

Tongan Health Society Incorporated

Annual Report

Year ending June 2022





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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.

Working Style at THS

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

Values

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



Board Members



▼
Dr Maika Kinahoi Veikune
Chairperson



▼
Telesia Tonga
Vice Chairperson



▼
Dr Glenn Doherty
CEO/Clinical Director
Board Secretary



▼
Nalesoni Tu'inauvai Tupou



▼
Pauline Taufu



▼
Rev Saane Langi



▼
Dr Ofa Dewes

Ex Officio Board Members



▼
Amelia Schaaf
Legal Advisor



▼
Jeff Muir
Treasurer





Dr Maika Kinahoi
Veikune
Chairperson

Chairperson's Report

Expansion, Innovation and Excellence

The Society's work programme has continued in the financial year with another excellent audited financial result that was unmodified in addition to a growing number of contracts negotiated by the CEO. Staff have shown their commitment to addressing the COVID response as part of the Government campaign that includes work in the Langimalie COVID Response Unit and ongoing community events over the year.

I have been particularly impressed with the staff events which I have attended and wish to specifically acknowledge all staff consistently standing up to these events each month over and above business as usual. I also want to thank Dr Ofa Dewes for her support of staff at these events over the year. Staff have shown resilience at a difficult time and have continued to provide excellent high-quality services that have culminated in ongoing awards from our funders. The following areas of the services have been recognised in a range of awards:

2021

- Highest completion rate for diabetic annual reviews, total population 2020/2021 eligible population – *medium* category
- Highest completion rate for diabetic annual reviews, total population 2020/2021 eligible population – *large* category.

2022

- Kelston Clinic - Great outreach service for the Tongan Community and vulnerable population of West Auckland
- Onehunga Clinic - Highest performance across two national health targets - Diabetes Assessment and Reviews & Smoking Brief Advice.

Innovative activities

A large focus of the Board over the year has been to consider, develop and consolidate new innovative initiatives. The CEO has developed business cases for the establishment of a new medical centre and research centre. Both these initiatives have allowed the expansion of the THS services portfolio and allows THS to finally position itself in South Auckland (Ōtāhuhu) which provides increased access particularly for our Tongan community in South Auckland.

One of the most exciting initiatives since the inception of THS has been the establishment of our research initiatives and growing research portfolio now consolidated in a recently incorporated Langimalie Research Centre Ltd, a wholly-owned subsidiary of THS. THS was able to develop the centre in response to a multi-year funding agreement between Variant Bio, a US-based (Seattle, Washington) genetic research company to work in an international collaboration with THS on research in the areas of diabetes, chronic kidney disease and gout.

Dr Ofa Dewes has been appointed as Director of the new centre which will be based in Wiri. Both these initiatives required a lot of negotiation and work from the CEO and Dr Ofa Dewes. THS has also consolidated additional research initiatives and funding in collaboration with the Universities of Auckland and Otago.

Ako Langimalie has continued to grow from strength to strength and has continued with staff professional development and the launching of a new website and social media platforms to increase enrolments at the school.

I was most fortunate to attend an event with the CEO at the school to meet staff, parents and students during the Tongan Language Week.

COVID Response

I also wish to thank staff in the COVID Response Unit who have worked on Pacific navigation and Mobile Outreach and Whānau Home Quarantine services and staff in the IOU team who have also worked with many vulnerable clients and families impacted by COVID. THS also took on additional schools (eight) in the Mana Kidz service over the financial year and I wish to thank the nurses and whānau support workers for the efforts to address the health and well-being needs of primary school students in those South Auckland schools.

THS was awarded its Level 2 Accreditation with the Ministry of Social Development with no actions or remedies in that process, in addition to its teaching accreditations with the RNZCGPs and the University of Auckland School of Medicine which the CEO oversees.

The Board has also supported aid to Tonga in response to the devastating volcanic eruptions and tsunami which has allowed the Board to assist staff and their families with containers over that period with essential goods. THS has also supported containers with medical supplies to Eua hospital.

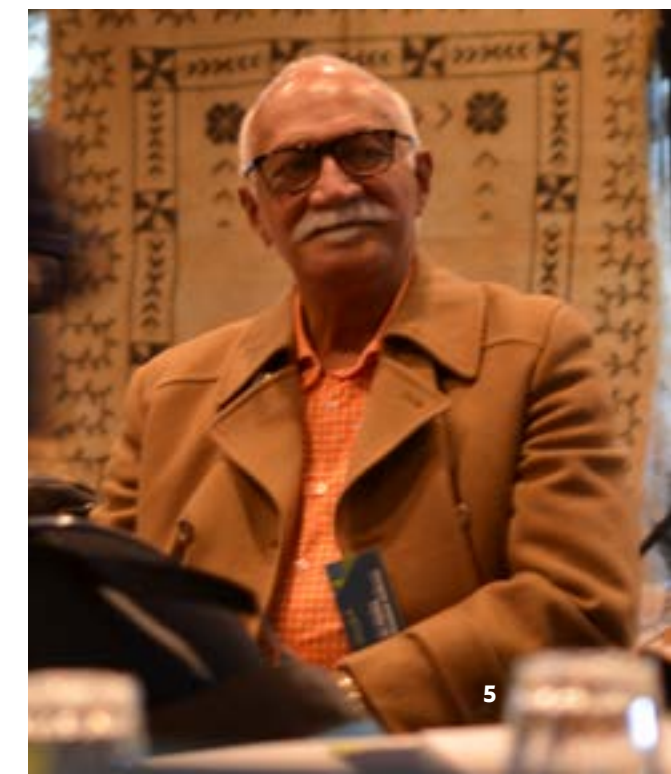
The Board has also invested in capital upgrades to our sites and is now mortgage-free and owns the Onehunga campus.

I also would like to specifically acknowledge the Management Team with Wendy Allen and Mele Vaka working tirelessly on the increased work programme with the CEO and the back-office staff Elly Roberts and Mika Shang who have also gained postgraduate qualifications in financial analytics and applied management.

Lastly, I would like to thank my Board colleagues in their efforts to support THS and in particular our CEO and Medical Director, Dr Glenn Doherty who has continued to work for the Society with his never-ending commitment to the Tongan community, the development of the organisation and the financial success and service contracts which are fundamental to our expansion, innovation and excellence that we enjoy as an organisation.

I wish you all a relaxing Xmas and New Year and a much-deserved rest in preparation for another year of service to our community and efforts in responding to Tongan health and well-being.

Dr Maika Kinahoi Veikune
Chairperson





Dr Glenn Doherty
CEO and Medical
Director

CEO and Medical Director's Report

The Tongan Health Society Inc remains as a high performing, innovative, trusted, and credible advocate of health and wellbeing for Pacific people, particularly the Tongan community but for all people of Aotearoa who use our services.

We have stood strong and resilient remaining positive and progressive amidst the challenges brought by the COVID pandemic.

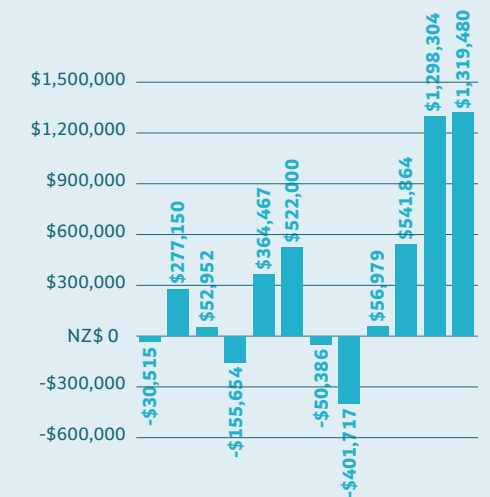


Resilience, Innovation and Expansion

The 2021/22 year has seen the continued efforts of the Society team's work concomitant on business as usual, COVID work programmes and the planning and development of new initiatives and the expansion of services under the umbrella of capacity and capability building.

The Society achieved a net surplus of \$1,319,480m over the 2021/22 financial year.

Financial Performance 2011–2021





COVID-19 Response Unit Onehunga

New Contracts

The CEO has negotiated 35 new contracts during the financial year outlined in the table below. The value of these new contracts was approximately \$14m.

- COVID-19 Pacific Community Navigator
- COVID-19 Pacific Outreach Mobile Health Service Unit
- Pacific Fanau Package for Pacific Vaccination Rollout (COVID-19)
- Pacific Whānau Home Quarantine Service - Whānau HQ
- Pacific Community COVID-19 Vaccination Events
- Tranche 4 Funding
- COVID-19 Pacific Localised Vaccination Support
- HVAZ Church Coordinator and Church Grants
- Parish Community Nursing Services
- Well Child / Tamariki Ora Service
- Primary Mental Health Initiatives
- Refugee Primary Care Services
- Primary Mental Health Initiatives
- Palliative Care Services – Waitemata DHB
- Bowel Screening Programme - ADHB
- Additional, one-off funding for the Tongan Church Siasi Uesiliana Ngaahi Famili 'I Panmure.
- Clinical access for students
- Meeting Immediate & Urgent Education Needs
- COVID-19 Delta variant Pacific funding support
- Pacific COVID-19 Response Services - Omicron
- Variation to Pacific COVID-19 Response Services - Omicron
- Pacific Provider Development Fund
- Care in the Community Welfare Response Grant
- Virtual learning hub for Pacific students
- Ageing Well National Science Challenge
- Pacific Aotearoa Community Outreach Fund
- Food Support
- Church Support
- Omicron Response Support
- Support for the Tongan Health Society to host two Pacific community meetings, organised by the Pacific Scientist Network
- Lottery Grant

THS COVID Response

The Society has continued to develop and embrace its work programme in the COVID-19 space underpinned by the Government campaign imperatives. This has included:

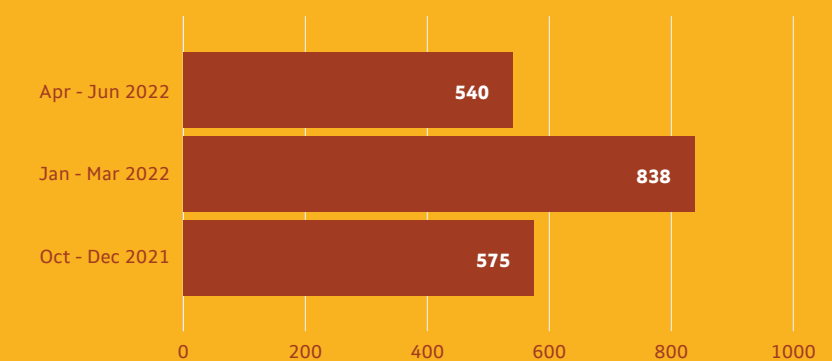
- General Practice Locality-based COVID-19 Vaccination Centre, Onehunga
- Community-based Outreach Pop-up Bus and Drive-through Events
- COVID-19 Ethnic-specific Promotions and Communications
- COVID-19 Packages of Support for Pacific Families during lockdown and under traffic light systems
- Omicron Voucher Support
- COVID Pacific Navigation Services
- Operations of the Langimalie COVID Response Unit
- Vaccination Events/Mobile Outreach Services
- Evaluation and continuous improvement of COVID-19 services
- COVID Pacific Navigation-administration and housing of staff/ infrastructure
- Whānau Home Quarantine services
- COVID Events that include MMR/Flu/HPV vaccinations and RAT testing
- MOE grants for assisting school children with devices and packages of support and care

THS COVID Funders

The following organisations provided THS with funds to support our client and community over the COVID lockdowns:

- Ministry of Social Development
- Ministry of Education
- Ministry of Health
- Alliance Health Plus PHO
- Pasifika Futures Ltd
- Auckland DHB
- Waitemata DHB
- Variant Bio
- Health NZ

