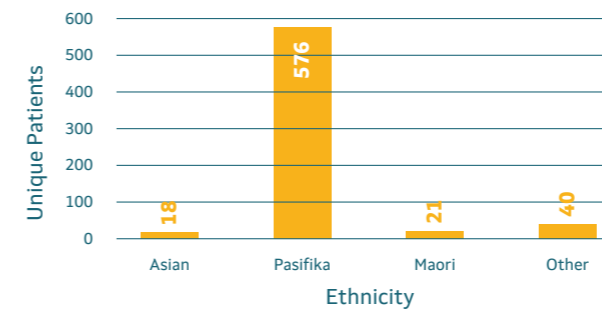
Counselling

The main reasons for counselling are the following:

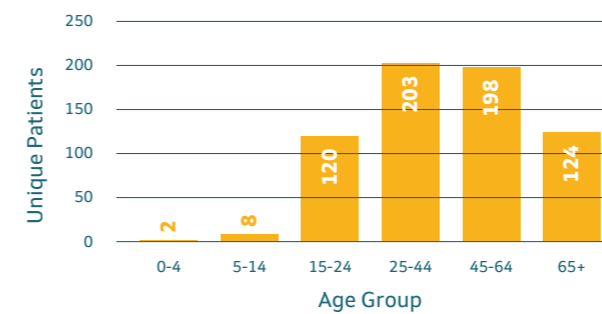
- Assaults
- Aggressive behavior
- Financial issues
- Gambling
- Domestic violence
- Cultural differences
- Depression
- Drug and alcohol
- Suicidal ideation
- Physical, mental, and emotional abuse
- Anger management
- Stress
- Relationship issues.

The following series of graphs show the profile and reasons for our registered clients engaging in our Mental Health Service:

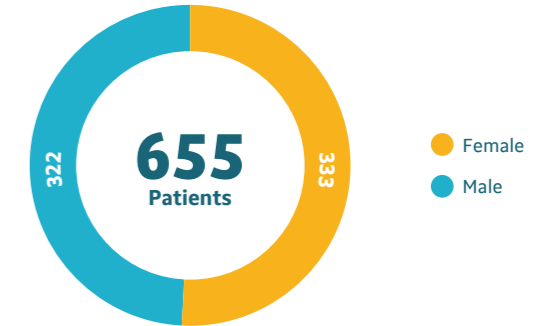
Mental Health 2013-2019 by Ethnicity



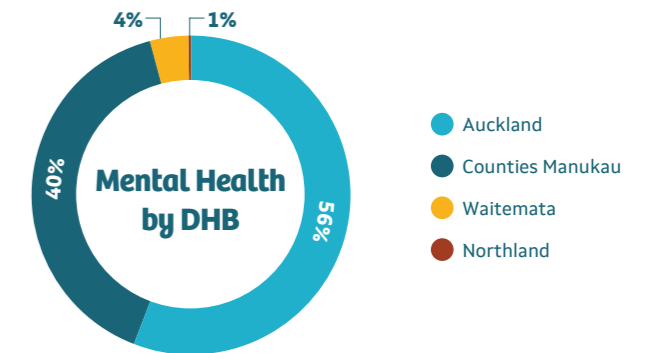
Mental Health 2013-2019 by Age Group



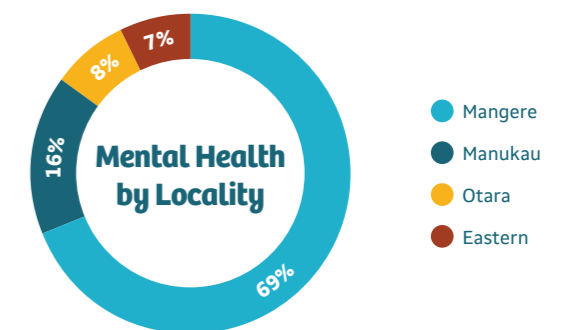
Mental Health 2013-2019 by Gender



Mental Health 2013-2019 by DHB

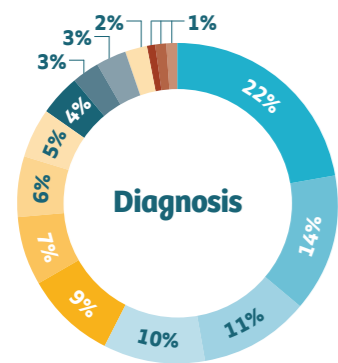


Mental Health 2013-2019 by Locality

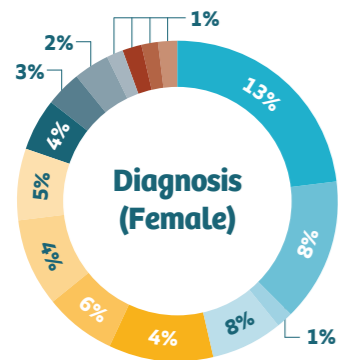


Mental Health Services continued

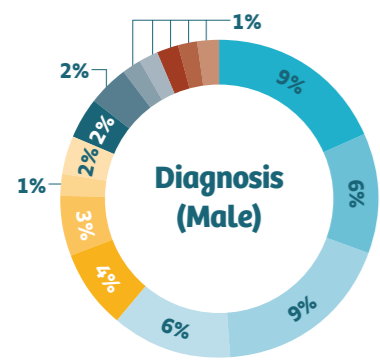
Mental Health 2013-2019 by Diagnosis



Mental Health 2013-2019 by Diagnosis (Females)



Mental Health 2013-2019 by Diagnosis (Males)

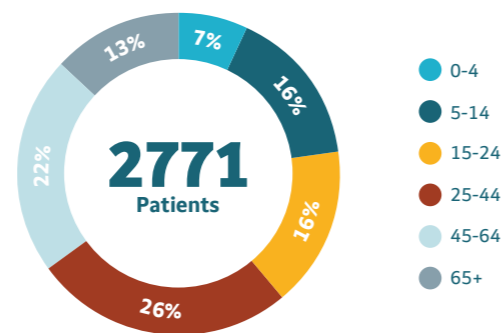


- Depression
- Anxiety
- Schizophrenia
- Generalized Anxiety Disorder
- Mood Affective Disorder
- Dementia
- Acute/Transient Psychotic Disorder
- Bipolar Affective Disorder
- Mental Retardation
- Other
- Personality Disorder
- PTSD
- Drug/Alcohol Abuse
- Intellectual Disability
- OCD

