



SOSAIETI TONGA KI HE MO'UILELEI

# Annual Report

JULY 2014 TO JUNE 2015



**Tongan Health Society Inc**

*Transforming Tongan Futures  
Liliu ki he Leleiang e Kaha'u 'o e Tonga  
Families First  
Fika 'Uluaki e Famili*



HRH Princess Mele Siu'ilikutapu Kalaniuvalu Fotofili with  
Dr Glenn Doherty and the team  
Tongan Outreach Project, Tonga, Nov 2015

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RNZCGP CORNERSTONE ACCREDITATION 2014



## ORGANISATION VISION

THE TONGAN HEALTH SOCIETY AND LANGIMALIE  
HEALTH CENTRE SECURES HOLISTIC HEALTH

## ORGANISATION MISSION

THAT THE TONGAN HEALTH SOCIETY INC. AND  
LANGIMALIE INTEGRATED FAMILY HEALTH CENTRE  
PROVIDES THE BEST HEALTHCARE SERVICES FOR ALL  
NEW ZEALANDERS AND PARTICULARLY TONGANS IN  
AOTEAROA

## ORGANISATION VALUES

- CULTURE, PEOPLE & COMMUNITY
- PROFESSIONALISM & EXCELLENCE
- COLLABORATIVE, CO-OPERATION & RESPECT
- PASSION AND INTEGRITY

THE WORKING STYLE WITHIN TONGAN HEALTH  
SOCIETY IS BASED ON

- TEAMWORK;
- COMMUNITY-BASED;
- APPROPRIATE TECHNOLOGY; AND
- QUALITY SERVICE



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATU WHAKAHIAATO ORA



NEW ZEALAND MINISTRY OF  
FOREIGN AFFAIRS & TRADE  
MANATU AORERE







## His Majesty King Tupou VI

*with members of the Royal Family  
Methodist Conference June 2016  
and Tupou College Celebrations*





# CHAIRPERSON REPORT



Maika K Veikune  
Vice Chairperson



Dr Glenn Doherty  
Secretary/CEO &  
Medical Director



Angela Cullen  
Treasurer & Finance  
Manager



Amelia Schaaf  
Legal Advisor



**Ms Pauline Fakalata**

**NZRN, BBS, Post Grad Dip HSc,  
M.Nursing**

**THS Board Chairperson**

The Tongan Health Society has long been held up as a showcase for the delivery of excellent health services tailored for Pacific people. It connects Tongan people together creating a valuable social network that brings long term benefits to the well-being of our population. It is my privilege to serve as chair of the Society's Board in its governance and strategic oversight of the organisation, acknowledging and paying respect to the founders and those who served in the Board before me.

The major changes to the society's constitution approved at the May 2015 Annual General Meeting represent an important landmark for the society and a coming of age. The constitutional revision entailed a lengthy review process and consultation meetings with society members extending back at least five years. I would like to particularly thank the board members who served on the Board until end of 2015 and helped us navigate through this constitutional change; namely Dr Glennis Mafi, Mele Vaka, Pauline Taufa, Viliami Toafa, Angela Cullen and Tisiola Kakala. Since January 2016 the board has consisted of five elected members and two co-opted members.

Continuing improvement in the Tongan Health Society's financial situation has been critical to the organisation's overall strength. Revenues from various funding sources in health and social services have meant that the organisation's financial position remains strong. I am pleased to report that the organisation achieved all contractual targets set by funders such as the Ministry of Health and the Ministry of Social Development. Ako Langimalie Childcare has also continued to grow and it is now operating at capacity. The society's healthy financial situation is a direct result of hard work by the staff and CEO over the past year.

In my previous annual report I said that as our financial position got stronger, we would be in a better position to upgrade our facilities and equipment, invest in ongoing training and professional development of our staff and also able to develop strategies that make it easier for the Auckland Pacific population to access our services. Our improved financial position this year has indeed allowed us to undertake overdue maintenance on the Onehunga site, improve staff salaries and contemplate expansion beyond the current locations

A highlight of the year was the conferring of community services

medals from the Royal New Zealand College of General Practitioners to Dr Glenn Doherty and Dr Glennis Mafi for their contribution to general practice within our community. I congratulate Dr Doherty and Dr Mafi on this important recognition.

I thank the Vice Chair of the Board and current board members for their efforts working conscientiously and collaboratively throughout the past year. I would also like to thank the society's Legal Advisor, Amelia Schaaf, for her services to the organisation over the last year.

If you are a member of the society reading this report at the AGM, your critical contribution to the long term health of the society is to vote for board members that have the requisite skills and diverse perspectives for effective board decision making. Thank you for attending the AGM and being an active member of the society!

**Malo mo e faka'apa'apa atu**

*Pauline Fakalata*

**Pauline Fakalata**  
**Chairperson of the Tongan Health Society Inc. Board**







**Pauline Tupouniua-Taufa**  
Clinical Psychologist



**Dr Glennis Mafi**  
Tasilisili Manager



**Viliami M Toafa**  
Operations Manager



**Mele Vaka**  
Clinical Services Manager



**Rev. 'Inoke Masima**



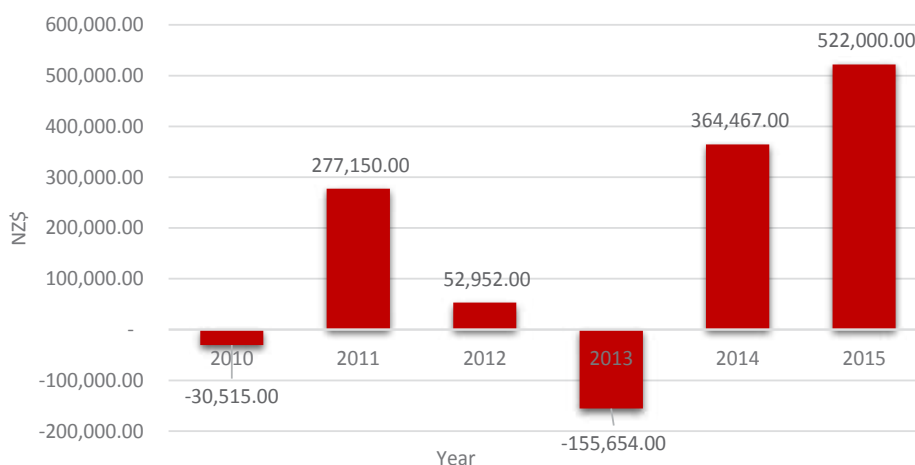
**Tisiola Kakala**

## BOARD MEMBERS

### Lipooti Sea 'o e Poate:

'Oku ou lau ko hoku tapuaki hono fakakahoa 'aki au e fatongia sea e poate 'o e Sosaieti Tonga ki he Mo'ui Lelei' pea mo hono tataki 'o e potungaue ni. Ne fuoloa pe tu'u 'a e sosaieti' mo 'ene hoko koe sipinga ki hono tokanga'i e mo'ui e kakai Pasifiki' pea mo hono fakatahataha'i mai e kakai Tonga' ki he'enau fepikinga'i fakasosiale mo e fetu'utaki fakanofo, pea koe fakakoloa lahi ia ki he si'i kainga ni. Pea 'oku ou lau tapuaki ai mo lau monu he'eku kau ke leleaki'i e fuka 'o e fatongia ni. 'Oku 'oatu foki mo e faka'apa'apa lahi atu ki he kau 'alomu'a na'a nau 'alofaki mai mo fataki mai e fatongia ni

### Financial Performance 2010 - 2015



mei he kamata'anga'.

Ko e ngaahi liliu ki he konisutone 'a e sosaieti' na'e tali ia he fakataha fakata'u 'i Me 2015. Ko e taha ia ha me'a mahu'inga 'i hono fakalele e sosaieti ko e ngaahi liliu ko 'eni 'o e konisutone' 'a ia ne fai e ngaue lahi ki ai pea mo e fengau'e'aki mo e kau memipa 'o e sosaieti' he ngaahi ta'u lahi, ta'u e nima kuo hili'. Kuo u fakamalo lahi atu heni kae tautatefito ki he kau memipa 'o e Poate' 'i he'enau tokoni ki he ngaue fakalele e konisutone ko 'eni' 'o a'u mai ki he kau memipa Poate ne nau 'osi he 2015 'a ia ko Dr Glennis Mafi, Mele Vaka, Pauline Taufu, Viliami Toafa, Angela Cullen mo Tisiola Kakala. Talu mei Sanuali 2016, ko e kau memipa 'o e Poate' 'oku toko nima pea mo e toko ua koe toki fili pe he kau memipa 'o e Poate'.

Ko e fakalakalaka ki mu'a e tu'unga faka-pa'anga 'a e sosaieti' 'oku fu'u matu'aki mahu'inga ia ki he malohinga fakapa'anga fakakatoa 'a e sosaieti. Ko e ngaahi pa'anga kehekehe ne hu mai ki Langimalie' ne tokoni lahi ia ki he fakalakalaka ai pe ki mu'a e tu'unga faka-pa'anga faka-katoa 'a e 'etau Potungaue'. Pea ko Ako Langimalie 'oku lele lelei ai pe he ngaahi tapa kotoa 'o e fai fatongia ki he ako 'etau fanau valevale'. Ko hono fakakatoa' ko e malohi ko 'eni 'o e tu'unga fakapa'anga 'o e Potungaue', ko e ola ia e ngaahi ngaue lahi na'e fai mai 'e he CEO mo e kau ngaue' he ta'u fakapa'anga kuo 'osi'.