Pacific Navigator Data

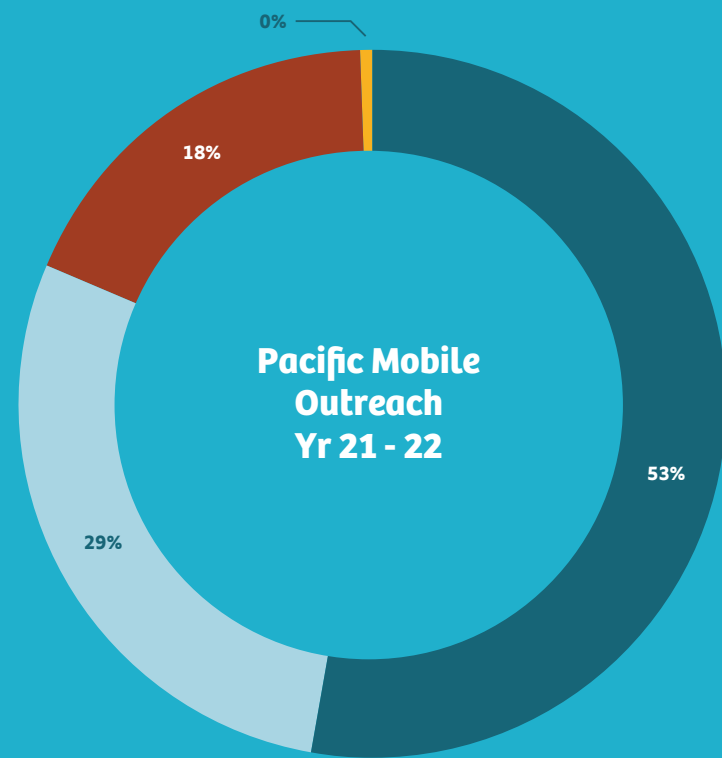


COVID Practical Support

The following practical support was provided with the COVID funding over the Government campaign period:

- Laptops
- Food Packages
- School Uniforms and Stationery
- Small Business Development
- Utilities
- Petrol
- Appliances and Furniture
- School Fees
- RATs and PCR Swabbing
- Medical Support for those with
- Chronic Conditions
- Accessible Community Events; Vaccinations, RATs
- Dental Care
- Outreach Care
- Virtual Consultations
- Mental Health and Family Harm Support
- Event Maanaki Support to improve access to Vaccinations

Pacific Mobile Outreach

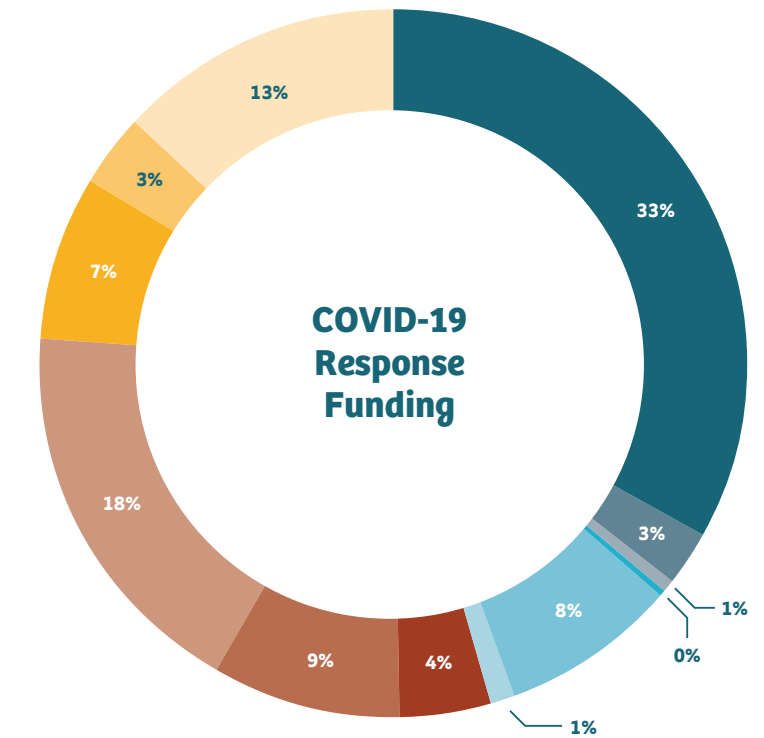


- COVID-19 Vaccinations
- Influenza Vaccinations
- MMR Vaccinations
- HPV Vaccinations

COVID Funding

The following funding was allocated across several service areas in our COVID response. These are illustrated below.

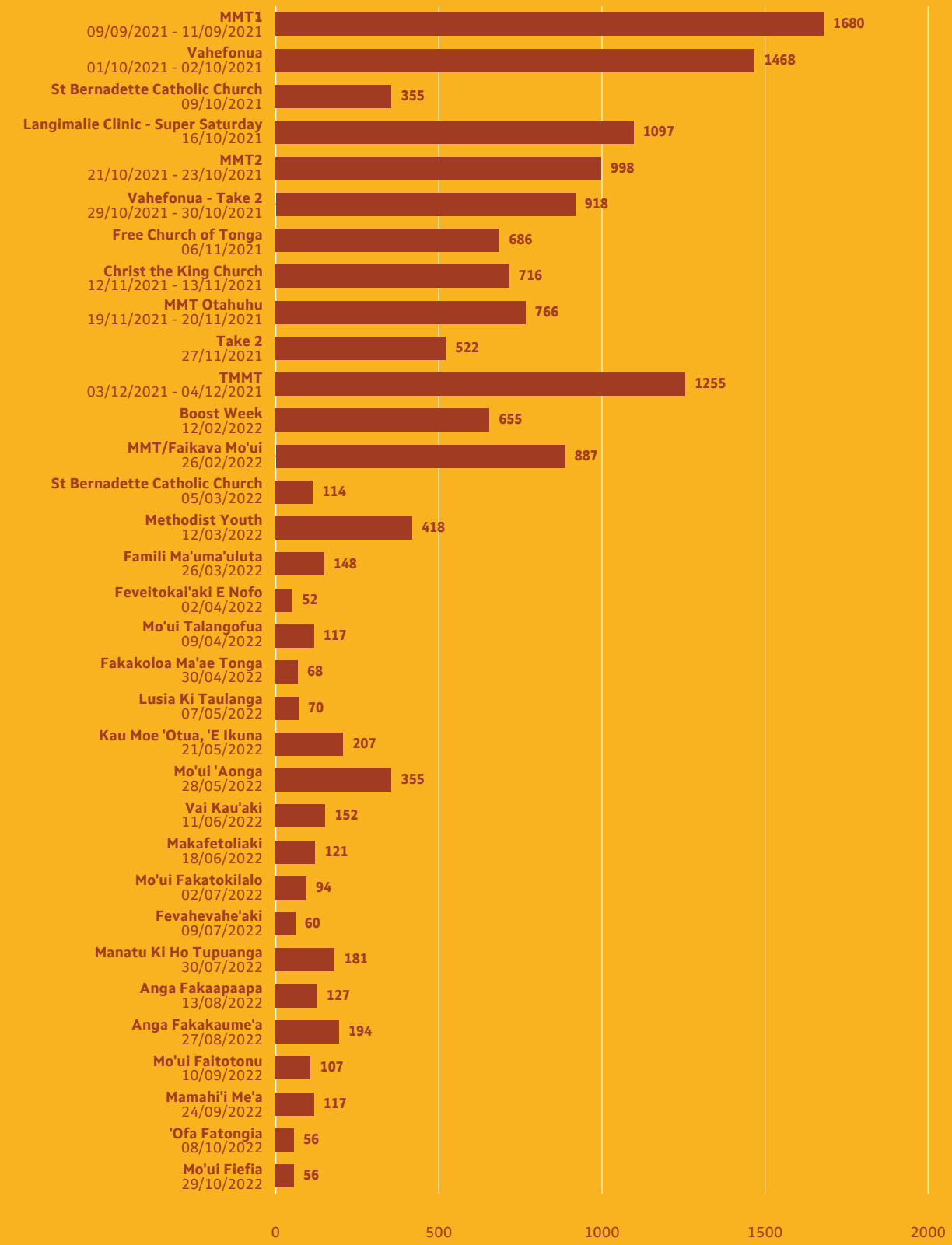
COVID-19 Funding



- Pacific Futures Vouchers Support
- COVID Meeting Immediate & Urgent Education Needs
- COVID Care in the Community Welfare Response Grant
- COVID Pacific Aotearoa Community Outreach Fund
- COVID Pacific Covid 19 Response Services - Omicron
- COVID-19 Pacific Localised Vaccination Support
- COVID Pacific Fanau package
- COVID Pop Up VAX Event
- COVID Response Unit
- COVID Vaccination Clinic Capitation
- Pacific Navigation
- Mobile Clinic