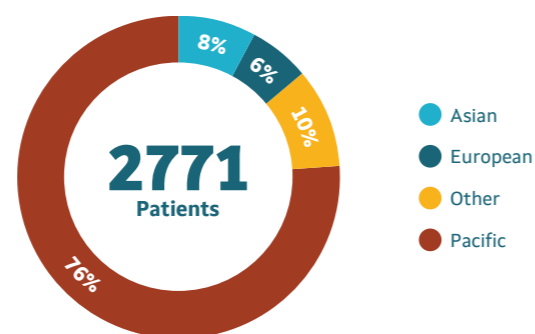
Long Term Conditions

Long term conditions management forms a significant part of the clinic work programme. The following series of graphs shows the profile and the main reasons surrounding our clients with long term conditions:

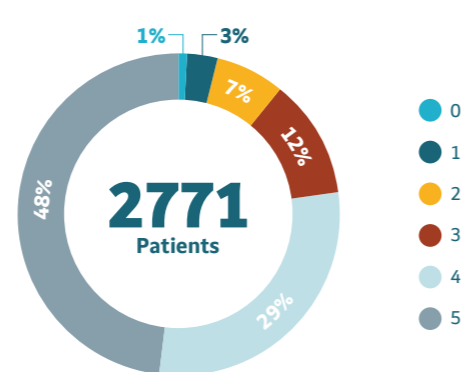
THS Females by Age Group - June 2020



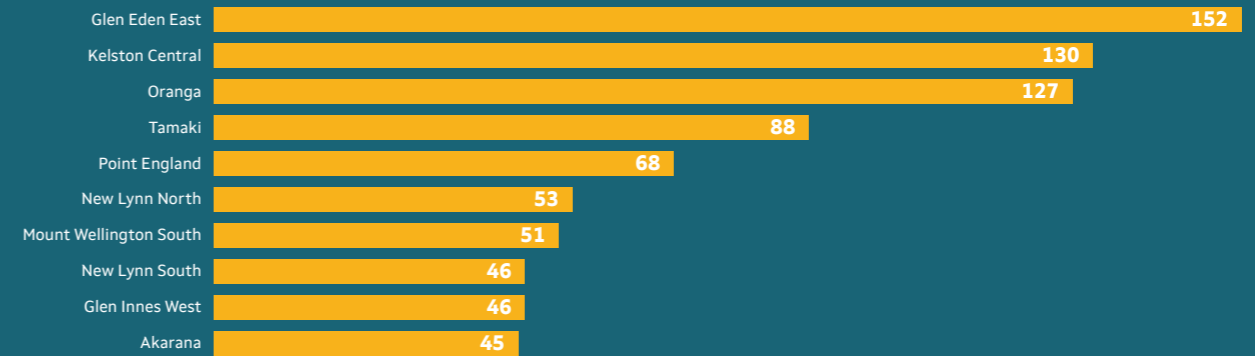
THS Females by Ethnicity Group - June 2020



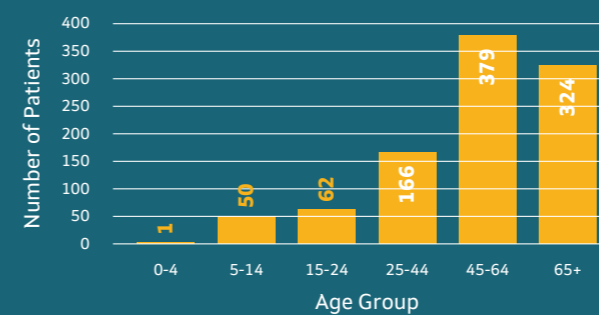
THS Females by Quintile - June 2020



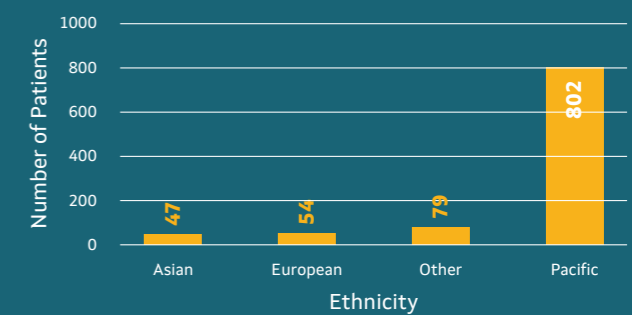
Top 10 THS Female by Census Area Units - June 2020



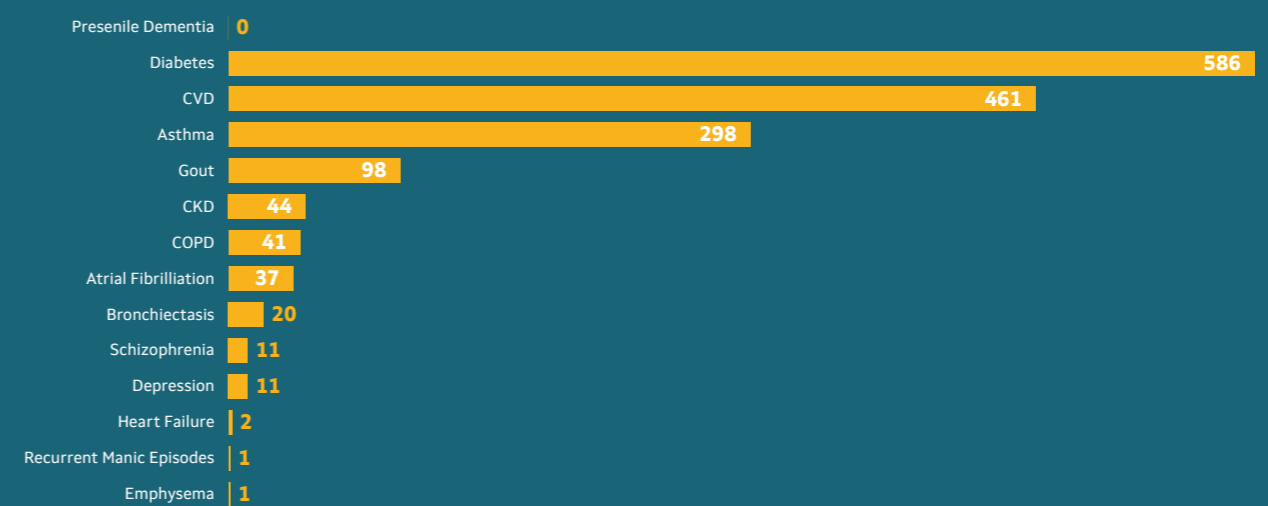
THS Females with 1 or more LTC by Age Group - June 2020