'I he'eku fakamatala fakata'u he ta'u kuo 'osi', 'ne u pehe' ko e malohi ange 'a e tu'unga fakapa'anga 'a e sosaieti', 'e lava leva ke tau fakalele'i mo monomono hotau kiliniki' mo hotau fale', kau ai hono ako'i e kau ngaue mo fakalakalaka fakapofesinale e kau ngaue' pea tau toe lava foki 'o fakalahi ange 'etau ngaahi sevesi ki he ngaahi feitu'u kehe'. 'Oku ou fiefia ke fakaha atu ko e tu'unga fakapa'anga he taimi ni', 'oku ne malava ke fakakakato e ngaahi ngaue kotoa ne loto e Poate' ke fakahoko' ki he fale 'I Onehunga', ne lava foki mo e ki'i fakalele vahenga e kau ngaue pea pehe foki mo e toe ngaue 'a e Poate' ki hano toe fakalahi 'etau ngaahi sevesi ki ha toe feitu'u kehe mei he ngaahi feitu'u lolotonga.'

Ko e ongongo faka-fiefia ne hilio' he ta'u kuo 'osi' koe foaki e metali kia Dr Glenn Doherty pea mo Dr Glennis Mafi ke faka'ilonga' 'ena ngaue mateaki mo 'osi kia velenga ki he community mei he Royal New Zealand College of General Practitioners. 'Oku 'oatu 'a e talamonu mo e kaunga fiefia lahi kia Dr Doherty mo Dr Mafi 'i he tapuaki ko eni ne faka-koloa 'aki ki naua 'ehe Royal New Zealand College of General Practitioners.

'Oku 'oatu foki heni mo 'eku fakamalo ki he tokoni Sea pea mo e toenga e kau memipa lolotonga 'o e Poate' 'i he'enau ngaue 'aufuato mei he ta'u kuo hili'. Pehe foki mo e fakamalo ki he loea 'a e sosaieti' 'Amelia Schaaf he ngaahi tokoni kotoa ki he Potungaue' he ta'u kuo hili'.

Kia koe memipa 'o e sosaieti' 'oku ke me'a hifo ki he lipooti ko eni 'o e fakataha he ta'u ni' 'oku mahu'inga ho fatongia ki he sosaieti' ki hono faka tolounga ange 'a e mo'ui 'a e sosaieti.' 'Oku mahu'inga ke ke fakapapau'i ko e memipa Poate te ke fili ki ai' 'oku ne ma'u 'a e 'ilo mo e taukei fe'unga pea ma'u mo ha ngaahi fakakaukau kehekehe ki he fakahoko ngaue lelei he Poate'. 'Oku 'oatu 'a e faka-malo ki ho'o kau mai ki he fakataha fakata'u 'o e ta'u ni mo ho'o kau koe memipa ngaue mo mamahi'i ngaue 'o e Sosaieti Tonga ki he Mou'i Lelei'.



Tongan Health Society Inc Board



# CHIEF EXECUTIVE OFFICER REPORT



THS Management Team



## Dr Glenn Doherty

Iwi : Ngati Porou, Hapu : Ngati Rangi

Chief Executive Officer, Medical Director  
and Board Secretary MB ChB (Otago) FRNZCGP



THS Board

## INNOVATION, GROWTH AND CONSOLIDATION

### *A record year of community service, consistent high financial and operational performance.*

The 2014/15 financial year was a year of innovation growth and consolidation for the Society. The Society recorded a record year in its financial performance with a \$522k surplus in the financial year. It also had a record year in its operations in a number of key areas including service innovation, new services co-located in partnership with allied health professionals, awards, organisational planning, teaching, quality research, constitutional review and collaboration and partnerships. The key elements of the operational and governance work programme include:

#### Service Integration

The Society developed the Integrated Outcomes Unit (IOU) to implement its new model of care headed by Viliani Toafa the Society Operations Manager. Negotiations took place with Alliance Health + PHO to develop the new Integrated Contract for Services. A new funding model for this service was negotiated and training began for the preparation for the new contract and services to be implemented. A new IT tool called a Client Relation Management tool (CRM) was also developed to capture and manage client information around the model of care and family journeys through our services using whanau packages of care. The services integration model was applied to the organisation to allow the Society to capacity build its services and to ensure it had a model fit for business for its core services development over time.

#### Teaching, Quality and Research

For the first time in the history of the Society the medical clinics became teaching practices with the Royal NZ College of General Practitioners (RNZCGP). Our practices achieved RNZCGP Cornerstone Accreditation which was a pre-requisite for teaching accreditation. The CEO and Medical Director Dr Doherty was appointed medical educator for the practice. This has meant that there are now six monthly placements of registrars training for their Fellowships to be placed in the centre. The Society has facilitated nursing placement with Manukau Technical Institute (MIT) and NetP

new graduate nursing placements with the Auckland District Health Board and the Society and funding through the Very Low Cost Access (VLCA) funding was also achieved.

The University Of Auckland School Of Population Health and the Society hosted a Tongan research teaching practicum who was supervised by Dr Doherty to work on new models of care for our diabetes clients focused on insulin initiation and intensification for those who are on maximum oral hypoglycaemic medications. In October 2014 the Society published an article in the New Zealand Medical Journal on CKD management in primary care. The Society also achieved Children Young Persons and their Families (CYFS) accreditation with the Ministry of Social Development(MSD) and was successful in its recent tender with the Ministry of Social Development on being awarded a family violence contract. The Integrated Outcomes Unit underwent a large training programme and teaching practicums were also placed at Ako Langimalie Pre-School.

The Society also took on a new contract with Counties Manukau DHB on looking at Safety in clinical practice. Dr Glennis Mafi FRNZCGP is the manager that oversees this portfolio in conjunction with the CEO and Medical Director. Dr Doherty was also appointed to the Education Advisory Board for the Royal NZ College of General Practitioners and the National Youth and Child Health Clinical Advisory Group for the Paediatric Society of NZ.

#### New Services

A number of new services were implemented in the financial year. The implementation of the first dental service for the Society occurred and was opened in February 2015. Dr G Taneja signed a lease with the Society and marketing and service delivery began soon after. The Society was awarded a National pilot around long term conditions management "Year of Care" service which was managed with staff from the clinic and the Integrated Outcomes Unit and was the first clinic out of three clinics in NZ to achieve the contract and pilot within six months and then was awarded additional contracts





Hon. Dr. Saia Ma'u Prukala, Minister for Health

HRH Princess Mele Siu'ilikutapu Kalaniuvalu Fotofili

HRH Princess Pilolevu

within the same financial year. In addition the CEO negotiated Self Management Education contracts with Counties Manukau DHB. This was the first time the Society was able to facilitate services outside its DHB catchment for its counties clients. The Society negotiated a Before School Contract with the Royal NZ Plunket Society to be implemented through the Integrated Outcomes Unit. The Integrated Outcomes Unit now has a full staff of well child nurses and before school check nurses.

The Society also provided the majority of palliative care services in the Auckland Region delivering most of the volumes through a fee for service contract. THS also provided 73% of the funded services to refugees in the Auckland region over that financial year. In addition the Society was awarded recently a contract to provide services to Vulnerable Pacific Children, Youth and their Families with the MSD. The Society developed a unique mental health service –employing a Tongan clinical psychologist, psychiatrist, mental health nurse specialist and mental health social worker to embrace a “stepped care” model of care as well as alcohol and drug interventions. A consultant psychiatrist oversees the service. The clinic has also engaged a Tongan counsellor, dietician. A midwife and podiatrist was engaged in the service over the financial year.



The Society also has joined the Tangata O Le Moana collective which is a pacific collective that works together on matters that relate to health and well being with funding from the Ministry of Health. The initiative began in 2014 and the Society received funding to develop a service in the early childhood work stream over two years which is run through the Integrated Outcomes Unit.

## Constitutional Review

The Board in conjunction with the members of the Society and the Society Legal Advisor-Amelia Schaaf underwent a review of its constitution and undertook a member workshops to discuss and vote on the new clauses of the constitution. The review of the constitution needed to be relevant and aligned with relevant legislation and to comply with the new requirement of the Charities Commission. Translation was completed and the voting and changes occurred at the November 2015 AGM.

## Organisational Planning

The Board underwent a review of its Strategic and Business Plans held governance workshops and developed a pathway towards it business and strategic planning activities for the period 2013-2018. THS underwent the development of a performance framework 2014/15 for the organisation and a fully integrated outcome based service model. The CEO developed in conjunction with Health Partners NZ High level growth strategies to be taken account of the strategic planning process and a value for money review in

addition to a Provider Development Plan for the use of our Pacific Provider Development Funding.

## Collaborations and Partnerships

In February 2015 the Board agreed to the development of the Tongan Outreach Project in the Kingdom of Tonga. A village outreach screening programme was developed and work began in Tonga in collaboration with the Ministry of Health. THS worked alongside Arthritis NZ and the Blind Foundation over the financial year through its work programme in Tonga. The Society also undertook a business case for the establishment of a satellite clinic in Tonga in conjunction with Price Waterhouse Coopers. The Society has now gone through an accreditation process with the Ministry of Foreign Affairs and Trade which was successful and developed a concept plan for funding of a primary care hub in Tonga and visiting multidisciplinary team in a partnership with the Ministry of Health. The funding has been applied through the NZ AID Partnership Fund for International Development in the pacific.

If successful design phase would occur and the details of the partnership would be co-designed with the Tongan Ministry of Health. The Tongan Health Society is the only medical centre in New Zealand with MFAT accreditation.

Presentations were made on the Project to the Prime Minister of Tonga in the financial year and meetings with the Minister of Health Hon. Dr Saia Ma'u Piukala and CEO for the Ministry of Health Dr Siale 'Akau'ola occurred in addition to the Medical Superintendent of Vaiola Hospital Dr Lisiate 'Ulufonua and Dr Reynold Ofanoa – Chief Medical Officer Public Health. A Memorandum of Agreement has been developed between the Society and the Ministry of Health. HRH Princess Mele Siu'ilikutapu has continued to make her ongoing significant contributions to the Project and has been appointed Project Patron.

I wish to thank the staff, Board and members for their ongoing efforts in the pursuit of the Society work programme and constitutional imperatives.