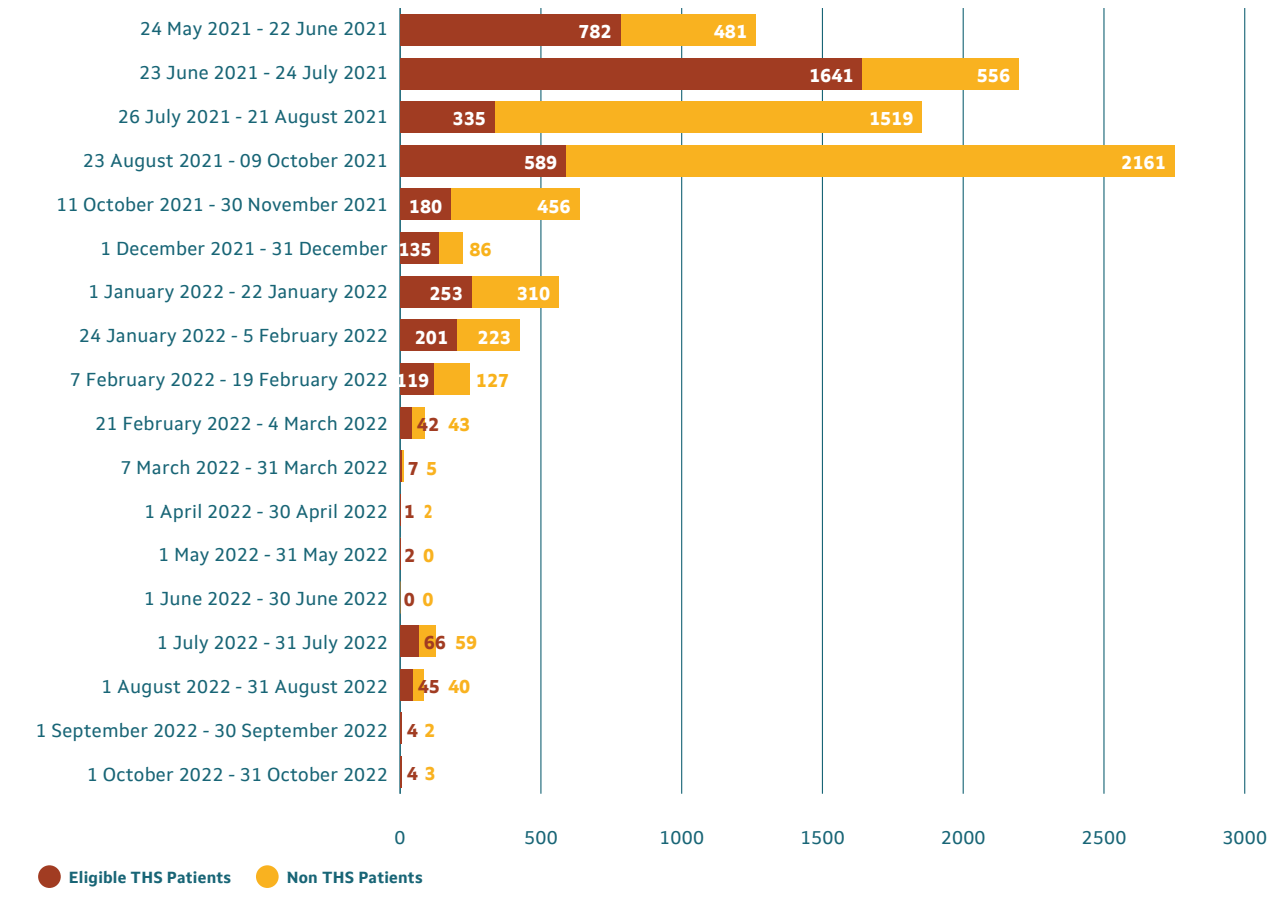
THS Vaccination Events

Vaccines Given at all Events - Total 14,817



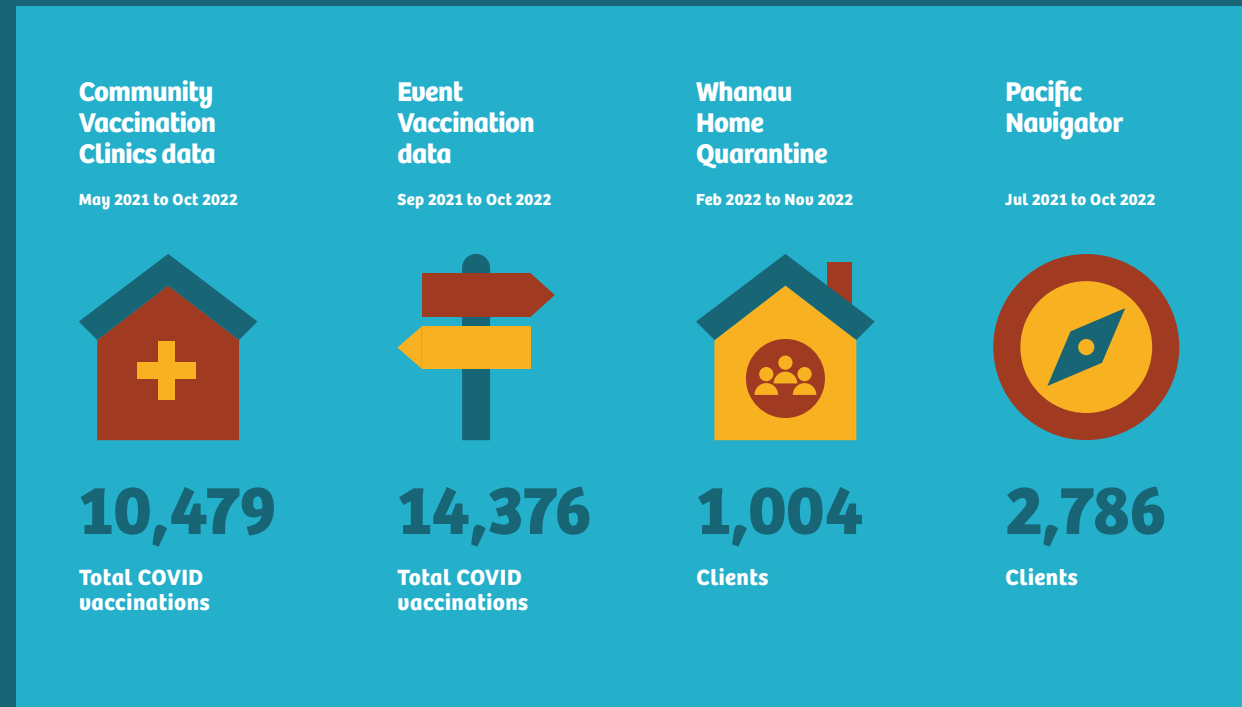
THS Community Vaccination Centre

Number of Vaccines given per Data Collection Period



● Eligible THS Patients ● Non THS Patients

THS COVID Response high-level summary



THS COVID Community Support



THS Fanau Package

\$ **50** Voucher Demonination
 # **3,000** Voucher Quantity
 \$ **150,000** Total Value of Vouchers Purchased

Date	Event or Site	Opening Qty	Qty Issued	Closing Qty	Vaccinations Delivered	
Saturday, 2 July, 2022	Parrs Park	3,000	22	2,978	147	
Saturday, 9 July, 2022	Avondale Racecourse, Avondale		113	2,865	103	
Saturday, 30 July, 2022	34 Orley Ave, Lotofale'ia, Mangere		522	2,343	266	
Saturday, 13 August, 2022	Avondale Racecourse, Avondale		422	1,921	206	
Saturday, 27 August, 2022	34 Orley Ave, Lotofale'ia, Mangere		534	1,387	277	
Saturday, 10 September, 2022	163 Queens Road, Panmure		290	1,097	144	
Saturday, 24 September, 2022	47 Favona Rd, Mangere		318	779	151	
Saturday, 8 October, 2022	34 Orley Ave, Lotofale'ia, Mangere		162	617	81	
Saturday, 29 October, 2022	34 Orley Ave, Lotofale'ia, Mangere		166	451	79	
Saturday, 12 November, 2022	47 Favona Rd, Mangere		156	295	70	
			3,000	2,683	11,755	1,377

Ako Langimalie

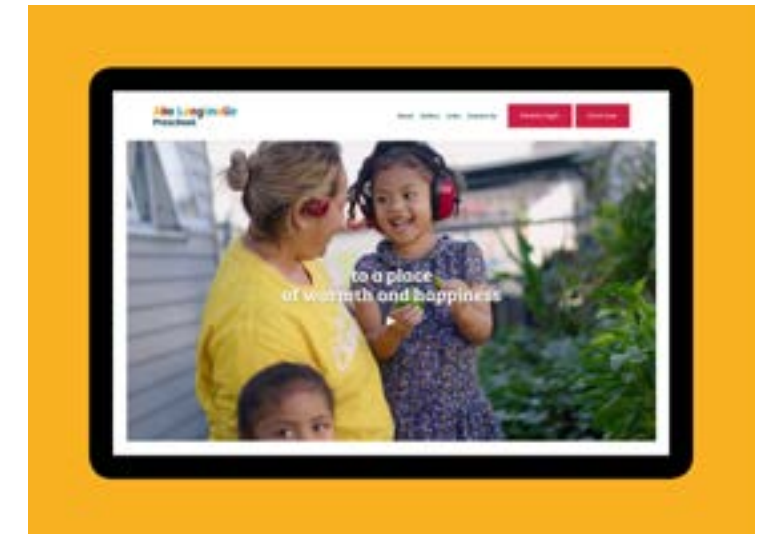
Ako Langimalie has continued its work programme over the financial year, and staff have continued work on their professional development aligned with the Te Whariki curriculum and Incredible Years in addition to training for children with special needs. Policy development has continued with input from ECE consultant Maxine Bannan. The CEO

and Chair visited the school to celebrate Tongan Language Week with parents, staff and children.

The school has developed further marketing and branding with the launch of a new website with input from graphic design company Marque. I wish to thank Lavinia Manuopangi for her ongoing management of the Centre.



Mako dance at the Tongan Language Week Celebration.



▶ Dr Glenn Doherty and the team at Ako Langimalie Preschool.





▲
Jordan Hall

Jordan Hall

Jordan Hall has been closed for some of the financial year due to lockdown and Government traffic light systems and council request been closed for some of the financial year. This has given THS an opportunity to undertake repairs and maintenance and capital upgrades. This has included:

- Kitchen upgrades
- Roofing upgrades
- Painting and asbestos removal
- Garden upgrades

Accreditations

The Tongan Health Society achieved its MSD accreditation in July 2021 with no actions or remedies. THS has employed Ilaisaane Vainikolo as the Clinical Quality and Administrator Coordinator to work on the RNZCGP Foundation Standards and Cornerstone Accreditation work programme.

THS also achieved the following accreditations over the academic year:

- University of Auckland School of Medicine Accreditation
- RNZCGP Teaching Accreditation

RNZCGP Registrars

We have had two registrars working at THS over the year with Dr Glenn Doherty overseeing their training in preparation for the Part 1 GPEP:

- Dr Terry Zhang
- Dr Steven Young

Dr Antony Inder will also sit his examinations this year and we wish them all well for their examinations.

THS New Initiatives and Innovations

The Board has recently developed two new initiatives that are being developed and will be rolled out over the end of 2022 and beginning of 2023. These include

- Langimalie Research Centre, Wiri
- Langimalie Medical Centre, Ōtāhuhu

THS and Research

THS has begun in earnest active research collaborations and partnerships developed over some years as per our current research portfolio and continues to be involved with research. THS has also published papers in those collaborations and partnerships and is now positioned to consolidate and intensify its research efforts for the future. THS includes research as part of its strategic direction. An opportunity to further develop and consolidate a research focus has become available with a recent research initiative that THS has advanced and secured with American-based company Variant Bio in a multi-year funding agreement in an international research collaboration.

Langimalie Research Centre

The Board has had formal discussions around the establishment of a research centre and has agreed to set up a new subsidiary company to run the Centre. The Centre was incorporated in October 22.

The directors of this new Centre are:

- Dr Ofa Dewes
- Dr Glenn Doherty
- Dr Maika Kinahoi Veikune
- Mrs Pauline Taufu

Dr Ofa Dewes has been appointed as the new Director and Dr Glenn Doherty is the Medical Director.

Langimalie Research Centre new premises.



Variant Bio (VB)

VB is a developer of people-driven therapies designed to improve global health by studying genes and health-related traits. The company's therapies use sequencing technology, statistical genetics and machine learning to identify new therapeutic targets, enabling patients to have access to genomic drug discovery for unmet needs including neurodegenerative, autoimmune and cardiometabolic diseases. The company was developed in 2018 and has 41 employees and is located in Seattle, Washington USA.

Variant Bio Mission

VB is a mission-driven company, dedicated to strong ethics, benefit sharing and improving global health. Their research model is based on respect for the people and communities who work with them. VB is focused on working with under-represented populations where there is the greatest potential for novel discovery.

Research Objectives

The objectives of the proposed project are:

1. Metabolic and epidemiological evaluation of Tongan, Tuvaluan, Tokelauan, and Rotuman populations, with a focus on metabolic and inflammatory disorders and renal function.
2. Genome-wide association and metabolome genome-wide association studies on multiple phenotypes and metabolomic measures to identify genetic variants which contribute to disease in these populations.
3. Capacity and capability-building in the respective communities. Need to be able to reflect here what we're giving back to the community in return for their participation in the project.

There are a number of other research initiatives that are being worked on in collaboration with the Universities of Otago and Auckland.



▲ Dr Glenn Doherty speaking at Mo'ui Lelei Fono.

Research Fono

THS in collaboration with Variant Bio held a research Fono in June at Sorrento (Mo'ui Lelei). I wish to thank Dr Ofa Dewes for organising the event. A number of papers were delivered including:

- Impact of chronic health conditions on Tokelauan families across the life course
- Tauhi lelei. Caring is everything, not just anything. If so, what?
- Diabetes and kidney disease in Pacific people
- Genetics of gout in Pacific people
- Tongan health response to COVID-19

This was an excellent event with wide-ranging input across the Pacific community as well as contributions from several academics and institutions throughout NZ. HRH Princess Mele Siu'ilikutapu Kalaniuvalu Fotofili attended and gave her personal insights into diabetes.



▲ Dr Ofa Dewes addressing Mo'ui Lelei Fono.

▼ Participants and speakers at Mo'ui Lelei Fono.



▲ Location of Langimalie medical centre in Ōtāhuhu.

Langimalie Ōtāhuhu

The Board has agreed to open a new medical centre in Ōtāhuhu. A lease was signed in October 2022. The site for the medical centre is in Great South Rd, Ōtāhuhu.

Opening a clinic in Ōtāhuhu will enable Tongan Health Society to reach a community that has the largest Tongan population in Auckland. The growth over the past three census suggests there is an increasing need for Tongan-specific services within the area.

The additional services offered by Tongan Health Society, over and above general practice, including COVID-19, youth and family support services, will be of huge value to families within the Māngere-Ōtāhuhu community and will support engagement and enrolment into the practice.





Capital Upgrades

A number of capital upgrades have occurred across the organisation that include:

- IT upgrades
- Building upgrades
- Kitchen upgrades
- Jordan Hall upgrades
- Panmure Clinic upgrades
- IOU Upgrades
- Vehicle fleet upgrades
- Office upgrades

Langimalie COVID Response Unit

The Board opened a COVID response unit early in 2022 and unbundled all the COVID work programme to be domiciled in that new unit.