THS Females with 1 or more LTC by Ethnicity - June 2020



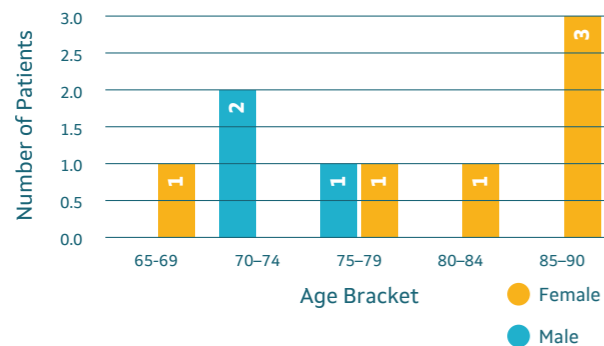
THS Females by LTC - June 2020



Palliative Care

When patients come to end stage of life, they are dying where health professionals support them as much as they can in terms of providing pain reliefs to keep them comfortable. Last 12 months (July 2018 to June 2019) the average number of palliative patients was 42. Majority of them were diagnosis with heart failure, renal failure, diabetes, COPD and also different types of cancer. More female than male in palliative care. Interestingly, majority of them were Pacific people.

Palliative



Palliative - Ethnicity



Mana Kidz Programme

We have six primary school-based clinics in South Auckland:

- Jean Batten School
- Kingsford School
- Papatoetoe North School
- Wymondley School
- Mountain View School
- Sutton Park School

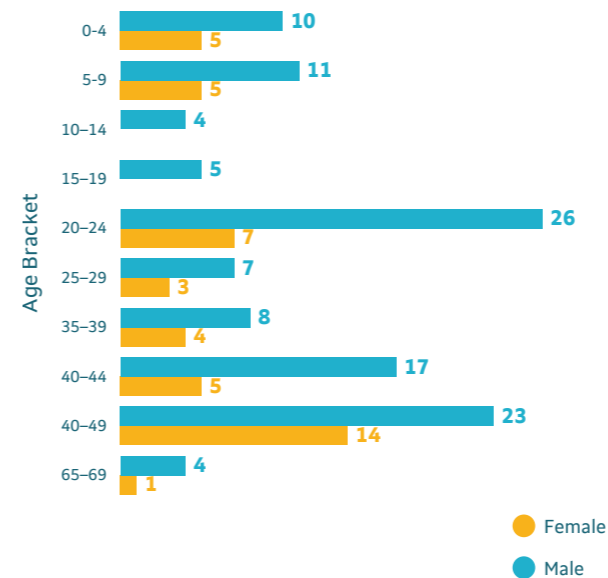


We have 4 nurses and 4 whanau Support Workers are working collaboratively with schools to provide comprehensive care for our children at Counties Manukau Health including rheumatic fever prevention services, skin infection treatment, and management and health assessment. During school holidays period, Mana Kidz team had a school holidays program, each school had interesting case study and care plan presenting to the team and they learn from each other on their experiences in dealing with these cases.

Refugee Services

Tongan Health Society continuing providing health cares for our refugee families. The average numbers for a weekly consultation for refugee families is 14. However, it is important to understand the different backgrounds and health needs of our refugee clients.

Refugee Consultations 1 July 2018 - 31 June 2019



Refugee - Ethnicity



Home Visiting Service

This service allows a doctor or a nurse to do a home visit depending on a patient or family request. For the last 12 months, the average number per week for home visiting is 3-4. Majority of these patients are bed bound, on palliative care (dying) or even couldn't be able to mobilise.

Circumcision Services

Each year, THS provides circumcision for young boys in December during the school holidays. Last December 2019, we had more than 50 boys had been circumcised. Majority of these boys are Tongan boys from different area including Australia, outside Auckland but most of them reside in Auckland. It has been realised, the number is increasing year by year and the demand from families is increasing. The age groups were between 13 years old to 26 years old. We do three sessions for circumcision each year which before Christmas, after Christmas, and also New Year.

Parish Service (HVAZ) Health Village Action Zone

Every year on December, one of the Parish nurse's role is engaging with her churches developing annual plan. One of the annual plan is every household will be visited by the church health committee and the church Minister that they grow vegetables and flower garden in order to make sure the environment is clean and look nice. Photos below is an example of what happening every December. This church is looking forward for this event and they used part of their HVAZ funding helping the community to do this.



COVID-19

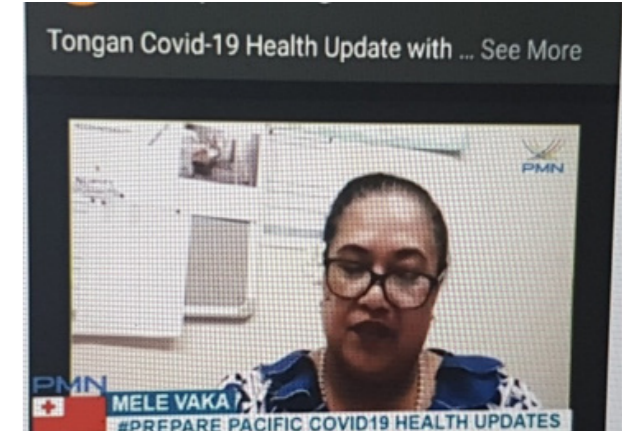
Churches COVID-19 awareness programme

Before lock down, THS staffs delivered services at churches including health promotion, demonstration of what to do to prevent COVID-19 spreading. This is part of preparation before COVID-19 came to New Zealand. We manage to provide services to 9 churches during this time.



Message Delivery in Tongan

Langimalie supports as much as possible in order to deliver the messages in Tongan language to clarify everything about COVID-19.



Langimalie Medical Centre



Langimalie Panmure

Langimalie Panmure was one of the first Pacific COVID-19 testing center in New Zealand started from March – July 2020.

Pacific Mobile Clinic (Outreach)

THS recently started a mobile clinic in the community. We manage to visit families at the house, also due to alert level 1, we started visiting churches. THS provides different services including COVID-19 swabbing, consultation, screening rheumatic fever, managing long term conditions, immunisation, health education and health promotion . This is a very efficient and effective way of engaging with our families, communities in order to increase accessing health services and reduce inequities. Photos below shows how we work at the community.