**Dr Glenn Doherty MB ChB (Otago) FRNZCGP**  
Chief Executive Officer and Clinical Director  
Tongan Health Society Inc.



**2015 FINALIST**

LEADERSHIP

Dr Glenn Doherty  
(Tongan Health Society Inc.)





## TONGAN HEALTH SOCIETY AND THE NATIONAL RHEUMATIC FEVER CAMPAIGN



The National Rheumatic Fever Campaign is a four year campaign implemented through the Ministry of Health, the Health Promotion Agency and PHO's. The Society has made a significant contribution to the campaign over this period. The Society was recognised in two HPA Marketing Awards campaign for the work completed generally from the Society and work completed with the Katoa Family.

The HPA was recognised in winning a Marketing Award at the recent 2015 TVNZ Marketing Awards, the Health Promotion Agency (HPA) and that the 2014 Stop Sore Throats Hurting Hearts campaign has been nominated as a finalist in the Social Marketing/Public Service category of the Effie awards. The Effie awards are run by CAANZ (Communication Agencies Association of New Zealand) and are recognised as the pre-eminent awards in the advertising industry. It recognises advertising strategies applied to the campaign.

The Society was awarded for recognition in the Pacific Engagement Strategy for the highest number of family engagements over the 2014/15 financial year across the Alliance Health + PHO practices.

The Society has also been recognised in the 2105/16 financial year as the top Rapid Response clinic in the Auckland District Health Board catchment area.

The CEO negotiated three additional Innovation Projects funded by the Ministry of Health and managed through the Alliance Health + PHO and worked with 33 community groups including schools, ECE Pre Schools, Primary Schools and 14 HVAZ church groups. This included supporting youth through innovation largely using media and technology to communicate the key messages of the campaign. The Society CEO and Medical Director worked with Dr Barry Gribben from Healthstat NZ to advance the technical aspects of technology.

The large amount of the work over the campaign period has been done by the Integrated Outcomes Unit team and clinic staff and the Innovations Projects managed by the CEO. The Society has also been involved with the following other activities:

The Society staff have also been involved with local and National radio campaigns. The messages of the campaign have also been extended to be included in the Tongan Outreach Project at Tupou College and Tonga College.

The Society has also completed the contract volumes over the campaign period ahead of time and as a result has been given additional volumes and income as a result in recognition of our performance.







## SOCIETY AND STAFF AWARDS

The Society staff have been recognised and honoured with a number of National and Regional Awards. This includes Dr Glennis Mafi, Dr Glenn Doherty and Mrs Mele Vaka. An award was also given to the Tongan Health Society.

### Royal NZ College of General Practitioner Community Services Medals



The Royal New Zealand  
College of General Practitioners  
Te Whare Tohu Rata o Aotearoa



The Board of the Royal New Zealand College of General Practitioners (RNZCGP) has approved the conferral of the honour of the Community Service Medal to Dr Glenn Doherty (CEO and Medical Director) and Dr Glennis Mafi (Tasilisili Manager). Few doctors in New Zealand are offered these awards.

The Community Service Medal recognises an outstanding contribution to general practice undertaken within the doctor's community. The College Board unanimously agreed that both Dr Doherty and Dr Mafi were very deserving recipients of the awards. Both Dr Doherty and Dr Mafi received their awards for services to the Tongan Community and outstanding performance in General Practice. The College Board also recognised both doctors work in New Zealand and Tonga-Dr Doherty for the last 10 years in addition to the Tongan Outreach Project and Dr Mafi for her 17 years of work in Tonga setting up and running the Village Mission Clinic in Ha'ateiho.

Dr Doherty received his senior Fellowship of the Royal New Zealand College of General Practitioners last year a senior medical award recognising a specialist qualification. Dr Mafi is also a Fellow of the RNZCGP's. The Tongan Health Society (THS) also achieved its RNZCGP Cornerstone Accreditation last year which was a significant award that shows the medical clinics have met the quality standards of the RNZCGP.





***RNZCGP President Dr Tim Malloy and Dr Glenn Doherty at the Fellowship and Awards Ceremony***



***RNZCGP President Dr Tim Malloy and Dr Glennis Mafi at the Fellowship and Awards Ceremony***





The Society has been recognised by Alliance Health + PHO as the top performing pacific provider in the Alliance Collective in business models, quality and models of care.







## AUT FACULTY OF BUSINESS AND LAW: 2015 EXCELLENCE IN BUSINESS SUPPORT AWARDS: TONGAN HEALTH SOCIETY CEO: BUSINESS LEADERSHIP FINALIST



2015 FINALIST

LEADERSHIP

Dr Glenn Doherty  
(Tongan Health Society Inc.)



Dr Glenn Doherty and his son Katene Durie-Doherty at the AUT Business Awards, 2015.

Dr Glenn Doherty CEO and Medical Director of the Tongan Health Society Inc in Auckland was selected as a finalist in the 2015 AUT Faculty of Business and Law Excellence in Business Support Awards.

Recognised for excellence in the Leadership category, Dr Doherty will join finalists across ten categories at the awards. He was the only medical and healthcare professional in New Zealand nominated across all categories.

Chairperson of the Tongan Health Society Ms Pauline Fakalata said it is recognition of the outstanding work Dr Doherty has achieved for the Tongan Health Society and himself over his 30 year health sector career. He has shown innovation, leadership and commitment in the health sector here in NZ and in the Kingdom of Tonga.

Other finalists in this category in NZ include:

### ***Fuji Xerox Leadership***

- Stefan Preston (CEO Ingenio)
- Dr Glenn Doherty (Tongan Health Society Inc.)
- Mai Chen (Chen Palmer New Zealand Public and Employment Law Specialists)
- Simon Harvey (Business LAB)

AUT University Dean of Business and Law, Professor Geoff Perry said,

“The importance of excellent business support runs through everything we do in the AUT Faculty of Business and Law, from teaching to research to co-operative education and industry engagement”.

The Awards are in their tenth year, the AUT Excellence in Business Support Awards are the only national performance measure for New Zealand business support organisations.





## PRIMARY HEALTHCARE NURSING AWARD



Alliance Health Plus (AH+) is proud to congratulate Mele Vaka from the Tongan Health Society – Langimalie for receiving the inaugural Primary Health Care Nursing Award at the ADHB Nursing and Midwifery Awards on the Tuesday 10th of May 2016, at the Pullman Hotel. Mele was presented the award by Ailsa Claire, CEO of ADHB and Jean McQueen, Primary Health Care Nursing Director. Mele was one of three finalists for this award and was successfully recognised for her contribution to the nursing team at the Tongan Health Society - Langimalie and the Primary Health Care outreach programme in Tonga.

The Primary Healthcare Nursing Award acknowledges a Registered or Enrolled Nurse who goes above and beyond expectations every day. This Nurse is expected to demonstrate leadership, innovation and whole of system integration by working in partnership with patients, their families and the interdisciplinary care team, enabling self-management and improved health outcomes.

Mele is an outstanding nurse in our community and the wider reach of Auckland. Her combined role as Nurse Leader and Practice Manager role at the Tongan Health Society – Langimalie enables her to use leadership, management and clinical nursing skills to care for the Tongan Community which is infused with a depth in cultural knowledge. Mele ensures health and social services are relevant for Tongan and Pacific communities while also catering for the wider community.

Alongside the role in the clinic, Mele has also been involved in establishing an Outreach Clinic in Tonga which aims to improve Primary Health Care for the Tongan community. This involves providing resources in Tonga – equipment, clinical skill, management knowledge, networking – to improve access to healthcare, particularly in the harder to reach communities.

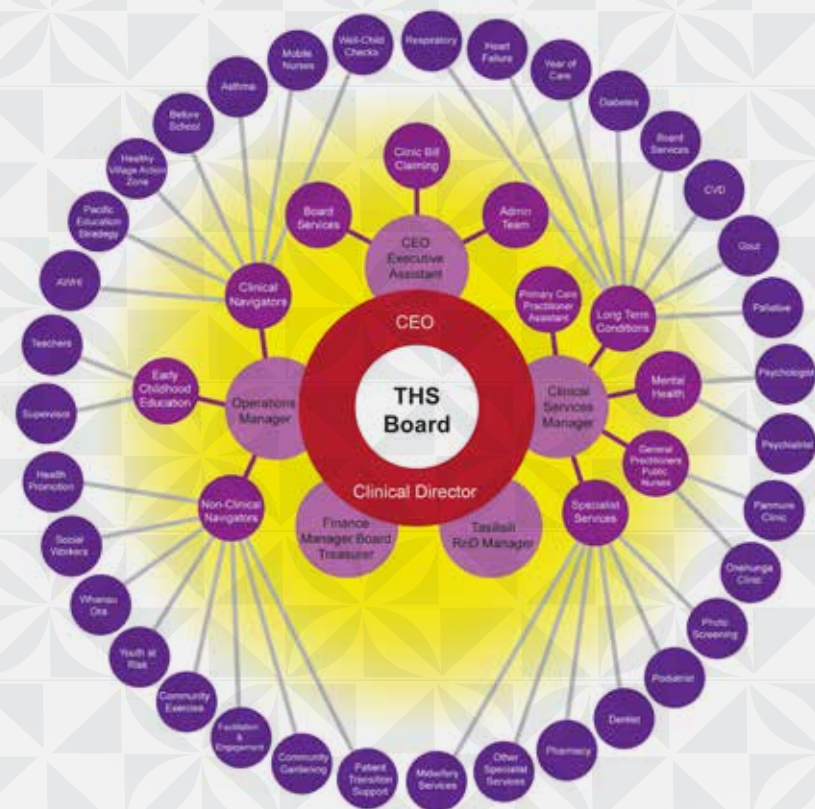
Mele has continued to expand her knowledge through Post-Graduate studies. Last year Mele completed her Post-Graduate Certificate in Speciality Care Pacific through Aniva and Whitireia Community Polytechnic and has started the Post-Graduate Diploma in the same programme. The Aniva Pacific Nurse Leadership Programme has a specific focus on how nurses can positively impact the inequities experienced by Pacific communities.