The following services are now provided in that unit:

- Omicron Response Services
- Whānau Home Quarantine
- Pacific Navigators
- Pacific Mobile Clinics
- COVID Event collateral and logistics

Jayna Diaz has been appointed as THS COVID Event Coordinator and works closely with the CEO and Clinical Services Manager and NRHCC to coordinate and develop events monthly. A special acknowledgement to Anau Tatafu for meticulous attention to the cold chain and managing this effortlessly for all the THS events as Cold Chain Lead.

Awards

2021

- Highest completion rate for diabetic annual reviews - total population 2020/2021 eligible population – medium category
- Highest completion rate for diabetic annual reviews total population 2020/2021 eligible population – large category

2022

- Kelston Clinic - Great outreach service for the Tongan Community and vulnerable population of West Auckland
- Onehunga Clinic - Highest performance across two national health targets - Diabetes Assessment and Reviews & Smoking Brief Advice

Acknowledgement

I wish to acknowledge Mika Shang and Elly Roberts. Mika has completed her Master of Financial Analysis from the University of New South Wales and has now been appointed Finance Manager. Elly has completed her Master of Applied Management. Both gained these qualifications with high marks and distinctions in their examination results.

I would like to thank the management team and back-office staff for their ongoing support and commitment during COVID, and staff and the teams for their flexibility and ability to adapt to the pandemic and the business of the organisation concurrently. I am forever grateful to the Board who have supported me over these difficult times, particularly in the development of:

- Langimalie Research Centre, Wiri
- Langimalie Medical Centre, Ōtāhuhu
- Langimalie COVID Response Unit
- Panmure Refurbishments

The Board has shown its wisdom and vision in supporting the development of the Society over time and THS, because of this leadership, has developed capacity and capability across a wide-ranging number of health and well-being initiatives for the community it serves. All staff, management and board members, I would like to wish you a safe, happy and restful summer, Xmas and New Year and I thank our funders and stakeholders for their ongoing support to our vision and mission.

Dr Glenn Doherty
CEO and Medical Director



Mele Finau Fetu'u Vaka
Clinical Services
Manager

Integrated Outcome Unit

Integrated Outcome is the model that brings together clinical and non-clinical services in packages of care, focusing on families and individuals to achieve better health and socio-economic outcomes.



Models of integrated care may enhance patient satisfaction, increase perceived quality of care, and enable access to services, although the evidence for other outcomes including service costs remains unclear. Integrated care seeks to better co-ordinate health and social care around the individual's needs with a commitment to improve the quality of care and overcome fragmented care through ongoing co-productive partnerships.

I refer this model (Integrated model) to Laalanga (weaving) a mat in Tongan culture. Tongan Fala (mat) has been described as "ancient koloa or treasure" which could be refer to health. The uniqueness of completing the Fala is: it will create the value which the outcome will show when the Fala completed. The meanings, principles, and cultural values from laalanga is the foundation of our health and wellbeing. I do believe with THS model of care would suit our Pacific families in terms of weaving together each navigators' skills and knowledge for better outcome of our families.



IOU TEAM – Clinical Navigators and Non-Clinical Navigators

Clinical Navigators

Well Child Nurses

- RN Elenoa Havea
- RN Alisi Tameifuna
- RN Mosolesa Pesaleli
- RN Setaita Ha'unga

Non-Clinical Navigators

Registered Social Worker

- Frances Tahapehi
- Jayna Diaz
- Christina Fifita

Youth Navigator

- Peter Tupou

Service Contracts

Well Child Services

Well Child Tamariki Ora Service supports mothers and babies to protect and improve the child's health, so they can grow and develop to their full potential. THS Well Child team provides care for babies from birth to five years old. This team had four Well Child Nurses and THS believes it has capacity to enrol more babies. This picture below shows the healthier this baby, the happier she is.



B4SCH

This service is targeting four-year-old child in ADHB catchment area even. Te Whatu Ora Health New Zealand would have the potential to remove the barrier among health zones, but THS currently focuses on Auckland central area. B4SCH operates in a fee-for-service financial model with no set volume.

Ministry of Social Development (MSD) Family Violence / Family Harm

Two registered social workers are working full-time to provide care and support families who are vulnerable with family violence problems. Since COVID-19 hit with a few lockdowns and some people losing their jobs, has increased family violence because of financial hardship for some families. THS works collaboratively with Central Auckland Police, South Auckland Police, and also West Auckland Police in terms of supporting families minimising family harm.

Non Family Violence Cases

Another registered social worker is working with families who have other social needs including housing, financial hardship, mental health and so forth.

Omicron Family Support

One of the supports through this contract was a non-food package which means this support helped families to pay their power, phone and Internet bills and even rent. This funding supports families to ease their stress level around overdue utilities.

Ministry of Education (MOE)

This contract supports families by helping with students' school fees, stationery and uniforms. THS realises some families' demand on school uniforms and school fees increases due to household income reduction.

Whānau Ora Contract

Whānau Ora is a family-centered approach which recognise the best solutions to family challenges come from Pacific families themselves. Pacific families are supported to achieve their aspirations in education, training, economic development, health, participation in the community, developing cultural capital, strengthening identity and family development. THS realised some families are very talented in different ways, and this Whānau Ora support helps them to start small businesses. As per picture below, it shows this person is so talented in making these pot plant stands which he sells. This helps to increase financial income.



Health Village Action Zone

There are 14 churches working collaboratively with Tongan Health Society (Langimalie) and these churches are:

- Our Lady of Assumption, Onehunga
- St Joseph, Ōrākei
- St Pius, Glen Innes
- Mother of Perpetual Help, Glendowie
- United Church Of Tonga, Glen Innes
- Free Church of Tonga, Grey Lynn
- Free Church of Tonga, Mt Roskill
- Free Church of Tonga, Ōtāhuhu
- United Church of Tonga, Grey Lynn
- Seventh Day Adventist Church, Penrose
- Tongan Methodist Church, Ellerslie
- Tongan Methodist Church, Panmure
- Tongan Methodist Church, Ponsonby

It is a privilege working with these churches and Langimalie is so grateful to work collaboratively with church leaders and church health committees. The fact that we have been working together and have known each other for a while means

it is easy for us at Langimalie to approach churches in terms of health promotion, health education and health screening as well. Some church members hardly see a doctor but this is a chance for them to access health through HVAZ programme. This programme addresses healthy eating, exercise and smoking cessation.

The picture shows one of the parish nurse visits to update about COVID-19.

Elderly Group

The Elderly Group Programme is intended to empower and lift up the well-being of our elderly. Most families who have elderly in the household are busy with their daily schedule such as school, work and so forth and sometimes the elderly person feel lonely staying on their own at home. THS hires a driver to pick up and drop off those elderly who had no transport for this programme. I realised these people are happy and looking forward every Monday to share their stories and experience at the programme.

The picture opposite shows elderly people enjoying the programmes.

Health promotion and Covid screening – HVAZ Church programme.



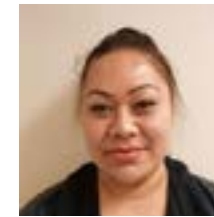


Wendy Allen
Clinical Administration
Manager

Clinical Administration Manager's Report

Mālō e lelei, Kia Ora and Welcome.

I have been with the Tongan Health Society for six 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..



▲
Top to bottom: Diana Luani, Sela Siulangapo,
Maryanne Funaki, 'Ilaisaane Vainikolo, Leone
Fetu'u

◀
Left to Right: Irene Vaka, Malia Fineanganofa,
Christine Fifita, Alisa Kafoa, Kathy Fifita

Acknowledgements

I would like to take a moment to acknowledge the people I work with.

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, and Managers and Colleagues of The Tongan Health Society.

I would also like to thank my wonderful team who work tirelessly for the organisation. They are committed to The Tongan Health Society, what it stands for and its beliefs and values.

They continue to work the Langimalie Vaccine Centre and vaccination events, and carry on with business as usual.

- Irene Vaka – Medical Receptionist/
Pacific Navigator
- Malia Fineanganofa – Medical
Receptionist (currently on maternity
leave)
- Kathy Fifita – Medical Receptionist
- Christine Fifita – Medical Receptionist
- Sela Siulangapo – Medical
Receptionist
- Alisa Kafoa – Pacific Navigator
- Maryanne Funaki – Support
Administrator
- 'Ilaisaane Vainikolo – Clinical Quality &
Administration Co-ordinator
- Diana Luani – Communications Centre
- Leone Fetu'u – Security

Onehunga and Panmure Clinics

As of 31 October 2022, we had a combined registered/funded population of 4130 patients at our Onehunga and Panmure clinics

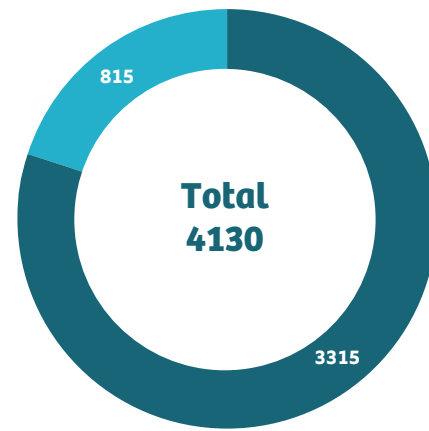
The Tongan population is still our focus as they make up approximately 90% of registrations.

The 'Age Range' of our population reflects the high-needs care required by our over 65-year-old population, which makes 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 25% of our population.

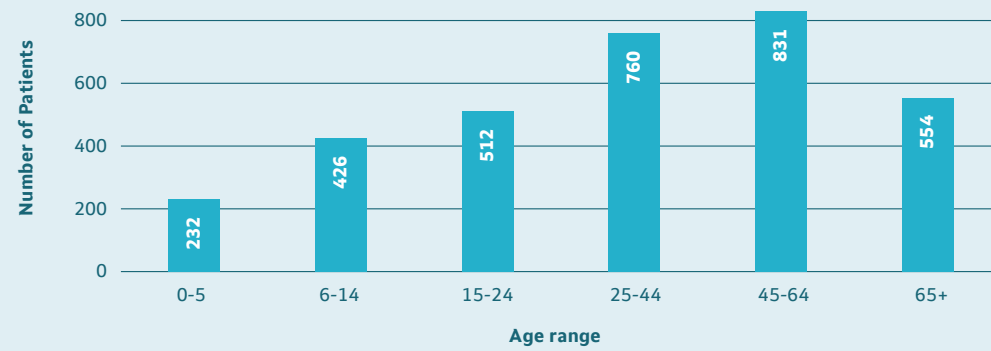
We are also seeing a lot more refugees, whether this be from New Zealand's refugee quota, African Resettlement Programme or evacuees from Afghanistan and the Ukraine who are granted special visas.

Total Patients Registered and Funded

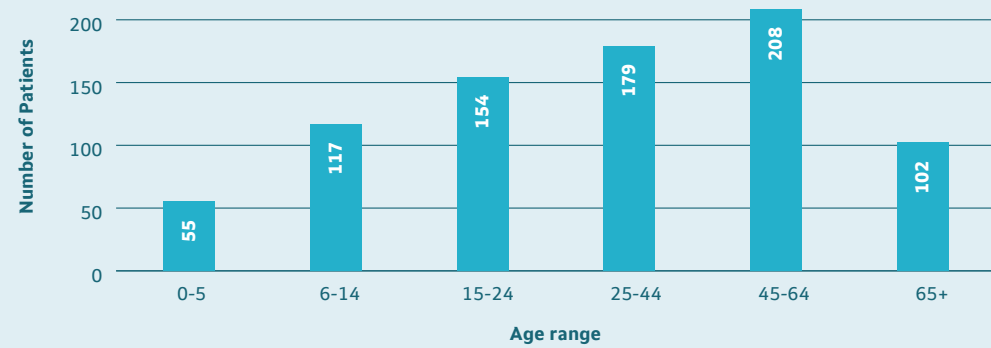


● Onehunga
● Panmure

Onehunga Age Range



Panmure Age Range



Onehunga Ethnicity



Panmure Ethnicity



Kelston Mall Medical Centre – Langimalie Clinic

Kelston Mall Medical Centre has now been operational for five years.