Staff Achievements / Awards

Mele Vaka

Primary Care Improvement Facilitator

Mele Vaka

Chronic Disease Self-Management Leader

Elenoa Havea

Chronic Disease Self-Management Leader

Kasalanaita Puniani

Chronic Disease Self-Management Leader

Stephannie Bruce

Designated Community Nurse Prescriber

Barbara Lowe

Designated Nurse Prescribers

Mrs Mele Finau Fetu'u Vaka

Clinical Services Manager

Ako Langimalie Preschool Centre Report



Lavinia Manuopangai
Centre Supervisor

The centre’s philosophy is underpinned by a holistic framework (as shown on diagram below) of wellbeing that is grounded in Tongan language and cultural values.

AKO Langimalie Philosophy

Mafana & Malie

Ultimate warmth and happiness that stems from the hearts of the people.
A measure of success, outcome, and opportunity

'Ilo & Poto

Knowing what to reach ('ilo). Applying what is taught (poto)

Ako

How to teach?

Ako
Langimalie

Toka'i

Knowing the basis and sources of knowledge (toka'i)

'Ofa

'Ofa energy, compassionate, happiness for personal and collective living. That 'ofa stems from the heart

Ako Langimalie promotes education and care through a bilingual system. Most of the children enrolled are of Tongan heritage.

Ako Langimalie Staff understand, more than anyone, that every child is unique, every family is different and that sometimes, it is the smallest achievements that make the greatest gains.

A Tongan jokes “koe 'ofa pe,” meaning when every child’s needs seems complicated and any change takes a long time to show, it all relies on the educator’s passion/love to persevere until the child own time matures. The educator keeps going to see the light at the end of the tunnel.

It is the small things that all add up to make a big contribution to the life of a child: the tiny moments, the serendipitous opportunities to share an idea, the chance to delight in a moment of enlightenment, and the time and space to laugh together as teachers and children.

It is the small things that change our world for one child at a time, moment by moment, bringing learning that will profoundly affect both our future, and theirs.

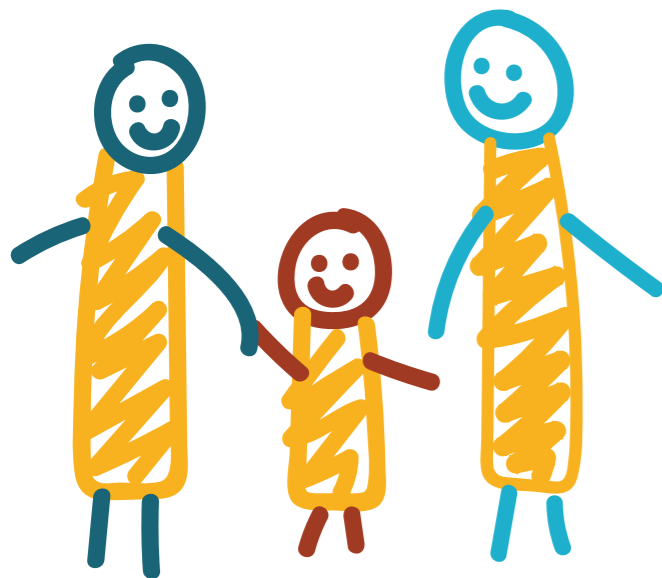
The Ako Langimalie Staff are privileged to witness those exciting moments: the child’s first word, a funny remark, opinion expressed during discussion, little achievements, funny face expression and many more. Every positive interaction is another building block which will make a positive difference to young lives. These exciting moments are recorded and written for parents to read and enjoy when they come to the Centre.

The focuses for the Ako Langimalie 2019/ 2020:

- Internal review (Emergent and Regular)
- Workforce
- Revenues and funding
- Professional Development.

It has been a very interesting and challenging academic year for the Ako Langimalie Preschool.

At a global level, we are certainly all becoming increasingly aware of the very fragile nature of the political and environmental issues that surround us. Yet Ako Langimalie continues to provide top quality services in its safe environment fostering and maximizing children’s learning and development. The services we deliver at the Centre are aligning with Te Whariki Curriculum and we continue to strive towards becoming a Centre of Excellent in Early Childhood Education that will benefit families and all Communities.



Children & Enrolments

Ako Langimalie is licensed for 50 children, including 10 under two years of age. The Centre is organized into separate age groups for children under two and over two years of age. Infants and toddlers have a separate indoor play space, and their program is led by a highly experienced teacher. The Supervisor lead the program for children over two.

- Children Over 2's – 40
- Children under 2's – 10

The ages of the children range from 8 months to < 5 years old. Majority of the children are Tongans, but we also have other nationalities such as Maori, Cook Island, Samoan, and Asian children at our Centre.

Workforce

Ako Langimalie is so blessed with committed and dedicated staff which comprises of the following:

- **4 Qualified registered teachers**
 - Lavinia Manuopangai, Aniwa Tuhiwai, Palavi Koloamatangi, Losa Laumanu
- **1 Qualified (process of applying to become register)**
 - Lile Manako
- **2 Unqualified**
 - Fatafehi Bogun
 - Malia 'Amato
- **1 Administrator**
 - 'Epifania Halapio

It has been challenging for Ako Langimalie to retain its well-trained, skilled, competent, qualified workforce. Unfortunately, not hard enough to keep 4 of our registered teachers from moving on to other opportunities. On the other hand, Ako Langimalie have been so blessed to gained 3 new qualified experienced registered teachers plus 1 qualified teacher.

Professional Learning Development (PLD)

Tongan Health Society is committed to supporting our Ako Langimalie staff on-going professional learning development. As early education professionals, we appreciate the value and necessity of lifelong learning. To maintain quality of our practice, we absolutely need to stay on top of our game by attending early childhood PLD, workshop & conferences. Research is always changing the way we understand young children and how we approach their care and education.

Following Table summarises the Training our staff attended / completed in the last 12 months and more.