Mele is also a member of the AH+ Clinical Governance Committee and represents the nursing perspective at this forum where she is able to combine her practical nursing, management and leadership experience to effectively articulate her views within this forum.





## THS SERVICES STRUCTURE



## THS - NEW & EXISTING CONTRACTS 2013/2015

Contract Name	Contract For	Contract with	Contract Until
FFP	Flexible Funding Pool	AH+	30-Jun-15
PPP	PPP	AH+	30-Jun-15
Cervical Smear	Cervical smear taking	AH+	30-Jun-15
VLCA Sustainability Report	Develop a plan for sustainability support activities	AH+	30-Jun-15
Primary Mental Health	Primary initiative mental health services	AH+	30-Jun-15
Diabetes Management Nurse	Diabetes education & management	AH+	30-Jun-15
Parish Community Services	Parish community nurse	AH+	30-Jun-15
Pacific Engagement Strategy-PES RHU Fever	Raising awareness and education for RHU fever prevention	AH+	30-Jun-15
Pacific Engagement Strategy-PES RHU Fever Top UP	Raising awareness and education for RHU fever prevention	AH+	30-Jun-15
Palliative Care Services Top Up	Improve access to effective palliative care	AH+	30-Jun-15
Safety in Practice	Improving safety in practice	AH+	30-Jun-15
Lottery Grant	Garden Project	Lottery	30-Jun-15
AWHI (Auckland Wide Housing Initiative)	AWHI	AWHI	30-Jun-15
Integrated Transitions Contract/Non Capitated Contracts	Youth/Asthma/Mobile Nursing/Well Child	AH+	30-Jun-15
VLCA Graduate Nurse	Funding to employ a new graduate nurse	ADHB	30-Jun-15
B4 School Checks	B4 school checks-Quintile Q1-4 \$70 ea, Q5 \$100 ea	RNZ Plunket Soc	30-Jun-15
Diabetes Care Improvement Package-DARS/CVDR/Insulin Start	Providing DCIP to eligible patients	AH+	30-Jun-15
Self-Management - Year of Care (MOH Pilot)	Self-Management shared model of care for long term patients	AH+	30-Jun-15
Self-Management - Year of Care (MOH Pilot) Top Up	Self-Management shared model of care for long term patients	AH+	30-Jun-15
Self Management Education Facilitation Support Services-CMDHB	Self-Management (CMDHB)	CMDHB	30-Jun-15
Sore Throat Assessment & Management in Primary Care (Rheumatic Fever)	Swabbing high risk children & young people	AH+	30-Jun-15
Pacific Organisational Development Services (PPD)	PPD-Pacific Provider Development	AH+	30-Jun-15
PPD Top UP	CRM Implementation Workforce Development	AH+	30-Jun-15
HVAZ Church Grants	HVAZ Health Committee Services	AH+	30-Jun-15
Refugee Services	Refugee Consultations	ADHB	30-Jun-15
Tapuaki	Pacific Pregnancy & Parenting Program	AH+	30-Jun-15
Long Term Conditions care Planning	Long Term Conditions	AH+	30-Jun-15
Pacific Maternal & Child Nutrition	Church Sessions	AH+	30-Jun-15
Whanau Ora Navigation 2013/14	Family/Whanau Plans/Navigations	AH+	30-Jun-15
Whanau Ora Navigation	Family/Whanau Plans/Navigations	AH+	30-Jun-15
<b>TOTAL</b>			

# REPORT OF THE TASILISILI MANAGER

## RESEARCH QUALITY AND TEACHING



### Dr Glennis Mafi

MB ChB, Dip Paeds, Postgrad Dip Geriatrics,  
FRNZCGP



Langimalie Integrated Family Health Centre seeks always to provide a high standard of service to best help our patients, clients, staff and all who engage with us.

**Practice Accreditation.** Cornerstone Reaccreditation was achieved last year but through this year we continue to keep up to date with the requirements of this RNZCGP quality standard.

**Clinical Governance.** Dr Glennis Mafi continues to served on the Alliance Health Plus PHO Clinical Governance Committee along with PN Mele Vaka as nurse representative for the PHO.

#### Research and Audits

DSME – Diabetes Self Management Education undertaken by our Diabetes Nurse Fifita McGready.

**Year of Care** This was a pilot project between MOH and our PHO Alliance Health + with three participating providers, ourselves one of them. It used the Stanford Model of Care and materials were was translated into Tongan by our staff. The project was undertaken so ably by Mele Oketi Tapueluelu, Mapuani Tupou and Elenoa Havea that we were able to take up the shortfalls of the other providers and were recognised as a top performer for this project.

**Insulin initiation and Intensification** – In response to our concern about the number of people with poorly controlled diabetes who would be better managed on insulin, an audit of diabetics has been completed and this will form the basis of a research project for insulin initiation and intensification. Diabetes nurse Fifita McGready will lead this project with input from Prof Tim Cundy. Dr Glenn Doherty provides oversight and the PHO is supporting.

Patient Harms in General Practice, looking only at the Panmure Clinic, a joint project with the Otago School of Medicine – nearing completion.

#### Training

Langimalie provides regular peer groups and collegial support meetings for doctors and regular nurse meetings and oversight of nurses, to maintain our professional standards. Continuing professional education is encouraged for all staff.

Resuscitation Training completed for all staff at their appropriate level who were due for renewal, in July 2016.

Fellowship of the Royal NZ College of General Practitioners

Drs Gopal Chebbi and Akanesi Makakaufaki continue in a recognised accreditation programme and are assisted to work towards Membership and Fellowship of the College. Approved RNZCGP GP registrar training practice, continues. Dr Zach Kidman completed 6 months and then opted to stay on indefinitely while he continues his GPEP 2 work.

Dr Natasha Bansal is currently doing her 6 months with us and fitting in well with our team. She grew up in Tonga. This training is overseen by Dr Glenn Doherty with assistance from Dr Glennis Mafi.

Following are some of our ongoing training successes.

- |             |  |
|-------------|--|
| Mele Vaka   | - Post graduate Certificate in Pacific Health - 2015                         |
|             | - Post Graduate Diploma in Pacific Health will be completed by November 2016 |
| Ika Ve      | - Completed Smear taker course 2015  |
| Ofa Laiseni | - Complete RN level 1–moving on to Level RN level 2                          |
|             | - Complete Post Graduate programme for new Grad Nurse.                       |
| Lupe Helu   | - Complete Preceptor course  |
|             | - Complete Intravenous Insertion certificate                                 |
|             | - Complete Vaccinator course   |







New Grad “Net P” Programme Nurse appointment and oversight funded by ADHB & AH+. This is for a 1st year graduate nurse and this is the 2nd year we have taken advantage of this programme. Our last year nurse, Ofa Laiseni and this year’s Anau Tatafu are both excellent nurses, keen to learn, and very willing members of the clinical team.

MIT Nurse Primary Care Practicums – a succession of excellent Pacific (mainly Tongan) student nurses have done their practicums at Langimalie. Over the last year we have welcomed 11 1st year and 8 3rd year students.

Wide Range of Courses and training have been attended by all our Integrated Outcomes Unit and Clinical staff – too numerous to list, but including basic computer programme training, infection control, mental health and addictions credential, immunisation updates, youth programmes, medical conferences.

Ako Langimalie Early Childhood Education (ECE) Centre in Manurewa. - Two teachers have achieved their ECE training qualification; one person had their MOE ECE teaching practicum at our centre.

### Awards and Appointments

Mrs Mele Vaka was honoured to receive the inaugural Primary Health Care Nursing Award at the ADHB Nursing and Midwifery Awards in May 2016.

Dr Glenn Doherty and Dr Glennis Mafi both received Community Service Awards at the RNZCGP Conference in July 2015.

Dr Glenn Doherty has been appointed to the Youth and Child Health National Advisory Group for the Paediatric Society, and more recently to the RNZCGP Education Advisory Group and is an examiner for the RNZCGP.

### Dr Glennis Mafi

**MB, ChB, Postgrad Dip Geriatrics, FRNZCGP**



Dr Glenn Doherty  
CEO & Medical Director



Dr 'Akanesi Makakaufaki



Dr Gopal Chebbi



Dr Zach Kidman  
RNZCGP Registrar



Dr Heather Wishart



Dr. Natasha Bansal





## PACIFIC PROVIDERS WORKING IN PARTNERSHIP WITH PACIFIC POSTGRADUATE STUDENT RESEARCHERS

Postgraduate Pacific students enrolled in Pacific Health Promotion practicum presented their research projects to academics and Pacific Health providers at the School of Population health on October 23rd.



*Pacific Health Promotion Practicum students with Pacific providers and Course co-ordinator Dr Malakai Ofanoa.*

Students have spent the past semester developing research projects in partnership with providers Vakatautua, TAHA (Pacific Well Mother and Infant service), South Seas Healthcare Trust, Langimalie Integrated Family Health Centre, Pasifika Medical Association and The Fono.

Students were placed with providers for a semester and developed their research projects in partnership with providers. They covered a number of priority health issues for Pacific people.

Lausi'i Taufele worked with Manu Fotu from Vakatautua on a research proposal to evaluate the effectiveness of the Popao Model as a Pacific Recovery and Strength concept in mental health.

Yandall Tuigamala was also placed with Vakatautua and worked with Tai Faalogo on a literature review on reducing the burden of stroke among Pacific people in New Zealand.

David Pickering was able to develop a research proposal to investigate the views of fathers towards TAHA's "TAPUAKI" healthy pregnancy and infant promotion web site and smartphone app. This was developed with Jacinta Faalili-Fidow and Mary Roberts from TAHA. David also has a funded Summer Studentship to actually carry out the research study.