In this time, we have seen a slow-but-steady growth and we are heading towards our 2000 registered patient target.

As at the 31 October 2022 we have 1887 registered/funded patients.

As the chart below illustrates, there is a mix of ethnicities, however, it is becoming evident that there are five major groups:

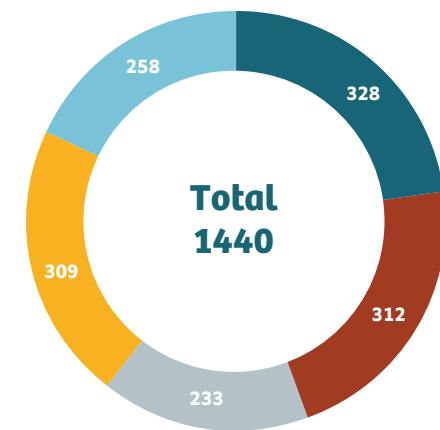
- Indian
- Tongan
- Māori
- NZ European/Pākehā
- Samoan

We have seen a huge jump in Tongan patients from West Auckland registering with us compared to last year.

We are also seeing several refugee families settling in West Auckland and enrolling their families with us.

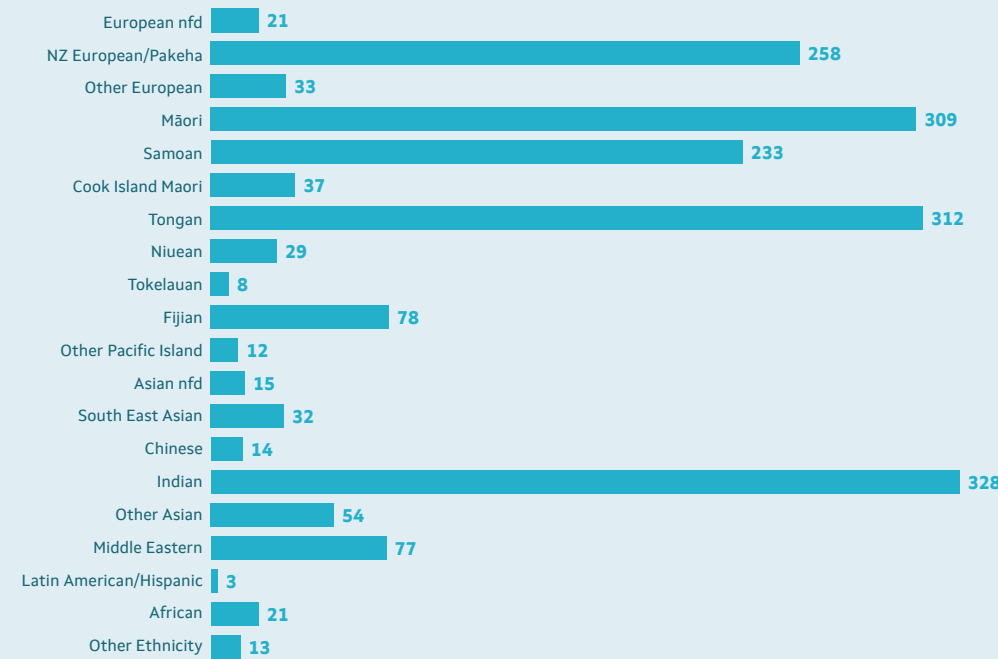
As shown below, of the 1887 registered Kelston patients, 1440 fall into these five major groups.

Kelston Ethnicity by Major Groups



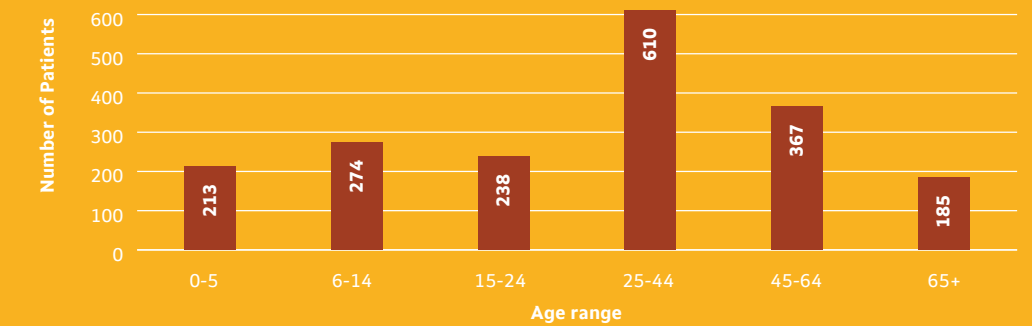
- Indian
- Tongan
- Samoan
- Māori
- NZ European/Pākehā

Kelston Ethnicity

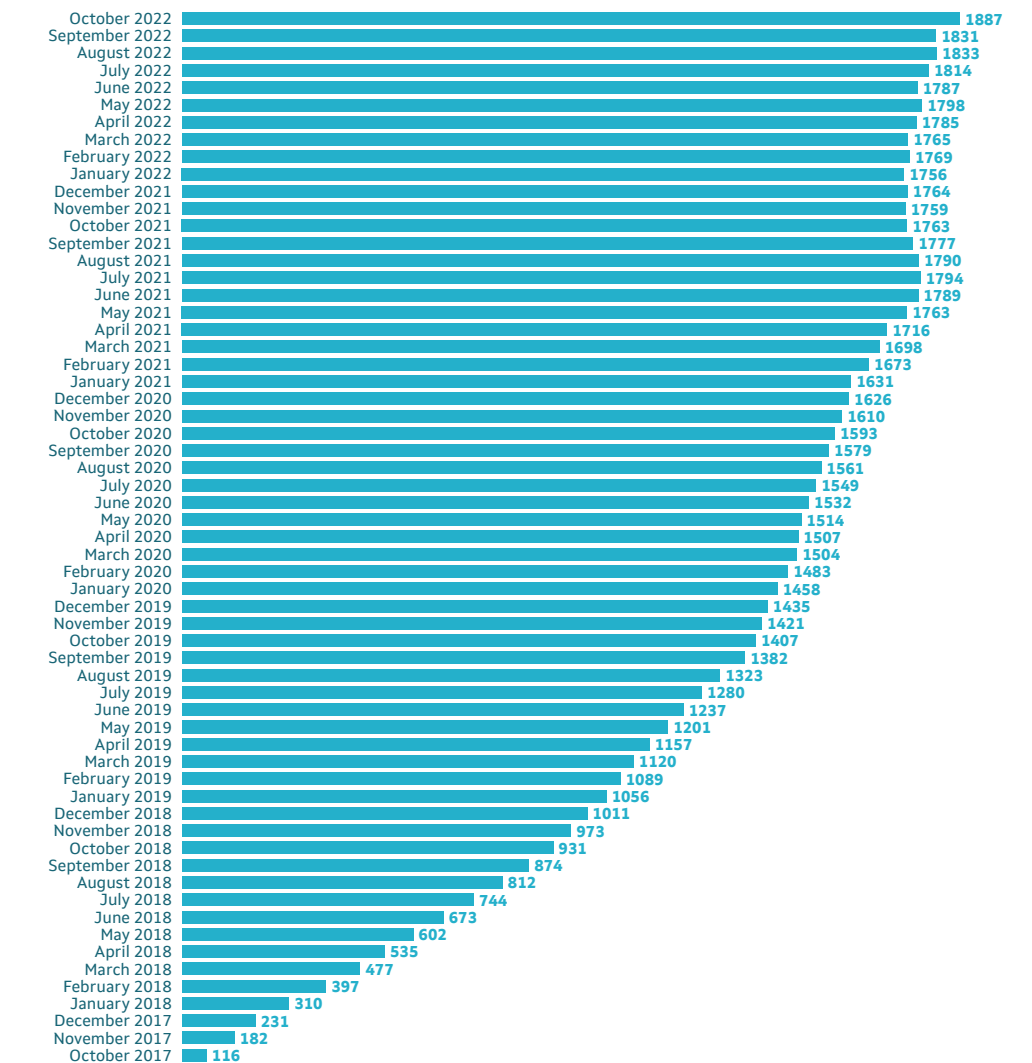


As shown below, you can see that almost 33% of the Kelston patients fall into the 25 - 44 age bracket; we are seeing a different age of patient at this clinic.

Kelston Age Range



Growth pattern October 2017 – October 2022



Since converting the vacant space to more offices, we have had an increase in medical students working with us and the doctors to gain experience; they work closely with the doctors and Dr Doherty.

We have once again started our other services at Kelston which include:

- Podiatrist
- Well Women & Family Trust (WONS)
- Dietician

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. Everyone has worked tirelessly to achieve this accreditation.

We have noticed a few more patients transferring out of all our clinics; these people appear to be transferring due to the following reasons:

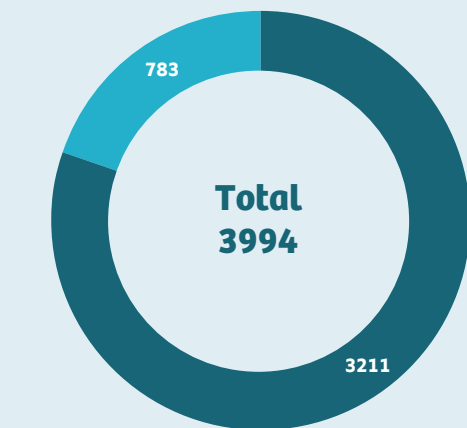
- Moving out of Auckland for cheaper housing in other parts of New Zealand.
- Moving to where jobs are available as a lot of people have lost their jobs due to COVID-19.
- More people are moving to Kāinga Ora housing or aged care; therefore, they may move to a local doctor closer to their accommodation.

COVID-19

It has been another extremely tough year for most people during the COVID-19 pandemic, with long lockdowns and uncertainty for a lot of people.

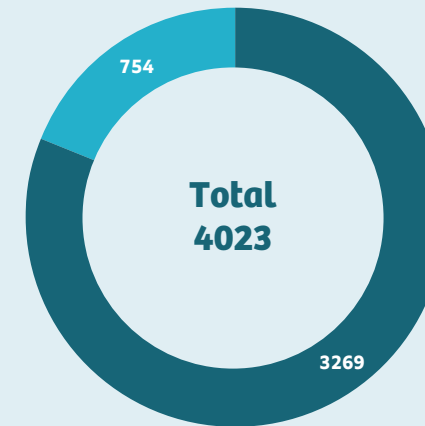
You can see from the numbers from the previous years to this year we have gained a few patients overall. However, we have seen a number move on from the Tongan Health Society. Many of these patients have moved out of Auckland to areas where they can get work to support their families.

Total Patients Registered & Funded 2020



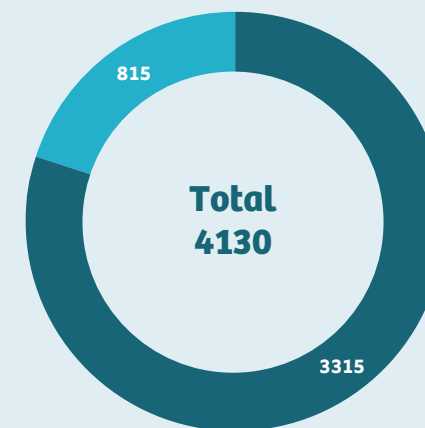
- Onehunga
- Panmure

Total Patients Registered & Funded 2021



- Onehunga
- Panmure

Total Patients Registered & Funded 2022



- Onehunga
- Panmure

During the period of 1 September 2021 - 31 October 2022, when the country was in various degrees of alert lockdowns, our three clinics performed over 20,000 phone and virtual consultations, along with any other necessary face-to-face consultations.

This was a huge increase in numbers from the previous year.