Training	Date
Kasalanaita Puniani	
Governance, Management, and Quality Provision	22/3/2018
Marketing your ECE Services	26/3/2018
Ministry of Education New Draft Plan for Early Learning	23/1/2019
Health & Safety in ECE Workshop	08/08/2019
Financial Management Workshop	07/11/2019
Child Protection for Leaders	05/02/2020
Continuous Quality Improvement and Service Reviews Training	25/6/2020
Jennifer Lavemai	
Performance Appraisal, Mentoring, and Teachers Certificate	24/1/2018
Internal Evaluation – PLD Childspace	26/1/2018
Marketing your ECE Service	26/3/2018
Building and mentoring expertise	26/4/2018
Ministry of Education New Draft Plan for Early Learning	23/01/2019
Managing People Workshop	12/07/2019
NZECEA	17/08/2019
Child Protection for Leaders	05/02/2020
Palavi Koloamatangi	
Assessment and documentation of learning stories	19/02/2019
Professional Learning Development Opportunity	18/10/2019
Peaceful Curriculum for infants and toddlers	06/05/2019
Fundamentals of Child Protection	20/3/2020
Ma'ata Teisi	
Assessment and documentation of learning stories	19/02/2019
Fatafehi Bogun	
Professional Learning Development Opportunity	18/10/2019
Fundamentals of Child Protection	20/3/2020

Training	Date
Mele Lemeki	
Performance Appraisal, Mentoring, and Teachers Certificate	24/1/2018
Effective Evaluation and Reflective Practice	19/03/2019
Self-Regulation, Behaviour & Social Competency	05/04/2019
Libby Blake	
Effective Evaluation and Reflective Practice	19/03/2019
Peaceful Curriculum with infants and toddlers	06/05/2019
Losa Laumanu	
Fundamentals of Child Protection	20/3/2020
Epifania Halapio	
Fundamentals of Child Protection	20/3/2020
Malia Amato	
Fundamentals of Child Protection	20/3/2020
Lavinia Manuopangai	
Fundamentals of Child Protection	20/3/2020
Professional Growth Cycle / Appraisal, and Annual Certification	21/10/2020
Learning Stories and the Principles of Assessment Workshop	28/10/2020
Continuous Quality Improvement and Service Reviews	30/10/2020

Teachers & Parents (PTA)

Teachers and whanau continue to work alongside their children as equal partners in children's learning and development. Parents are recognised as the children first teachers for they know their children best. We engaged parents to be part of the community/people who work together for the benefits of the Ako Langimalie children. Parents are involved with different activities at the Centre such as their children's portfolio, PTA Talanoa meeting (twice annually), respond to questionnaires/surveys, provide feedback on school policies, and also support Centre's social events (Tongan language week).

Word of mouth from our parent's has been the major and effective way of promoting our school to the community. Most of our children enrolled with Ako Langimalie are due to parents of children attending/or attended the Centre who have shared their experiences with their relatives, friends, colleagues regarding how happy they are with the Centre.

Funding

I. Teachers – Students Ratio

THE 80% - 100% Teachers (registered) to students' ratio requirement are closely monitored and satisfied for this has direct impact on funds receive from the Ministry of Education.

II. School Fees

School fees as outline below:

Training	Fees
* Infant; 0 -1 year	\$70.00/week
* Over 1 -3 years	\$50.00/week
* Over 3 years	\$20.00/week

- 2 siblings – 10% discount for the 2nd child fees
- 3 siblings – another 10% discount from the 3rd child fees.
- Late pick up fees - \$15 charge for those who pick up their children late.

III. Marketing Strategy & Action Plans

The Marketing Strategy and Action Plan aim to achieve the Centre's allocated license numbers of 50 children within the setting.

- Facebook page
- Tongan Radio Program
- School fees family promotion
- Tongan Health Society distributed leaflet
- Tongan Health Society Website.



IV. Seeking & Securing New Funds

The Centre will continue to proactively provide services that are needed by the communities. The CEO has made applications on behalf of the school in the Urgent Response Fund and Pacific Education Innovation Fund.

V. Supplies & Services

Continuing to review services and suppliers that are utilized by the Centre focusing on minimizing unnecessary expenditures without compromising the services.

Quality Services & Health & Safety

We aim to continue to deliver accessible quality services that are responsive to the needs of our families and communities. Above all, Safety at our setting is paramount.

The Centre's Evacuation Plan requires a fire drill once a month, and a civil evacuation drill in every quarter so all are familiar and aware of the procedures if a real fire, emergency happens.

Following are significant developments over the 12 months with regards to quality, health & safety for Ako Langimalie:

- Successfully completed, signed off and implementing Ako Langimalie Strategic Plan 2020 – 2023
- Tongan Health Society Policies and Procedures, had been successfully completed reviewed and signed off, November 2019
 - Policies and Procedures are enforced
- Tongan Health Society Health and Safety Work Manual are in place for all staff
- Staff Orientation Information booklets are in place for all new staff
- Warrant and Fitness requirements for the Centre are maintained
- NZ First lockdown due to COVID - 19, 2020
 - Ako Langimalie went through lockdown March 25 until May 11, 2020
- NZ Second lockdown due to COVID - 19, 2020
 - Ako Langimalie went through lockdown Aug 12 – Sep 23, 2020
- Fortunately, Ako Langimalie Centre has been Safe and Sound from this pandemic.

The Strategic Plan focuses on four key goals over the period 2020 – 2023:

- Providing and maintaining high quality ECE services to our Community
- Exploring Ongoing ECE opportunities
- Maintaining ERO standard and review standards
- Investing in training and registration opportunities to support workforce services and models of care.

Field Trips

Field Trips

- Manurewa Marae & Library (Observing Te Reo Maori Week)
- Botanical Garden (following children's interest – 'NATURE')
- Auckland Museum (following children's interest was - 'DINOSAUR')
- Chipmunks (Baby's day out)
- Motat (children interests – 'TRANSPORT').



Auckland Museum >



Tongan Language Week

Ako Langimalie celebrates Tonga Language Week.



Matariki and Samoan Language Week

Ako Langimalie also celebrate 'Matariki' which is known as the Maori New Year & Samoan language week.



Matariki

Samoan Language Week

Chipmunks (Baby's day out) >



Acknowledgement

To CEO Dr Glenn Doherty, the staff and Ako Langimalie's community appreciated all the on-going support and leadership. We will not be able to run the school without your care and passion for this Centre of Excellence.

To the Centre Manager Kasalanaita, we really appreciate your time and continuous support, and we thank you for taking the time to come visit us at Ako Langimalie. You always carry our demand on your shoulders, and we know you always do your best to support us.

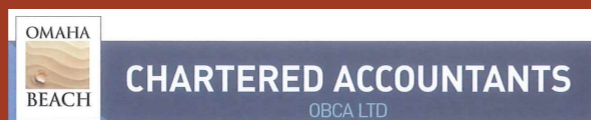
We have survived through this difficult year and we trust that the Heavenly Father has been walking through every step of the way with us. Thanking him from the bottom of our hearts.