Codesa Afele and Elisabeth Fanueli were placed with South Seas Healthcare and supervised by Operations Manager, Silao Vaisola and General Manager Naita Puniani. Codesa developed a strategic plan to improve Antenatal Care access for Pacific women in Counties Manukau and Elisabeth focused on aspects of implementation of this plan around social marketing and Church congregation and Womens fellowship groups.

Inoke Maka worked at Langimalie Clinic with supervision from Dr Glen Doherty, CEO. Langimalie has diabetes care as one of their priorities with large numbers of patients with high HbA1C on maximum oral treatment, needing initiation of insulin treatment. Inoke 's project was





developing an intervention study to assess the effectiveness of an innovative group approach to overcome the barriers to insulin initiation at Langimalie Clinic.

Melitta Rigamoto worked with Pasifika Medical Association's Health of evaluation, Seine Jensen to develop a research proposal for the Otahuhu Science Academy. The focus of the evaluation is on following the Academy graduates into tertiary education, assessing domains of academic achievement, goals and attributes, community engagement, effective learning environments.

Sarah Brown, spent her semester the Fono in West Auckland. She developed has developed a research proposal to evaluate the "Weighing in 4 Health Enea Ola" programme supervised by Lingi Pulesia from the Fono. This will build on the quantitative data already collected by the Fono and bring in a qualitative perspective with elements such as the enablers and success factors for those able to sustain weight loss.

The postgraduate students presented well thought out proposals. They were privileged to have the support and added expertise of Pacific community providers and health professionals. Students and academic staff would like to thank Pacific providers for their on-going support.

Pacific Health, School of Population Health, FMHS Oct 2014





# INTEGRATED OUTCOMES UNIT: IOU



**Mr Viliami Toafa**

BSc MPH

Operations Manager  
Tongan Health Society



The Integrated Outcomes Unit (IOU) continues with a year of training and implementation of the new model of care and the installation of IT CRM technology that underpins the model. Navigation job families were developed and a multidisciplinary team of clinical and non clinical navigators were employed. Much work went into improving service delivery with the introduction of a CRM database, volumes training for staff, shared case management, mentoring and supervision and clinical and non-clinical oversight was put in place.

*Table1: Service Contracts.*

Service Contracts	Value
Well Child	\$ 395,000
Before School Checks	\$ 30,000
Asthma	\$ 83,000
Mobile Nurse	\$ 83,000
Youth at Risk	\$ 106,000
Healthy Village Action Zone (HVAZ)	\$ 235,000
Whanau Ora	\$ 130,000
Mental Health	\$ 120,000
Pacific Engagement Strategy (Rheumatic Fever)	\$ 140,000
SME	\$ 116,000
AWHI	\$ 30,000
Gardening	\$ 30,000
<b>TOTAL</b>	<b>\$1,498,000</b>

The Integrated Outcome Unit continues with its innovation with our new model of care and the IT Tools to activities. Being an outcome driven model of care families are engaged in a co-design exercise where they are involved in the planning, setting goals, and implementing pathways navigated by the team towards achieving their own set of health and wellbeing goals and outcomes. The ultimate focus is to manage with family's short, medium and long term goals and families in crisis with packages of care to allow families to achieve their outcomes and contribute towards family intergenerational outcomes.

130 families were targeted for the first year and the target have been met and beyond.

The team is composed of clinical navigators (nurses) and non-clinical navigators (Social workers and community workers). The Society Operations Manager manages the Unit. Table 1 outlines contract services being delivered through the Unit.

Happy to also report that a database (CRM) has been developed and rolled out to capture the good work the team is doing as well as the successes of the families further customization will occur overtime.

Driven by government, integrated contracting framework some of THS historical contracts have now been collapsed under one service agreement. These are Asthma, Mobile Nursing, and Youth at Risk a total value of \$1,498,000 per annum.





**Dr Alo Foliaki**  
Consultant Psychiatrist



**Dr Staverton (Tony) Kautoke**  
Psychiatrist



**Pauline TupouniuaTaufa**  
Clinical Psychologist



**Makoni Havea**  
Mental Health Nurse Specialist

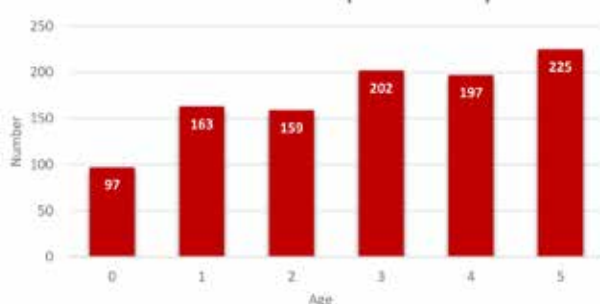
Our new service Model was designed with this type of contracting framework in mind. It is our expectation that through this new way of working underpinned by our Model of Care our families will be to measure whether they are any better off from our service interventions.

#### **Child Service:**

Well Child Tamariki Ora service contract primary objective is to support Families in maximizing their child's developmental potential. Plunket provides the same service. There is capacity to enroll more children to the service.

Before School Checks is an additional contract targeting 4 years old in the ADHB catchment. It is a comprehensive health and development check for 4-year-old children before entering Primary School. There is no set volume for this service and it is a fee for service.

**Chart 1 : Enrolled Child Population 0 - 5 years**



**Tangata Ole Moana** service contract is an extra investment in child health targeted at children who are experiencing higher level of needs than those children under our other child services. This is a more intense service for higher need families and their children. The target volume for this service is 30 families. The service focuses on ECE engagement, immunization, and well child and before school checks, home insulation and rheumatic fever messages

**Asthma, Mobile Nursing,** and **Youth at Risk** services continues under the Integrated service contract, clinics are held weekly.

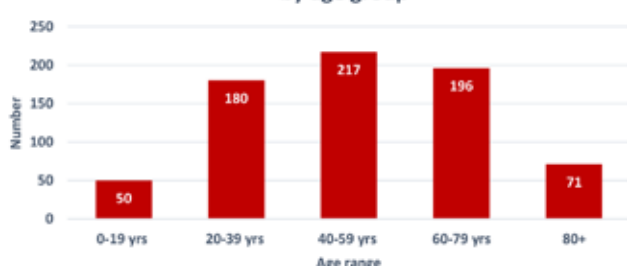
#### **Parish Community Nursing:**

Scope of this service remains the same however, some of the churches from previous years have graduated and moved allowing new churches to join the program. There are 14 churches engaged in the programme.

#### **Mental Health:**

Services continues as per usual with the following improvements; a new mental health nurse, a clinical psychologist, and later in the year a counselor were introduced to the team. Dr Kautoke and Dr Foliaki continue to provide essential psychiatric service to our people. Services are free and weekly specialist clinics are run at the centre.

**Chart 2 : Enrolled Population with a Mental disorder by age group**



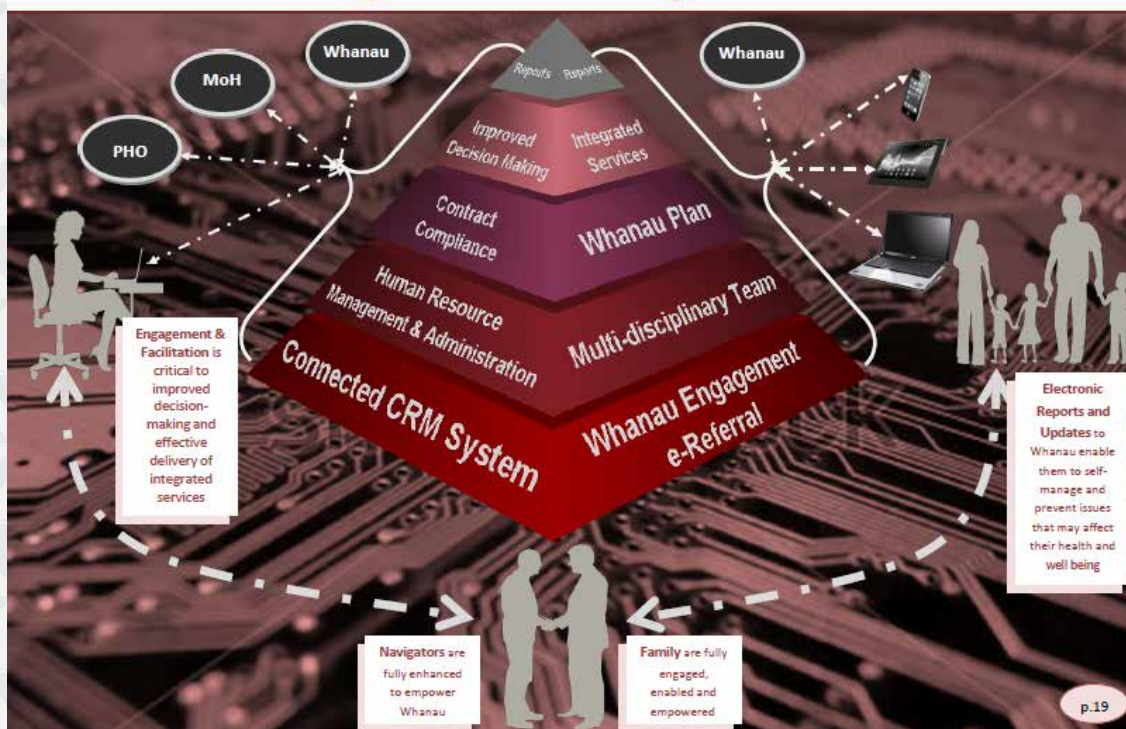
#### **Rheumatic Fever Prevention Campaign:**

Our performance in this area continues to impress funders. Our targets are met months ahead of time credit to our workers and the support of our communities. The Society CEO was able to secure three innovation projects over and above the Pacific Engagement Strategy (PES) contract that engaged 33 community groups including high schools, ECE preschools, primary schools and churches.