During this time, we also saw a lot more non-resident patients who had been caught out in New Zealand due to the pandemic and not able to get home due to strict guidelines in these people's homelands.

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.

Malo 'aupito

Wendy Allen
Clinical Administration Manager



Mele Finau Fetu'u Vaka
Clinical Services
Manager

Clinical Services Manager's Report

Mo'oni koe mo'ui hoha'a koe tele'a 'o tangi 'eni kae fakafeta'i ko Sisu koia oku ne maheni. Maheni pe kae fu'u mafai 'i hono iui fakalangi ke tokoni'i 'etau vaivai mo fakalelu he mamahi. Koe fakafeta'i'anga ia 'oe mo'ui moe hounga'ia lahi 'ihe kei tuku taimi mai 'a Langi ke fakahoko e ngaahi fatongia kotoa pe na'e fakakoloa'aki au ke tokoni ki hono kakai.

Hufanga atu pe 'ihe talamalu 'oe fonua moe ngaahi tu'unga kotoa pe 'oku tonu fakatapua kae 'ataa kihe finemotu'a ni kef ai ha ki'i lave kihe 'api ko Langimalie ka ko hotau 'ofa'anga.



Acknowledgement

I wish to acknowledge all the support of the Tongan Health Society Board and give special acknowledgement of the CEO and Medical Director, Dr Glenn Doherty for his support, hard work and outstanding effort towards the organisation. The CEO high performance and good leadership model lead Tongan Health Society to an outstanding standard inside and outside the clinic.

Also, I humbly acknowledge Wendy Allen, Elly Roberts and Zijia Shang, my fellow colleagues and all the staff for your ongoing support through this uncertain time.

As per this Tongan proverb: **'Oua lau e kafo kae lau e lava'**: Stay positive and count your blessings. This proverb reminds us to be grateful and thankful for what we have and keep moving.

As a manager, I always communicate and attend to staff and patient needs in a timely manner. To be a good manager, I ensure that I provide my core role including planning, organising, leading and controlling. Managers can have a broader and more complex set of responsibilities.

Communication is very critical in this role. As per diagram above, an effective manager is a good communicator, someone who is an active listener, has cultural awareness and compassion, and so forth.

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

Clinical Staff

There are several different staff with different skill sets across our medical centres working for our clients. These include:

Doctors

Clinical Director: Dr Glenn Doherty

- Dr 'Akanesi Makakaufaki
- Dr Antony Inder
- Dr Gavin Lee
- Dr Kilisitina Lavulo
- Dr Kevin Gabriel
- Dr Gopal Chebbi
- Dr Francis Katoa
- Dr Asha Sai

Practice Nurses

- RN Ika Ve'a
- RN Fifita McCready
- RN Barbara Lowe
- RN Anau Tatafu
- RN Faneola Vaea
- RN Cherry Yray
- RN Bradley Griffin-Salt
- RN Louisa Palenapa
- RN Mele Haiola Prescott Fonua
- RN Alaviola Pomana Onosai

Mental Health

- Mele Lopasi Latu (Counsellor)

Diabetes Clinic

- Dr Jasmine Tan (Endocrinologist, Nephrologist, General Physician)

- Nurse Practitioner, Fakaola 'Otuafi (Renal Nurse Specialist)
- Mafi Funaki Tahifote (Dietician Specialist)
- Ramona Frost (Podiatrist Specialist)
- Fifita McCready (Diabetes Nurse Coordinator)

Mana Kidz

- RN Atareta Arnold (Mana Kidz Nurse)
- RN Stephanie Bruce (Mana Kidz Nurse)
- RN Jennifer Hough (Mana Kidz Nurse)
- Seini Latu (Whānau Support Worker)
- Miriam Hipolito (Whānau Support Worker)
- Katalina Lomu (Whānau Support Worker)
- Eunice Solomon (Whānau Support Worker)
- Tupou Tavalea (Whānau Support Worker)

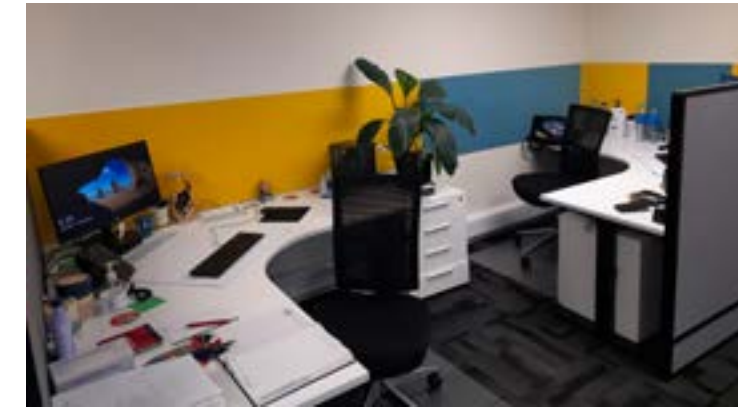
Recall Nurses

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

Across the three clinics: Onehunga, Kelston and Panmure, clinical staff are rostered and rotating across these three clinics.

Medical Students, Medical Registrars and Student Nurses

Again, since the COVID-19 hit, few universities of technology are engaging with Langimalie with high demand for students including nurses and doctors in order to complete their placement (clinical hours). Langimalie received students from Auckland University, Manukau Institute of Technology, Auckland University of Technology and UNITEC Institute of Technology and registrars from The Royal New Zealand College of General Practitioners. Even though Langimalie is very busy on its own schedule, it is keen to support these students to complete their clinical hours as required by each school.



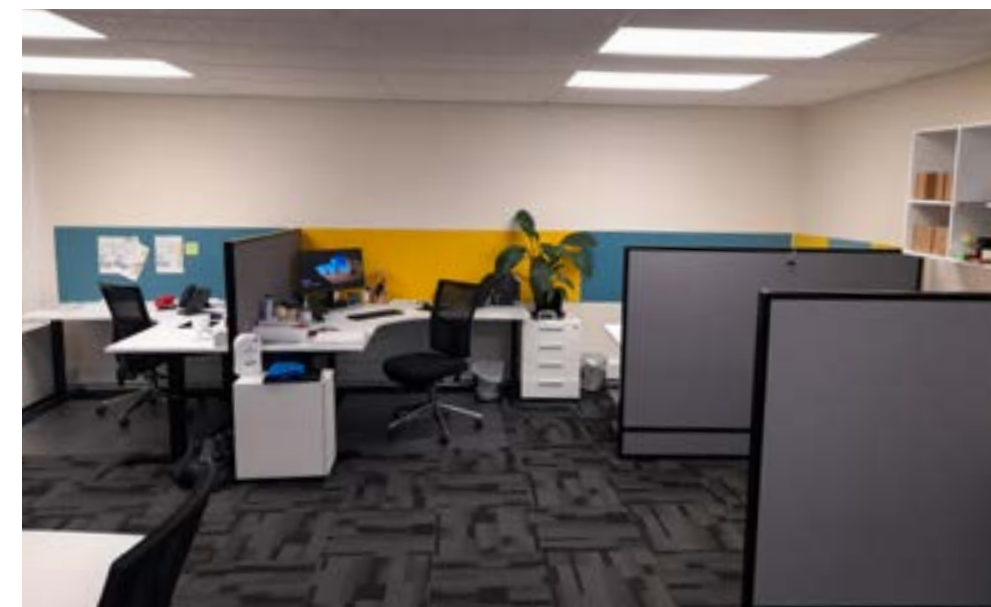
Services delivered by Langimalie during COVID-19

Langimalie COVID-19 Respond Unit (LCRU Hub)

This is a new initiative and service for Tongan Health Society. The team are working collaboratively to respond and provide care for those who are suffering from COVID-19 positive including doctors, nurses, health workers, social workers and mental health services when needed.

This team faces high demand from families including welfare needs, particularly food packages (Pak'nSave food vouchers).

Langimalie works closely with Siaola Food Hub to supply food packages within 24 hours while waiting for Pak'nSave food vouchers delivery. Also, there were some requests for Personal Protective Equipment (PPE) including masks, hand sanitizers, and packages of RATs for COVID-19 test. Sometimes this team went out helping families doing their supervised RATs at their own homes.



The Langimalie COVID-19 Respond Unit (LCRU) where our COVID-19 Respond team operates.

Vaccination Drive-through Campaign Events

Langimalie runs drive-through vaccination events mostly every two weeks, rotating in different areas such as central, west, south and east across Auckland region. This is over two years since COVID-19 hit heavily the nation. We realised how different areas had different needs, not only for vaccination but also how they engage and understand the importance of vaccination. Pictures below showed how Langimalie works collaboratively and cooperatively with some Tongan Health professional staff, including doctors, nurses and health administrators who are non-Tongan Health Society staff, but they are eager to help and support what Langimalie does. Even a Tongan ambulance officer joins the team as well. THS values these staff for their support and keenness to work with us.

Mobile Clinic / Outreach

This mobile clinic is very efficient and suits some people who are very busy with their working schedule on a daily basis. THS staff find this service is unique for Pacific people particularly Tongan clients who may have other barriers including no transport, working seven days a week and so forth which prevent them seeing the doctor. However, this mobile service would help these clients by providing the care they need in their available time without the stress of coming into the clinic.

Pictures below show our mobile services visiting one of the HVAZ churches where they were asking for RATs before entering church. One member of this church tested positive and was sent home with his family. Health education and prevention measures were re-enforced for this family. Home isolation guidelines and support have been provided.



Again, mobile clinics reached out to this elderly group programme doing screening by checking blood pressure, weight, height, and BMI, and also provided more on health education as shown in the picture below.





Omicron Family Support

As per below picture shows, staff working on Omicron family support receive calls from the community asking for support with Pak'nSave vouchers and petrol vouchers. Tongan Health Society was supporting about 1000 plus families during this time of uncertainty and financial hardship.



Diabetes Clinic Services

Langimalie is very lucky to have more health professional people who have different areas of specialty in their field. I believe when these specialty skills and knowledge weave together it will help for a good outcome.



Dietician

Mafi Funaki Tahifote is the dietician working two days a week. Mafi's session prioritises for newly-diagnosed Diabetes Mellitus patients, and also for those who are complex in terms of obesity with diabetes as well. The picture below shows one of the sessions Mafi provided just before COVID-19 hit. However, phone consult was done during COVID-19 lockdown.

Podiatrist

Ramona is a Tongan podiatrist who is working one day on alternate weeks at Langimalie Clinic. Ramona's skill and knowledge helps a lot for our diabetes cohort. This service helps our clients for not only foot care but also in informing the diabetes cohort what are the proper shoes to wear to prevent their feet from causing problems.



Mental Health Services / Counselling

Since COVID-19 lockdown, some of the mental health teams were on leave, however, Mele Lopasi Latu who is our counsellor reached out to our family and whānau in the community with counselling needs. Mele mentioned the counselling programme for families is increasing during the uncertainty time with COVID-19. Also, Mele is a JP (Justice of the Peace) which means she can help clients if needed as well.

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

Palliative Care

Palliative Care involves supporting and helping patients who are at the end stage of life due to different types of cancer, and non-malignancy including heart failure, renal failure, diabetes and so forth. Looking at the quarterly report since 1st July 2021 up to date, it looks like every quarter had an average of two-four new cases in either malignancy or non-malignancy. The majority of them are female, and also the majority of them live in Quintile 5.

Mana Kidz Programme

THS had eight primary school-based clinics in South Auckland. These schools are:

- Jean Batten School – 349 students
- Mountain View School – 264 students
- Kingsford School – 318 students
- Papatoetoe North School – 811 students
- Sutton Park School – 560 students
- Wymondley School – 180 students
- Roscommon School – 489 students
- Waimahia School – 224 students

THS had five registered nurses and five whānau support workers working across these eight primary schools. These eight schools are located at South Auckland. This programme basically screens children at primary schools for rheumatic fever. During the COVID-19 lockdown, the number of rheumatic fever increased. This is because screening for rheumatic fever at school was paused due to COVID-19 lockdowns.