Yours sincerely

Lavinia Manuopangai
Ako Langimalie Centre Supervisor
19th October 2020

Financial Report

Audited Financial Statements Letter



10 October 2019

Maika Veikune
Chairperson
Tongan Health Society Inc
PO Box 13569
Onehunga
Auckland

Dear Maika

Financial Statements for the Year Ended 30 June 2019

Detailed below are the key issues relating to the Tongan Health Society Incorporated financial statements for the year ended 30 June 2019.

HLB Mann Judd, Chartered Accountants, audited the financial statements and the Society has received an unmodified opinion.

The unmodified audit opinion confirms that the financial statements reflect a true and fair view of the Society's financial position as at 30 June 2019 and this is the best audit opinion the Society can receive.

The key financial issues are summarised as follows:

Statement of Financial Position

The Cash and Cash Equivalents balance is \$221,834 as at 30 June 2019. (Last Year: \$197,177)

The Accounts Receivable amount of \$193,836 relates to the contract payments due as at 30 June 2019. (Last Year: \$179,141)

The Sundry Debtors amount of \$109,556 relates to the payments due as at 30 June 2019. (Last Year: \$108,336)

The Payments in Advance amount of \$23,794 relates to the payments paid prior to 30 June 2019 for services from July 2019 onwards. (Last Year: \$24,388)

The Society has Property, Plant and Equipment of \$2,612,726 as at 30 June 2019. (Last Year: \$2,636,419)

The GST Payable amount of \$93,046 relates to GST owing but not paid as at 30 June 2019. (Last Year: \$80,836)

The Accounts Payable amount of \$123,675 relates to creditor invoices received, but not paid as at 30 June 2019. (Last Year: \$100,919)

The Accrued Expenses amount of \$20,770 relates to expenses owing but not paid at 30 June 2019. (Last Year: \$18,119)

The Accrued Expenses - Personnel amount of \$135,654 relates to the wages accrual and annual leave expenses owing but not paid at 30 June 2019. (Last Year: \$213,836)

The Income in Advance amount of \$113,359 relates to income received as at 30 June 2019, however the services will be provided in-the 2020 financial year. (Last Year: **\$61,944**)

The Non-Current Liabilities of \$615,277 relates to the Mortgage on the Buildings. In addition to the Non Current Liabilities, the current portion of the Term Loans amounts to \$87,078. The total amount of the loans is \$702,355. (Last Year: \$753,900)

The Society has a retained earnings balance as at 30 June 2019 of \$1,972,886. (Last Year: \$1,915,907)

Statement of Financial Performance

Net Operating Surplus

The Society achieved a net operating surplus for the year ended 30 June 2019 of \$56,979. (Last Year: \$401,717 Deficit)

The Health Services cost centres achieved an operating surplus of \$199,852 and this was due to the receipt of increased income as a result of additional new contracts being received during the year. The operational expenditure only increased marginally. (Last Year: \$232,999 Deficit)

The Preschool incurred a net operating deficit of \$7,910, the income reduced from the prior year and this was offset by a reduction in expenditure. (Last Year: \$19,173)

Summary

The Society achieved a Net Operating Surplus of \$56,979 in the 2019 financial year and this was as a result of the Health Services cost centre reporting a surplus of \$199,852 and the Preschool and Society cost centres reporting combined deficits of \$142,873.

(Last Year: \$401,717 Deficit)

The Cash and Cash Equivalents has increased from \$197,177 in the 2018 financial year to \$221,834 in the 2019 financial year.

The Society has achieved an outstanding result in the 2019 financial year and this success has resulted in a \$458,696 improvement in the financial results between the 2018 and 2019 financial years.

The Board and Management are to be congratulated on implementing the changes necessary to achieve this result and the continued success in negotiating additional new contracts in 2019.

The Kelston Clinic enrolled patient numbers continue to grow and it is envisaged that the Kelston Clinic will return to a break even or surplus position by the end of the 2020 financial year.

The Charities Services Annual Return and a copy of the 2019 audited annual financial statements are required to be uploaded onto the Charities Services site by 31 December 2019.

If you have any queries regarding the above, please do not hesitate to contact me on (09) 422-7032 or 0274 831-259.

Yours sincerely

Jeff Muir

Financial Report

25 July 2019

Board Members
Tongan Health Society Inc
PO Box 13569
Onehunga
Auckland

Dear Board Members

Re: June 2019 Financial Report

Detailed below is a summary of the financial position of the Tongan Health Society Incorporated as at 30 June 2019.

This is the draft 2019 financial year result and is subject to audit.

Balance Sheet

Current Assets

The current assets comprise of funds in the Bank Accounts, Petty Cash, Trade Debtors, Sundry Debtors and Prepayments amounting to \$549,019.87. (Last Month: \$393,153)

The Bank cheque account was in funds by \$94,480.61 as at 30 June 2019. (Last Month: \$30,920)

Fixed Assets

The total fixed assets amounts to \$2,594,631.45. (Last Month: \$2,565,422)

Total Assets

The total assets amount to \$3,143,651.32. (Last Month: \$2,958,575)

Current Liabilities

The current liabilities comprise of Trade Creditors, GST, Annual Leave Accruals, Accrued Expenses and Income in Advance amounting to \$484,007.72. (Last Month: \$429,066)

The Current Asset to Current Liability Ratio is 1.13:1 (Last Month: 0.92:1)

This means the Society has \$1.13 cover for every \$1.00 it owes as at 30 June 2019.

As advised in previous reports, the ratio must return to a minimum of \$1.10 cover for every dollar owed.

This target has been achieved in June 2019.

Term Liabilities

The term liabilities are the mortgages on the buildings in Hill and Fleming Streets and the Kelston Clinic amounting to \$702,355.37. (Last Month: \$709,591)

Total Liabilities

The total liabilities amount to \$1,186,363.09. (Last Month: \$1,138,657)

Equity

The total equity of the Society is \$1,957,288.23. (Last Month: \$1,819,979)

Consolidated Profit and Loss Statement

The total income to 30 June 2019 is \$4,520,936.46 and comprises of Contract Income, Other Income, Rent Received, Interest and Donations.

The total expenses to 30 June 2019 are \$4,479,554.48 resulting in a year to date surplus of \$41,381.98. (Last Month: \$95,988 Deficit)

Main Issues

The Society achieved an operating surplus for the month of \$137,369.50 and year to date surplus of \$41,381.98. (Last Month: \$95,988 Deficit)

The June 2019 financial result is draft and subject to audit.

This is the sixth consecutive month the Society has reported a surplus in the month.