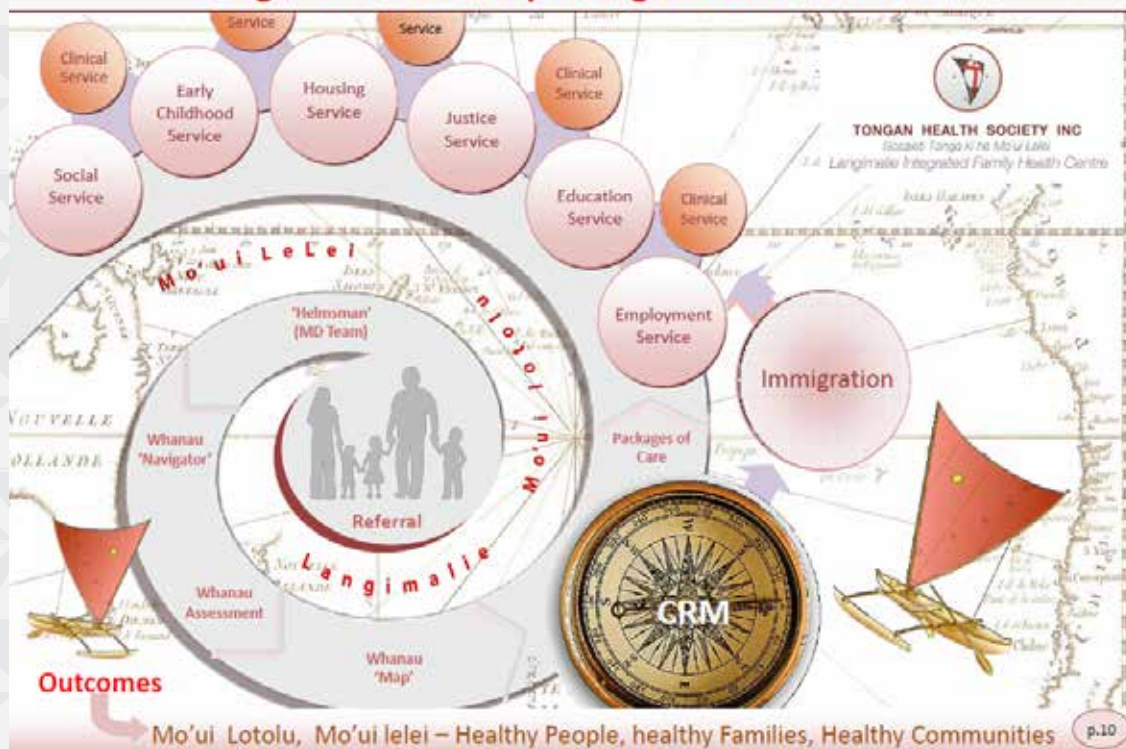




## Tongan Health Society - CRM



## Tongan Health Society - Integrated Service Model





# CLINICAL SERVICES MANAGER REPORT



**Mrs Mele Finau Fetu'u Vaka**

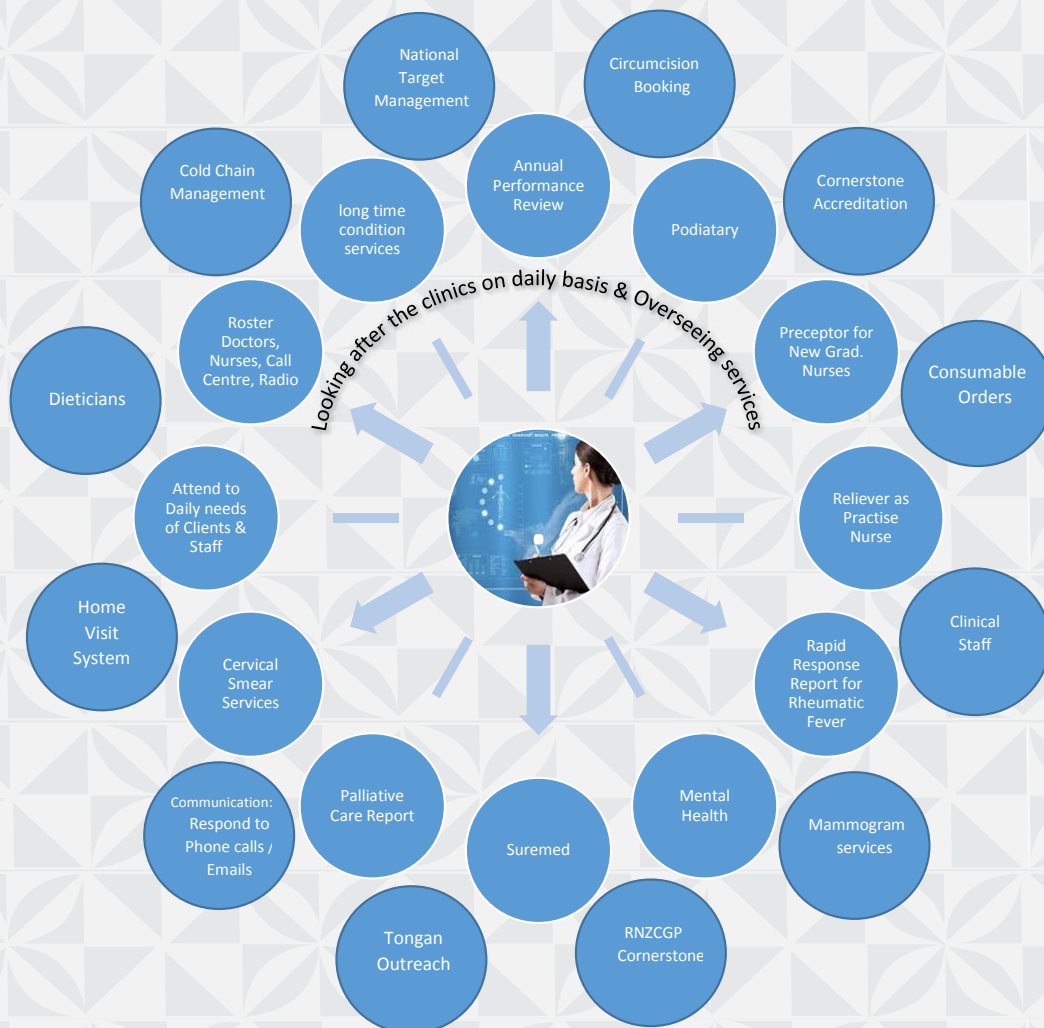
NZRN BHSc PGc

Clinical Services Manager



## INTRODUCTION

'Uluaki tuku ai pe 'ae fakafeta'i moe fakamalo kihe 'Otua ko 'etau Tamai 'ihe kei omi ha faingamalie ketau kei 'inasi 'ihe mo'ui o lava ketau kei fakahoko hotau ngaahi fatongia. Fakatulou atu pea fakatapu kia Hou'eiki kae 'ataa mu'a keu fakamalumu he talamalu 'oe fonua kae fakahoko atu 'ae ngaahi fuafatongia 'oku mau fakahoko 'ihe 'api ko Langimalie.



It has been over 2 years now as a Clinical Services Manager. It's a privilege and challenge for me while being in this role. Looking after the clinic in daily basis and also overseeing those services mentioned above is quite unique experience for me. Amazingly, even the management team and all of the staffs especially our CEO/Medical Director Dr. Glenn Doherty are all working hard to improve the range and quality of services at Onehunga and Panmure Medical centres, among other good things happening within this period of time.





## OBJECTIVES

Develop and refine the basic clinical skills required to provide effective and efficient primary care.

Recognise the spectrum of problems that occur in primary care and understand how to provide, continuous comprehensive care to our clients and families.

Develop effective communication skills with patients, families and other health care providers.

Improved access to primary care services; better coordination and integration of care; expansion of team-based approaches to clinical care; improved quality/appropriateness of care, with a focus on prevention and the management of chronic and complex illness; greater emphasis on patient engagement/self-management and self-care.

Responsiveness to patients' and communities' needs, greater health equity, and health system accountability, efficiency, and sustainability.

Work closely with Allied Health professionals based at the clinic to enhance clinical management.

Providing care that is accessible, affordable and culturally acceptance by the community.

## CLINICAL STAFF

The medical services employ the following staff across two clinics :

### MEDICAL STAFF :

- Dr Glenn Doherty –Medical Director
- Dr Glennis Mafi
- Dr Akanesi Makakaufaki
- Dr Gopal Chebbi
- Dr Heather Wishart
- Dr Zachariah Kidman - Registrar under RNZCGP-Fellowship programme
- Dr Natasha Bansal - Registrar under RNZCGP-Fellowship programme

### NURSES - NEW ZEALAND REGISTERED NURSES/HEALTH CARE ASSISTANT

- Mele Finau Vaka-Clinical Services Manager/Practice Nurse
- Fifita McCready-Diabetic Nurse-Long Term Conditions Co-ordinator
- Ikatonga Vea-Practice Nurse
- Makoni Havea-Mental Health Nurse
- Lupe Helu-Practice Nurse
- Ofa Laiseni-Practice Nurse
- Anau Tatafu-New Grad Registered Nurse under NettP VLCA Programme (Waitemata DHB)
- Silia Titiuti-Practice Nurse
- Kim Wi-Practice Nurse
- Mapuani Tupou-Clinical Recall Nurse

### ADMINISTRATION STAFF :

The team is overseen by Ms Elaine Tagaloa

- Soana Cocker
- Makeleta Toamotu
- Lia Kata

### ALLIED HEALTH PROFESSIONALS

A number of allied health professionals work closely with our clinical team.

They include:

- Dr Alo Foliaki-Clinical Overseer Psychiatrist
- Dr Staverton Kautoke-Psychiatric Registrar
- Dr Gaurav Tanieja-Dentist-Malimlai Dental
- Mrs Zena Nubarak-Vaiola Pharmacy
- Senolita Tu'inukuafe-Counsellor
- Prof Tim Cundy-Renal Specialist
- Dr Ross Boswell-Chemical Pathologist/Physician
- Kalolaine Funaki-Podiatrist
- Mafi Funaki-Dietician
- WONS Cervical Screening Nurses
- Diabetes New Zealand-Retinopathy staff







## CLINICS - ONEHUNGA and PANMURE

### GENERAL PRACTICE

In everyday of running the clinic, GP'S consultation available both in booking and walk in. However, if anyone is very sick he/she will be the first priority.