Refugee Services

Tongan Health Society is continuing to provide health care for our refugee families. The average numbers for a weekly consultation for refugee families is 10-12 consultations. However, it is important to understand the different backgrounds and health needs of our refugee clients.



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 two-three visits and then lockdown started and home visits stopped. The majority of these patients are bed bound, on palliative care (dying) or even unable to mobilise.

Circumcision Services

Each year, THS provides circumcision for young boys mostly in December during the school holidays. Last December 2021 due to Covid-19 restriction, the number for circumcision was limited. The majority of these boys are Tongan boys. It has been realised the number is increasing year by year and the demand from families is increasing.



▲ Pictured above is the loading and unloading of the container. Some groups of nurses came and helped in the unloading of the container. These two hospitals were so grateful and thankful for Tongan Health Society for this support.

Reaching out for Tonga after the Volcanic Eruption and Tsunami

After the volcanic eruption and tsunami in Tonga, Tongan Health Society Board and the CEO Dr Glenn paid for two containers to send to Tonga. The first container was for the staff of Langimalie including the Ako Langimalie staff loading drums of food to support their families in Tonga during this time of difficulty and uncertainty. The second container was for Vaiola Hospital (Tongatapu) and Niu'eiki Hospital ('Eua Island) with lots of medical consumables and Personal Protective Equipment (PPE) including masks, disposable gowns, hand sanitizers, face shields, and also Covid-19 RATs.

Workshop / Conference

The uniqueness of Tongan Health Society is because we are the only specific Pacific provider. This means whatever we do, we always have the cultural awareness particularly with Tongan people and community.

Tongan Language Week 2022

Tongan Health Society always supports the Tongan Language Week by doing some Tongan decorations at the clinic and Integrated Outcome. Staff had some shared lunch and encouraged the non-Tongan staff to say one or two words in Tongan language. Pictures below show some of the decoration that we have done, and staff performed some Tongan dance.



Picture shows her Royal Highness Princess Mele Siu'ilikutapu Kalaniuvalu Fotofili who was the Guest of Honour for this conference (Fono) with some of our Langimalie staff.

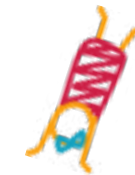




Lavinia Manuopangai
Centre Manager

Ako Langimalie Preschool Centre Report

At Ako Langimalie preschool we believe in effective teamwork in a respectful environment. It is integral to ensure that team is the word that is implemented, and all are engaged and take responsibility for all aspects of the Centre's programme and best practices.



In the ECE educational context, well-being is an important concept for curriculum and teaching practice, especially in the context of the early childhood curriculum, Te Whariki. Here, well-being is represented as one of the main five – 2 – strands of the curriculum, and it is interwoven throughout the curriculum and the other strands.

Ako Langimalie Centre Philosophy



'Ofa	'Ofa energy, compassionate, happiness for personal and collective living. That 'ofa stems from the heart
Toka'i	Knowing the basis and sources of knowledge (toka'i)
'Ilo & Poto	Knowing what to reach ('ilo) Applying what is taught (poto)
Ako	How to teach?
Mafana & Malie	Ultimate warmth and happiness that stems from the hearts of the people. A measure of success, outcome and opportunity

Ako Langimalie's philosophy, goals, and learning outcomes are all aligned with Te Whariki which guides our local curriculum and direct us to continue to accomplish and succeed at an excellent level in Early Childhood Education that will benefit all children and families.



Children & Enrolments

Ako Langimalie is licensed for 50 children, including 10 under two years of age. The Centre is organised into separate age groups for children under and over two years of age. Infants and toddlers have a separate indoor play space, and their programme is led by an experienced lead teacher. The over two-year-old children also have a separate space indoor and a space outdoor for playing, exploring, participating and experiencing different learning activities.

The ages of the children range from six months to five years old. The majority of the children are Tongans, but we also have other nationalities such as Samoan, Cook Islands, Fijian as well as Cambodian children at our Centre.

Workforce

Ako Langimalie is so blessed with a hard-working, committed workforce of all Tongans which comprises of the following:

- Four qualified registered teachers (where one teacher is working four days only)
- One qualified teacher who is working three days only (Currently studying towards her certification)
- Two unqualified teachers
- One administrator

The Ako Langimalie Early Childhood Centre works very hard to sustain its well-trained, appropriately-skilled, competent and qualified workforce.

Professional Development

Staff have participated in the following training:

- | | |
|------------------------|---|
| Mar | — Incredible Years training – Losa 31 March |
| April | — Professional Growth Cycle meetings by Maxine
— Incredible Years training continued – Losa L 14 April |
| May | — Weaving Te Whariki and Tapasa by Maxine
— Incredible Years training continued – Losa 5 & 19 May |
| June | — Respectful Care for Infants and Toddlers by Maxine
— Incredible Years training continued – Losa 2 & 16 June
— Health and Safety by AUT
— All Staff completed Professional Growth Cycle by Maxine |
| July | — Centre Manager participated in PELP training meeting |
| Aug 17 & 31 | — MOE training on Special Needs by Sonia and Chermei
— PELP: Lavinia, Lusi and Palavi |
| Sept | — PELP Palavi and Lusi
— Incredible Years training – Palavi 20 September
— MOE Special Needs training: all Ako Langimalie Staff by Chermei and Sonia |
| Oct | — PELP training
— Incredible Years training - Palavi 4 & 18 October |
| Nov | — Incredible Years training – Palavi 1,15, & 29 November |

ECE Consultant

Ako Langimalie staff and children are so fortunate to have Maxine with her support and expertise at school every week to make sure our practice complies with the regulations.

Plan annual events, curriculum, and policy review

- | | |
|--------------|---|
| Jan | Reviewed nappy change |
| March | Review sleep and laundry |
| Apr | Review animals, excursions, food, and nutrition
Emergency Management Plan reviewed |
| May | Medicine |
| June | Children washed when soiled |
| Aug | School audit by Maxine and Lavinia |

IT Consultant

Roderick has been assisting Ako Langimalie staff with our IT problems and now all staff are able to do tasks on laptop and iPad.

Funding

The Centre aimed to minimise unnecessary expenditure and maximise profit in the last financial year in the following areas:

Teachers – Students Ratio

The 80-100% teachers (registered) to students ratio requirement is closely monitored and this being satisfied had a direct impact on funds received from the Ministry of Education.

School Fees



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



Staff at Pasifika ECE event.



Marketing Strategy & Action Plans

- Ako Langimalie have now established a new Facebook page and Instagram to build an online community, promote and market the Centre, and also increase the visibility and lift the Centre's profile publicly. Many thanks to Lezlie and her team from Marque.
- School fees family promotion (10% discount 2nd or 3rd sibling)

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

Suppliers & Services

We are continuing to review services and suppliers that are utilised by the Centre, focusing on minimising unnecessary expenditures without compromising the services.

- School pet (Crush) being cared for by Ako Langimalie children and staff and the Red Fish Blue Fish Company cleaned the tank every three weeks.
- Pest Control look after the Centre to make sure there are no pests around.
- Total Plan Cleaning continue to do a great job mopping and vacuuming every evening five days a week.

Quality Services & Health & Safety

We aim to continue to deliver accessible quality services that are responsive to the needs of our families and communities, exceeding their expectations.

- It is vital to keep the Centre safe from all the viruses and staff do their best to maintain cleanliness and hygiene in the Centre. Staff sanitise the equipment and toys that children use during the day, and they do this after children are picked up in the afternoon.
- Parents are asked to provide a water bottle for their children, to avoid sharing cups at school and minimise spreading germs and viruses.
- Well Child Nurses visit the school on a monthly basis to check children's health and visit the families.
- The Centre, inside and outside, has been looked after very well to maintain its physical component. The building's warrant of fitness is always checked and updated, the fire alarm and fire extinguishers are regularly checked to make sure they work well when they are needed, hazards are checked to make sure it is safe for children and everyone in the Centre, the emergency drill (Fire, Earthquake and Lockdown) are carried out regularly and these are also documented. Pest control checks are also done regularly, the lawn is kept neat and tidy all the time, big trees outside have been already checked to make sure it is safe for everyone at school.





Significant Development

2021 Christmas Presents: Each family of Ako Langimalie Community received a voucher of \$50 as a Christmas gift allocated by Dr Glenn. Families received this with appreciation because the end of 2021 school year was really controlled by COVID19. Staff also appreciated their Christmas presents received on the last day of school.

Curriculum

Ako Langimalie curriculum design ensures that the setting's priorities for learning are promoted and supported through teachers' and children's daily activities and interactions. Each teacher designs an individual plan for each of the children they look after.

Individual Plans identifies the learning disposition which guides the teacher's observation on a child's learning and progress. This is supporting teachers' findings which enables them to write a learning story for each child every month.

There is a focus learning each month and that depends on the children's interest. There is a big plan for the month which is designed to find the children's learning in groups. Teachers work closely together with children during mat time, activity time and play time.

Counties Manukau Library supports the school by providing library books every month.

Staff and children are happy and safe at the Centre every day. They play and work together and at the same time teachers observe the children while they play and work. Teachers provide adequate learning activities that help motivate the child to explore, observe, ask questions, communicate, try out, touch, taste, feel, experience, participate, visit and explain their feelings and findings. This will help teachers record a story for each child and explain what they have achieved.



Tongan Language Week

2022 Tongan Language Week was a blessing for the school as it welcomed the Board Chairperson Dr. Maika Kinahoi Veikune, and the CEO Dr Glenn Doherty. The parents and families witnessed this beautiful day in celebrating Tongan Language Week and the Tongan culture. There were three staff from the Ministry of Education who were happy to join in this celebration. Among these guests was one of the members from the House of the Tongan Nobles, Luseane Luani, who wanted to support her grandson Laumanu'uli Luani. The programme for the day was organised by the Ako Langimalie staff and children. Two main speakers of the day were Dr Glenn the CEO and the Parents' vice president Siosifa Pole. The celebration was ended with a feast provided by the Board. A big thank you with appreciation to Dr Glenn for supporting this beautiful day.

Teachers were given iPads to help them with their work, especially in downloading photos for the learning stories. Learning stories can be viewed by parents on Storypark which is a bonus for teachers to communicate with parents.

Evaluation for good improvement is done in two forms: Internal Evaluation is an ongoing process until it is going well. Staff evaluated and changed from the old way to a better way. We used to plan together for every child but we want to be more focused on the individual child so we changed to do individual plans so teachers can thoroughly study each child in a particular way and time.

Spontaneous Review is an evaluation to be done as a response to an issue or concern. For example, a child has been falling over when walking so teachers must plan for someone to support him whenever he walks around the area.

The Centre is fortunate to have a science classroom which encourages and motivates children to explore, experience and participate in different fun activities.

The projector is a very useful piece of equipment in the science room which continues to assist the teachers teaching young children.

Life During and after COVID

COVID-19 has left negative impact within the Ako Langimalie families which seriously changed a lot of things. Parents either both lost their jobs or one of them. Some families needed to change their location therefore moved houses or moved to another area within New Zealand or overseas.

Attendance was the main concern up till now. Children were away for several reasons. Most of the children or a family member were victims of COVID-19. Not only COVID-19 affected the children and their families, but RSV (respiratory syncytial virus) affected many young children, and when they were not treated and stayed home as they should, they attended school and transmitted the virus to other children. Parents are very alert to things that might happen to their children, and they keep their children home to be safe.

Staff and their families were also victims of COVID-19. Fortunately Ako Langimalie Centre was never closed at this time because not all staff were isolated, one registered staff never got COVID, and she was supported by unregistered staff who were able to cover the ratio for children who needed to attend school.

The four-year-old transition-to-school system is now changed, only those who are enrolled in the primary school are given the opportunity to be in a transition programme and parents are supposed to bring their children to school on a scheduled time.

The PTA hasn't met this year but is scheduled to meet on 16 November.



At Ako Langimalie, we use the concept of a bright, clear sky to illustrate children's bright, open, and happy faces.