The Society achieved the Current Asset to Current Liability ratio target of 1.10:1 in June 2019. The June 2019 ratio was 1.13:1.

The monthly surplus was due to the MOE Arrears Payments, Income accruals for ACC, Contract Income Diabetes, GMS, Immunisation and Maternity claims

and a review of the estimated annual depreciation expense for the 2019 financial year.

The Kelston Clinic enrolled patient numbers continue to grow, the enrolled numbers are in the vicinity of 1,265 as at 30 June 2019 and it is forecast to reach between 1,750 and 2,000 patients by December 2019. (Last Month: October 2019)

The PPD funding agreement has allowed for a percentage of these funds to be utilised to support the clinics in the 2019 financial year.

The Total Labour costs for the Society is \$3,156,714.84 and the Total Income is \$4,520,936.46. This equates to 69.8% of the total income is being spent on wages, Temp and Bureau Expenses and Contract GP's. (Last Month: 71.8%)

As advised in previous reports, it is imperative that the Labour cost ratio is between 70% and 72% of the Total Income Received. This benchmark was achieved last month and the ratio is below the target range this month.

The Society has \$549,019.87 in Current Assets and \$484,007.72 in Current Liabilities as at 30 June 2019. The Society would be in a position to pay all the current liabilities and would have a surplus of funds of \$65,012.15 as at 30 June 2019. (Last Month: \$31,929 Short Fall)

The Annual Leave Accrual balance increased from \$112,759.96 to \$113,654.39 in June 2019.

The Income in Advance balance of \$113,359.34 is for the Lotteries Grant of \$20,000.00, the Contract Income – MSD of \$51,375.00, Contract Income - HVAZ

of \$38,484.34, and the Auckland Council Grant of \$3,500.00. (Last Month: \$173,505)

As advised in previous finance reports, the forecast was for the Society to achieve a surplus position by 30 June 2019. (Last Month: Surplus)

The Society has achieved a year to date surplus position of \$41,381.98 for the 2019 financial year.

The Kelston Clinic is starting to reflect monthly surpluses and with the continuing enrolled patient numbers, it is envisaged that this service will reflect a surplus in the 2020 financial year.

The Board Members, CEO, Management and Staff are to be congratulated for achieving a surplus in the 2019 financial year.

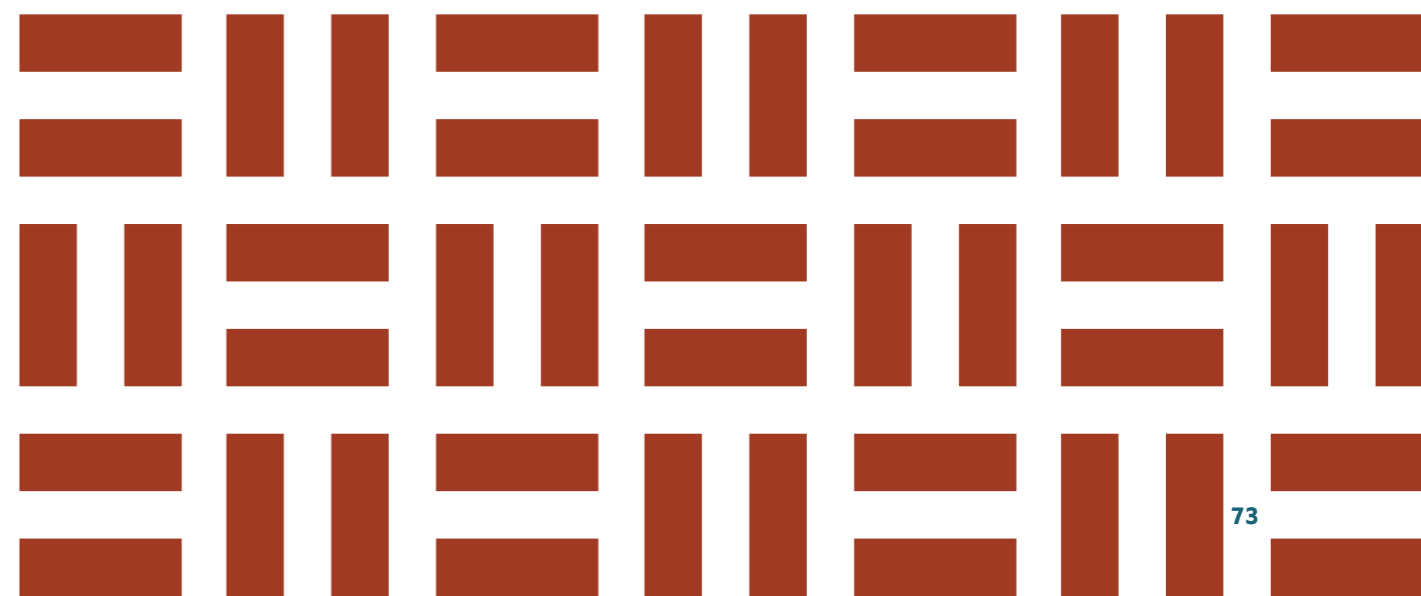
The CEO has been successful in negotiating new contracts with funders and getting multi-year agreements for existing contracts that has assisted the Society to achieve this result and provide financial sustainability for future years.

Should you require any additional information or clarification on any of the above points, please contact me on 09 422 7032 or 0274 831-259.

Yours sincerely



Jeff Muir
OBICA Ltd



Statement of Financial Position

As at 30 June 2019

	Note	2019 \$	2018 \$
Current Assets			
Cash and Cash Equivalents		221,834	197,177
Accounts Receivable from Exchange Transactions		193,836	179,141
Sundry Debtors		109,556	108,336
Payments in Advance		23,794	24,388
Total Current Assets		549,020	509,042
Non-Current Assets			
Property, Plant and Equipment	4	2,612,726	2,636,419
Total Assets		3,161,746	3,145,461
Current Liabilities			
GST Due for payment	2(a)	93,046	80,836
Accounts Payable		123,675	100,919
Accrued Expenses		20,770	18,119
Accrued Expenses - Personnel		135,654	213,836
Income in Advance		113,359	61,944
Term Loans - Current Portion	5	87,078	56,688
Total Current Liabilities		573,582	532,342
Non-Current Liabilities			
Term Loans	5	615,277	697,212
Total Liabilities		1,188,860	1,229,554
Net Assets		1,972,886	1,915,907
Represented by:			
Accumulated Funds			
Opening Balance		1,915,907	2,317,624
Plus Excess (Deficit) of Income over Expenditure		56,979	(401,717)
Total Accumulated Funds		1,972,886	1,915,907

The accompanying notes form part of these Financial Statements and should be read in conjunction with the reports contained herein.