While patients are waiting for their appointment, this is the chance for the health profession to do health promotion of any health issues that require community awareness. Receptionist are always available to answer phone calls and respond to any query required. Sometimes the appointment template has been fully booked then receptionist has to inform one of the nurses to attend this patient in order to do a good assessment and make sure he/she needs to be seen by the doctor that day or otherwise will book another appointment

### MENTAL HEALTH SERVICES

Every Wednesdays afternoon from 5pm-7pm there is a clinic running for those who need to see the mental health team including Psychiatric Registrar. Mental Health Nurse, Counsellor, and also social worker if needed. Sometimes Mental Health Nurse or the Counsellor operates home visit if require by patient. Senolita Tu'inukuafe (Counsellor) is always running a clinic every Saturday for 4 hours from 9-1pm

### PODIATRIST SERVICES

Tuesdays in every two weeks, Kalolaine Funaki runs a clinic for Diabetic patients while Retinal screening team join her in monthly basis. It is very efficient and effective for patient to have two or more services at once especially Diabetic patient.

### DIETITIAN SERVICES

Mafi Funaki runs her clinic on Saturdays monthly. Recall nurses will call patients to remind them their appointments before Saturday. The Dietitian's first priority is for those who are newly diagnosed diabetes which is a good chance to help them stabilizing their sugar level before getting worse or develop complication.

### CERVICAL SCREENING SERVICES

Women Health Nurses (Palangi nurses) visit the clinics in every fortnight whereas Female doctors and smear taker nurses are available to do smear as well. Onehunga and Panmure medical centres are both available for scheduling any woman to do smear.

### LONG TERM HEALTH CONDITIONS

Long term health conditions co-ordinator is working three and half days every week which are Tuesdays, Wednesdays, Fridays (8 hours) and Thursdays (1.30pm to 5pm). Feel free to call her for any appointment or home visit if needed depending on her availability.

### CALL CENTRE

Call centre still operates 2 hours every morning from 8.30-10.30am which is very helpful to ease off the load for receptionist in the morning. Nurses attending to phone calls including booking, laboratory results and any other need from the patients.

### OTHER SERVICES

Other services are running by our nurses including immunization, primary option for acute care, taking bloods, wound management or any other services require by the doctors.

### STAFF PROFESSIONAL DEVELOPMENT ACHIEVEMENT 2015/2016

Some of the staff attending academic courses while full time work. I have to acknowledge Dr Glenn Doherty for his support allowing us to attend these courses which is a benefit for us nurses but also for the clinic in terms of delivering high quality care for our patients

Mele Finau Vaka - complete Post Graduate Certificate in Speciality Care

Ofa Laiseni-complete Nett P programme RN1 Level







**Dr Gaurav Taneja**  
Dentist



**Dr Ross Boswell**  
Chemical Pathologist/Physician



**Prof Tim Cundy**  
Renal Specialist



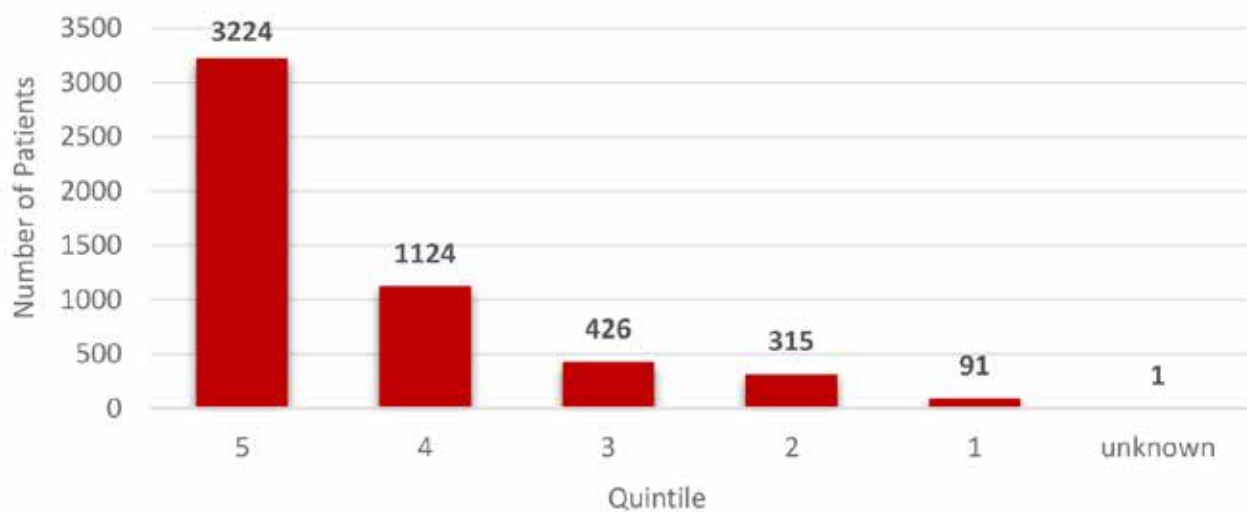
**Ms Kalolaine Funaki**  
Podiatrist



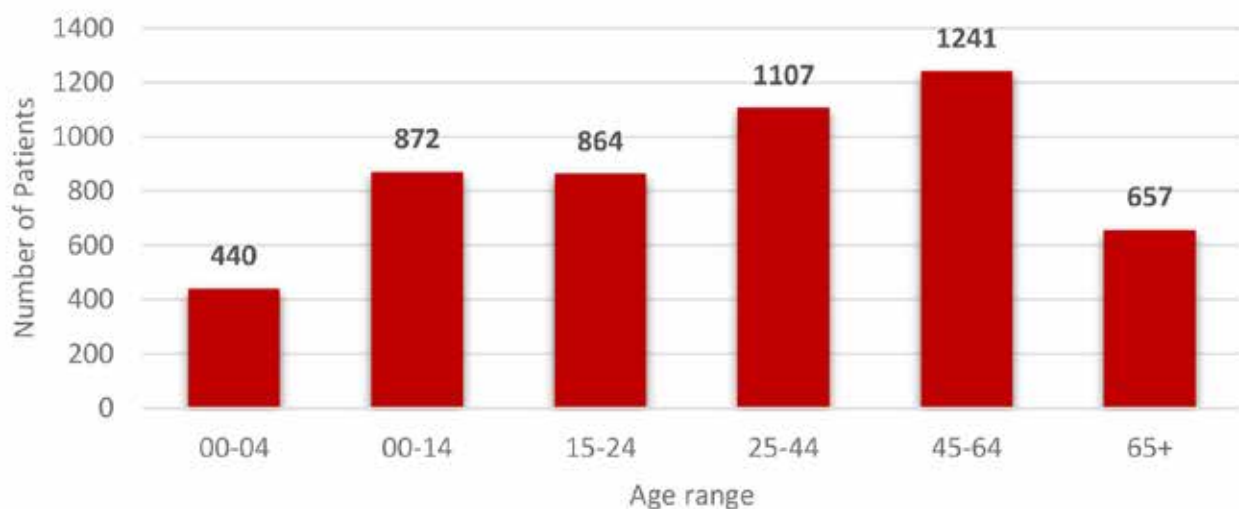
**Mrs Zena Nubarak**  
Pharmacist

## THIS CLIENT DEMOGRAPHICS AND HEALTH INFORMATION

**Chart 3: Langimalie Population Distribution by Quintile at the end of 2014-15 Financial year**



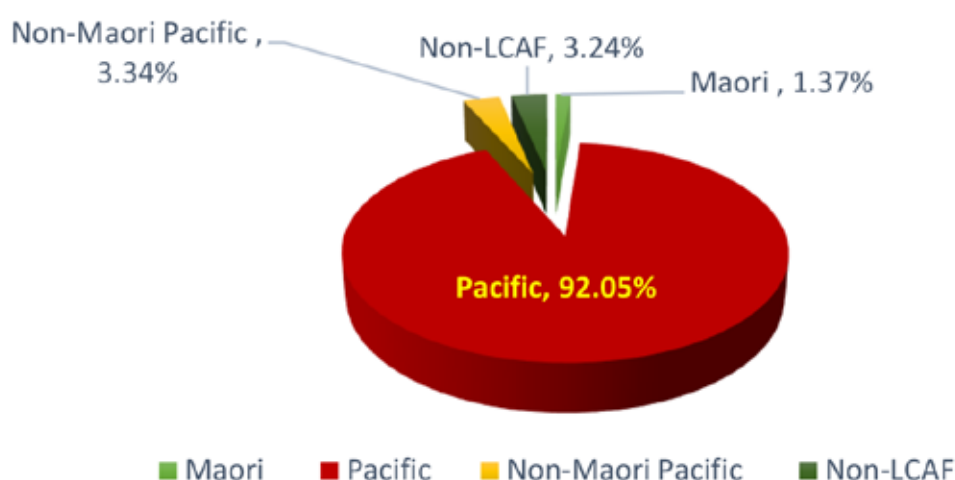
**Chart 4: Langimalie Population Distribution by Age Groups at the end of 2014-15 Financial year**