Re-Branding

We are fortunate for an increasingly digital age, highlighted by the need to engage online during pandemic, more and more parents need to view online for childcare. Ako Langimalie Preschool are advertised online, and I am grateful for the work of the Branding Company (Marque) which has done great work online to promote the school and posting children at work involving in different activities and promoting children's learning stories to show their learning and achievement.

Policies & Processes

Policies are being reviewed and followed by parents and staff and displayed near the front office.

Acknowledgement

I would like to take this opportunity to express my sincere gratitude and to acknowledge all Ako Langimalie staff, Maxine and the CEO Dr Glenn Doherty for their hard work and endless support. Ako Langimalie would not be at this incredible stage today without your outstanding talents, skills and experiences merging successfully together to make it all happen. I am confident that the journey ahead will be equally fulfilling and rewarding because the teachers and staff of Ako Langimale are committed to the pursuit of Excellent Education of our children.

Yours sincerely,

Lavinia Manuopangai
Centre Manager

November 2022



Financial Report





Tongan Health Society Inc
Sosaieti Tonga ki he Mo'ui Lelei
Langimalie Integrated Family Health Centres

Letter of Representation

5 November 2022

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

Dear Maika

Financial Statements for the Year Ended 30 June 2022

Detailed below are the key issues relating to the Tongan Health Society Incorporated financial statements for the year ended 30 June 2022.

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 2022 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 \$2,841,142 as at 30 June 2022. (Last Year: \$2,105,901)

The Accounts Receivable amount of \$1,493,735 relates to the contract funds due as at 30 June 2022. (Last Year: \$454,836)

The Sundry Debtors amount of \$300,410 relates to the funds due as at 30 June 2022. (Last Year: \$118,265)

The Payments in Advance amount of \$64,209 relates to payments made for services to be received in the 2023 financial year. (Last Year: \$50,378)

The Society has Property, Plant and Equipment of \$3,164,686 as at 30 June 2022. (Last Year: \$2,916,683)

The GST Payable amount of \$384,904 relates to GST owing but not paid as at 30 June 2022. (Last Year: \$126,025)

The Accounts Payable amount of \$295,170 relates to creditor invoices received, but not paid as at 30 June 2022. (Last Year: \$220,978)

The Accrued Expenses amount of \$38,769 relates to expenses owing but not paid at 30 June 2022. (Last Year: \$66,759)

The Accrued Expenses - Personnel amount of \$420,811 relates to the wages accrual and annual leave expenses owing but not paid at 30 June 2022. (Last Year: \$224,594)

The Income in Advance amount of \$1,591,993 relates to income received as at 30 June 2022, however the services will be provided in the 2023 financial year. (Last Year: \$835,895)

The Society fully repaid the Mortgages equating to \$358,758 during the 2022 financial year. (Last Year: \$358,758)

The Society has a retained earnings balance as at 30 June 2022 of \$5,132,534. (Last Year: \$3,813,054)

Statement of Financial Performance

Net Operating Surplus

The Society achieved a net operating surplus for the year ended 30 June 2022 of \$1,319,480. (Last Year: \$1,298,304)

The Health Services cost centres achieved an operating surplus of \$1,452,176 and this was due to the receipt of increased income as a result of additional new contracts being received during the year. (Last Year: \$1,221,214)

The Preschool incurred a net operating deficit of \$16,449, the income and expenditure decreased in the 2022 financial year compared to the prior year. (Last Year: \$172,095 surplus)

Summary

The Society achieved a Net Operating Surplus of \$1,319,480 in the 2022 financial year and this was as a result of the Health Services cost centre reporting a surplus of \$1,452,176, the Preschool cost centre reporting a deficit of \$16,449, the decrease in the Preschool was due to the impact of the COVID-19 pandemic and lock downs in Auckland and the Society cost centre reporting a deficit of \$116,247. (Last Year: \$1,298,304)

The Cash and Cash Equivalents has increased from \$2,105,901 in the 2021 financial year to \$2,841,142 in the 2022 financial year.

The Society has achieved another excellent result in the 2022 financial year and continues to improve the financial viability of the Society.

This result has been achieved during the period of the COVID-19 pandemic crisis and the Board and Management are to be congratulated on another outstanding result considering the challenges presented with the COVID-19 pandemic and the significant impact it had on the staff and services.

The Society fully repaid the Mortgages of \$358,758 during the 2022 financial year in line with the Board's strategy regarding debt reduction.

The Society continues to improve the financial position and this has enabled the Board and Management to develop and enhance the range of quality services being delivered by the Society to the patients, pre-school children and the community and enable the Society to look at expansion opportunities in the 2023 financial year.

The Charities Services Annual Return and a copy of the 2022 audited annual financial statements are required to be uploaded onto the Charities Services site by 31 December 2022.

It has been an honour and a privilege to be the Chartered Accountant of the Society since its inception and I would like to thank the Board, the CEO and the staff for the support you have provided to me over the years, however it is time for me to retire and focus on the health of my wife.

I wish you all continued success and I am confident that the Society will continue to develop and grow in the years ahead through the stewardship of the Board and the CEO.

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

Statement of Financial Position

As at 30 June 2022

	Note	2022 \$	2021 \$
Current Assets			
Cash and Cash Equivalents		2,841,142	2,105,901
Accounts Receivable from Exchange Transactions		1,493,735	454,836
Sundry Debtors		300,410	118,265
Payments in Advance		641,209	50,378
Total Current Assets		4,699,496	2,729,380
Non-Current Assets			
Property, Plant and Equipment	4	3,164,686	2,916,683
Total Assets		7,864,182	5,646,063
Current Liabilities			
GST Due for payment	2(a)	384,904	126,025
Accounts Payable		295,170	220,978
Accrued Expenses		38,769	66,759
Accrued Expenses - Personnel		420,811	224,594
Income in Advance		1,591,993	835,895
Term Loans - Current Portion	5	0	78,761
Total Current Liabilities		2,731,647	1,553,012
Non-Current Liabilities			
Term Loans	5		279,997
Total Liabilities		2,731,647	1,833,009
Net Assets		5,132,534	3,813,054
Represented by:			
Accumulated Funds			
Opening Balance		3,813,054	2,514,750
Plus Excess (Deficit) of Income over Expenditure		1,319,480	1,298,304
Total Accumulated Funds		5,132,534	3,813,054

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

26/10/2022



Dr Glenn Doherty
Board Member

26/10/2022

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

Statement of Changes in Net Assets

For the Year Ended 30 June 2022

	2022 \$	2021 \$
Opening Balance	3,813,054	2,514,750
Surplus / (Deficit)		
Plus Excess (Deficit) of Income over Expenditure	1,319,480	1,298,304
Total recognised revenues & expenses	1,319,480	1,298,304
Closing Balance	5,132,534	3,813,054

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 2022

	2022 \$	2021 \$
Cash Flows from Operating Activities		
Cash was provided from:		
Gross Revenue	13,811,724	8,234,134
	13,811,724	8,234,134
Cash was disbursed to:		
Payments to Suppliers	(6,609,218)	(2,618,105)
Payment to Employees	(5,653,468)	(3,616,134)
Interest Paid	(7,604)	(22,315)
	(12,270,290)	(6,256,554)
Net Cash Flows from Operating Activities	1,541,434	1,977,580
Cash Flows from Investing Activities		
Cash was provided from:		
Interest Received	3,622	1,233
Dividends Received	606	840
Sale - Property, Plant and Equipment	8,263	17,683
	12,491	19,756
Cash was disbursed to:		
Purchase - Property, Plant and Equipment	(459,927)	(453,455)
Net Cash Flows from Investing Activities	(447,436)	(433,699)
Cash Flows from Financing Activities		
Cash was disbursed to:		
Repayment of Loans	(358,758)	(252,744)
Net Cash Flows from Financing Activities	(358,758)	(252,744)
Net Increase (Decrease) in cash held	735,240	1,291,137
Cash at the beginning of year	2,105,902	814,764
Cash at the end of year	2,841,142	2,105,901

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 2022

	2022 \$	2021 \$
Surplus (Deficit) from Health Services	1,452,176	1,221,214
Surplus (Deficit) from Preschool	(16,449)	172,095
Other income		
Non Exchange Income		
Donations Received	1,052	4,864
Exchange Income		
Interest Received	3,158	1,029
Dividends Received	606	840
Other Income	87	139
Total Income	1,440,630	1,400,181
Less Expenses		
Honorarium	29,200	39,069
Interest Expense	0	14
Me'a'ofa	16,400	150
Other Expenses	75,550	62,644
Total Expenses	121,150	101,877
Net Surplus / (Deficit)	1,319,480	1,298,304

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 2022

	2022 \$	2021 \$
Health Services		
Revenue from Exchange Transactions		
Donations Received	216,507	143,200
Gain on Disposal	0	7,085
Other Income	10,785	3,369
Rent Received	73,063	82,582
Service Delivery Income - MSD	354,249	345,272
Service Delivery Income	12,985,596	6,328,828
Total Income	13,640,200	6,910,336
Direct Expenses		
Audit Fees	8,010	7,510
Depreciation	191,339	114,627
Employee Expenses	5,344,673	3,160,660
Interest - Bank Loan	7,604	22,345
Loss of Disposal	8,186	11,345
Me'a'ofa	6,400	0
Rent & Rates	261,900	234,260
Service Delivery Expenses	6,359,912	2,138,405
Total Expenses	12,188,024	5,689,122
Surplus (Deficit) from Health Services	1,452,176	1,221,214

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 2022

	2022 \$	2021 \$
Preschool Revenue		
Exchange Transactions		
Donations	345	0
Service Delivery Income	22,457	47,021
Service Delivery Income - MOE	612,528	855,910
Interest Received	464	204
Total Income	635,794	903,135
Direct expenses		
Audit Fees	1,250	1,000
Employee Expenses	505,012	514,115
Loss of Disposal	76	707
Depreciation	12,323	14,749
Service Delivery Expenses	133,582	200,469
Total Expenses	652,243	731,040
Surplus (Deficit) from Preschool	(16,449)	172,095

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

Independent Auditor's Report

The Board
Tongan Health Society Incorporated
via email

Dear Board

Financial Statements Audit for the year ended 30 June 2022

We have completed our audit of the financial statements of Tongan Health Society Incorporated for the year ended 30 June 2022. In accordance with our standard practice and International Auditing Standards, we provide this memorandum to those charged with governance.

Financial Statements

The audited financial statements of Tongan Health Society Incorporated for the year ended 30 June 2022 show a total comprehensive profit of \$1,319,480 and net assets of \$5,132,534.

We performed our standard audit procedures with particular emphasis on the recognition of contract revenue and other funding, income in advance, confirmation of bank investments, valuation of land and buildings, valuation of debtors, completeness of creditors and accruals and operating expenses including wages.

We have issued an unmodified audit opinion in respect of the 30 June 2022 financial statements.

As required by International Auditing Standards, we advise that Note 10 of the financial statements disclose related party transactions.

Our fees are \$9,250 plus GST for the audit of the financial statements.

Other than in our capacity as auditors we have no relationship with, or interests in, Tongan Health Society Incorporated.

Other Observations

Master file changes

We suggest procedures be reviewed in relation to supplier and payroll masterfiles, with all new suppliers/ employees and all changes to details (including bank accounts) being reviewed on a regular basis (including before disbursement).

Often the system can generate a report of changes made to the masterfiles for review accordingly.

Service Performance reporting

As highlighted to you in the previous year's letter to those charged with governance, Service Performance reporting is applicable to Tier 2 entities such as Tongan Health Society Incorporated for the year ended 30 June 2023. Non-financial information will need to be provided on the outcome of the entity's work.

We would like to take this opportunity to thank Dr Glenn Doherty, Jeff Muir and Mika Shang for their cooperation and assistance during our audit.

Yours faithfully,



J G Edwards
HLB Mann Judd

26 October 2022
Chartered Accountants
Auckland, New Zealand

Directory

Board Members

Dr Glenn Doherty

Dr Ofa Dewes

Ilaisaane Langi

Pauline Taufa

Telesia Tonga

Nalesoni Tupou

Maika Veikune

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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