Dr Maika Kinahoi Veikune
Chairperson

26 September 2019



Mrs Telesia Tonga
Board Member

26 September 2019

Statement of Changes in Net Assets

For the Year Ended 30 June 2019

	2019 \$	2018 \$
Opening Balance	1,915,907	2,317,624
Surplus / (Deficit)		
Plus Excess (Deficit) of Income over Expenditure	56,979	(401,717)
Total recognised revenues & expenses	56,979	(401,717)
Closing Balance	1,972,886	1,915,907

Note: This Statement is to be read in conjunction with the Notes to the Financial Statements.

Statement of Cash Flows

For the Year Ended 30 June 2019

	2019 \$	2018 \$
Cash Flows from Operating Activities		
Cash was provided from:		
Gross Revenue	4,540,292	4,067,515
	4,540,292	4,067,515
Cash was disbursed to:		
Payments to Suppliers	(1,202,903)	(1,339,017)
Payment to Employees	(3,157,928)	(2,916,074)
Interest Paid	(43,143)	(47,635)
	(4,403,974)	(4,302,726)
Net Cash Flows from Operating Activities	136,318	(235,211)
Cash Flows from Investing Activities		
Cash was provided from:		
Interest Received	682	1,247
Dividends Received	1,140	1,050
Sale - Property, Plant and Equipment	27,826	0
	29,648	2,297
Cash was disbursed to:		
Purchase - Property, Plant and Equipment	(89,763)	(419,396)
Sale Investments	0	0
Net Cash Flows from Investing Activities	(60,115)	(417,099)
Cash Flows from Financing Activities		
Cash was provided from:		
Loans	30,000	270,000
	30,000	270,000
Cash was disbursed to:		
Repayment of Loans	(81,545)	(56,010)
Net Cash Flows from Financing Activities	(51,545)	213,990
Net Increase (Decrease) in cash held	24,658	(438,320)
Cash at the beginning of year	197,177	635,497
Cash at the end of year	221,834	197,177

Note: This Statement is to be read in conjunction with the Notes to the Financial Statements.

Statement of Comprehensive Revenue and Expenses

For the Year Ended 30 June 2019

	2019 \$	2018 \$
Surplus (Deficit) from Health Services	199,852	(232,999)
Surplus (Deficit) from Preschool	(7,910)	(19,173)
Other income		
Non Exchange Income		
Donations Received	3,943	6,711
Exchange Income		
Interest Received	307	509
Dividends Received	1,140	1,050
Other Income	352	330
Total Income	197,684	(243,572)
Less Expenses		
Honorarium	45,600	45,960
Interest Expense	767	632
Interest and Penalties	0	1,471
Other Expense	94,338	110,082
Total Expenses	140,705	158,145
Net Surplus / (Deficit)	56,979	(401,717)

Note: This Statement is to be read in conjunction with the Notes to the Financial Statements.

Statement of Comprehensive Revenue and Expenses

For the Year Ended 30 June 2019

	2019 \$	2018 \$
Health Services		
Revenue from Exchange Transactions		
Donations Received	126,444	124,856
Interest Received	25	0
Other Income	13,204	22,361
Rent Received	83,124	37,715
Service Delivery Income	3,759,614	3,206,511
Total Income	3,982,411	3,391,443
Direct Expenses		
Audit Fees	7,000	5,020
Depreciation	86,820	78,723
Employee Expenses	2,674,525	2,443,064
Interest - Bank Loan	42,376	45,380
Me'a'ofa	150	936
Rent & Rates	204,126	183,312
Service Delivery Expenses	767,562	868,007
Total Expenses	3,782,559	3,624,442
Surplus (Deficit) from Health Services	199,852	(232,999)

Note: This Statement is to be read in conjunction with the Notes to the Financial Statements.

Statement of Comprehensive Revenue and Expenses

For the Year Ended 30 June 2019

	2019 \$	2018 \$
Preschool		
Revenue		
Non Exchange Transactions		
Donations	0	2,326
Exchange Transactions		
Service Delivery Income	538,705	544,826
Interest Received	350	738
Other Income	7,232	522
Total Income	546,287	548,412
Direct expenses		
Audit Fees	1,000	3,005
Employee Expenses	419,543	441,436
Depreciation	10,192	15,272
Interest	0	152
Service Delivery Expenses	123,462	107,719
Total Expenses	554,197	567,584
Surplus (Deficit) from Preschool	(7,910)	(19,173)

Note: This Statement is to be read in conjunction with the Notes to the Financial Statements.

Independent Auditor's Report



To the Members of Tongan Health Society Incorporated

Opinion

We have audited the financial statements of Tongan Health Society Incorporated which comprise the statement of financial position as at 30 June 2019, 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 financial statements present fairly, in all material respects, the financial position of the Society as at 30 June 2019, and its financial performance and its cash flows for the year then ended in accordance with Public Benefit Entity Standards Reduced Disclosure Regime.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Society, in accordance with Professional and Ethical Standard 1 (Revised) Code of Ethics for Assurance Practitioners 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 Tongan Health Society Incorporated.

Boards' Responsibilities for the Financial Statements

The board are responsible on behalf of the Society for the preparation and fair presentation of the financial statements in accordance with Public Benefit Entity Standards Reduced Disclosure Regime, and for such internal control as the board determines is necessary to enable the preparation of financial statements that

are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the board are responsible on behalf of the Society for assessing the Society'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 board either intend to liquidate the Society or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole 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) 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, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located at the External Reporting Board's website at:

https://xrb.govt.nz/Site/Auditing_Assurance_Standards/Current_Standards/Page8.aspx

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

HLB Mann Judd

26 September 2019

Chartered Accountants Auckland, New Zealand

Directory

As at 30 June 2019

Board Members

Glenn Doherty

Pauline Taufu

Telesia Tonga

Nalesoni Tupou

Maika Veikune

Rev Ilaisaane Langi

Dr Ofa Dewes

Chartered Accountants

OBCA Ltd

197 Omaha Drive

RD6, Warkworth

Bankers

ASB Bank Limited

Onehunga

Auckland

Auditors

HLB Mann Judd

Onehunga

Auckland

Charities Registration

Registration Number: CC22673

Registration Date: 8 April 2008

Tongan Health Society

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