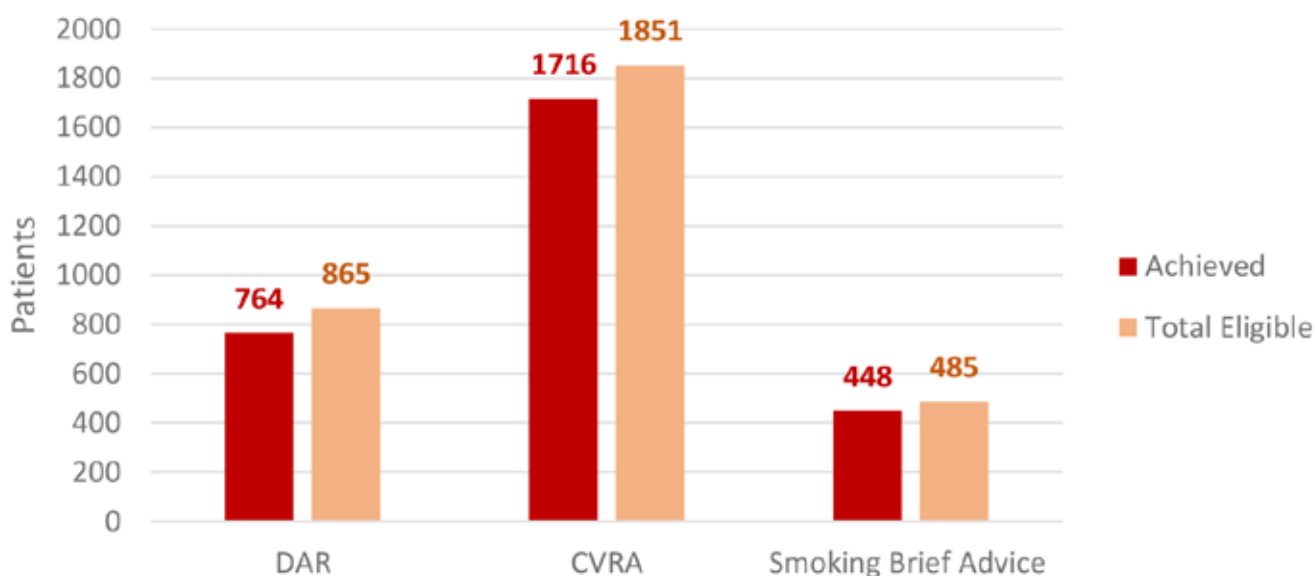




**Chart 5: Langimalie Population - Distribution by Ethnicity/LCAF/Non LCAF as at end of 2014-15 Financial year**



**Chart 6: Langimalie Population Distribution by Disease Prevalance at the end of 2014-15 Financial year**





# AKO LANGIMALIE PRESCHOOL REPORT



**Kasalanaita Puniani**

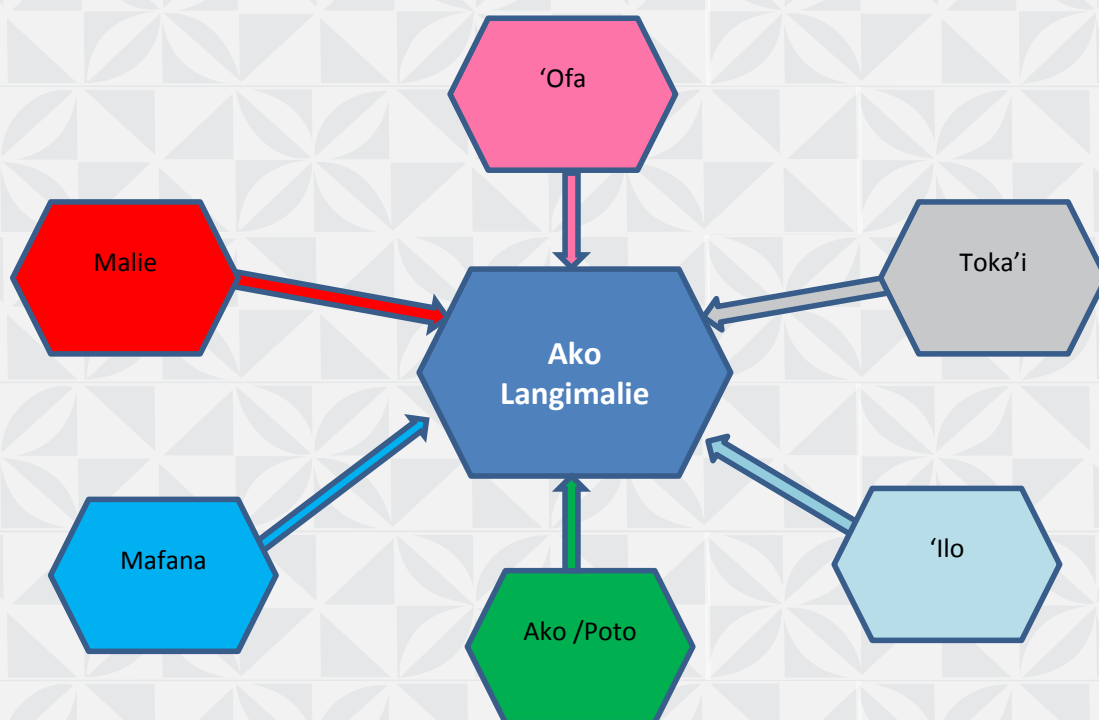
MAppSc, BSc, Dip Tchg, Post Grad  
Cert Business

**ECE Centre Manager**



Ako Langimalie continues to provide top quality services in its safe environment fostering and maximising children's learning and development. The Centre's philosophy, goals, and learning outcomes are all aligned with the Te Whariki Curriculum and we continue to strive to become a Centre of Excellence in Early Childhood Education that will benefit families and all communities.

Ako Langimalie is a bilingual centre that embedded its learning process based on the philosophy taken from our Tongan values of "Ofa, Malie, Mafana, Ako, 'Ilo and Toka'i" as shown on diagram below in a multicultural environment/ settings. The Centres available to all New Zealand children of aged 0 -5 years who would like to enrol. In the last 12 months we had 3 school trips to different places in Auckland as part of expanding their learning and experiencing new environment.



The focuses for the Ako Langimalie 2015 financial year:

- Children & learning outcomes of Te Whariki
- Workforce
- Revenues and funding
- Quality services





## 1. CHILDREN & ENROLMENTS

Ako Langimalie has an average of 50 children enrolled at the Centre in a monthly basis

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

The ages of the children range from 6 months to < 5 years old. Majority of the children are Tongans but we also have other nationalities such as Maori and Samoan children at our Centre

## 2. WORKFORCE

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

- 5 qualified registered teachers (2 full registered; 3 provisional registered)
- 1 qualified teacher
- 2 support staff & a Centre Manager

The Centre work very hard to sustain its well-trained, right-skilled, competent and qualified workforce

### Professional Development

We continue to support and encourage our staff with their on-going professional development. Table below summarise training attended by our staff in the last 3 months

Names	Training/ Workshop	Date
1. Toakase Naufahu 2. Nelisa Mahe 3. Mele Lemeki 4. Libby Blake 5. Naita Puniani	1. Growing Social Competence	18 April 2016 6-9pm @ Waipuna Hoitel
1. Mele Lemeki	2. Autism in Early Childhood	23 May 2016 5 – 8pm @ Onehanga
1. Libby Blake 2. Lile 'Ilo He Tele'a	3. Leadership – Working in Partnership	
1. Mele Lemeki 2. Libby Blake 3. Nelisa Mahe 4. Nancy Koloamatangi 5. Fatafehi Bogun	4. Improving Teaching Practice	4 June 2016 6-9pm @ Waipuna Hotel
1. Libby Blake	2. First Aid Training	17 & 18 June 2016 @ Manukau
1. Naita Puniani 2. Mele Lemeki 3. Nelisa Mahe 4. Nancy Koloamatangi	3. Business Strategy	13 June 2016 @ Waipuna Hotel

## 3. FUNDING

The Centre aims to minimize necessary expenditures and maximise profit in the last financial year in the following areas:

### Teachers – Students Ratio

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

### School Fees

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





School fees had been currently reviewed and new charges (as shown below) had started Monday the 4th July 2016

- 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.

#### **Marketing Strategy & Action Plans**

There is a need to develop and implement a marketing strategy and action plans to promote and market Ako Langimalie, to increase visibility and lift the Centre's profile publicly. This will boost and help to maintain target enrol population of 50 children (children turns 5 years and finish off from the Centre or families moving to other places).

#### **Seeking & Securing New Funds for New Services**

The Centre will continue to proactively seek new funds/ opportunities to provide services that are needed by the communities

#### **Suppliers & Services**

Continuing to review services and suppliers that are utilised by the Centre focusing on minimising unnecessary expenditures without compromising the services

#### **4. QUALITY - 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

Following are some of the significant developments over the 12 months with regards to quality, health & safety

- Ako Langimalie is now using a new software programme APT for its database. APT stores all the children records and provides all data required for Ministry of Education reporting requirements
- Dishwasher and blind curtains for the centre had been installed
- Safe mats for the children play ground is planned to be done in the month of July 2016
- The Centre finally have the ability to do purchase online from Gilmours Manukau branch and stationary OfficeBuy for the Centre
- Continue to enforce the 46 Health and safety practices standard: general policy
- Work in partnership with our providers such as Mighty Mouth, Well Child Services
- Maintain Warrant and Fitness requirements for the Centre
- Practice health eating healthy actions at the Centre
- Incorporate health messages to children learning. For example – raising awareness with regards to Rheumatic Fever disease at the Centre through songs, poems, banners and actions

#### **5. POLICIES & PROCESSES**

The Centre is currently working very hard towards the ERO visit which highly likely to be happening this year even though no dates has been confirmed. Major emphasis of the preparation is on policies, procedures, programme planning, and self-review of the Centre

Policies and processes will be continuously reviewed, enforced and developed as required for the Centre

#### **ACKNOWLEDGEMENT**

I would like to take this opportunity to express my sincere gratitude and to acknowledge all Ako Langimalie Staff and CEO Dr Glenn Doherty for their hard works 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 & staff of Ako Langimalie are committed to the pursuit of Excellent Education of our children

Yours sincerely

Kasalanaita Puniani  
Ako Langimalie Centre Manager

26 July 2016



# AUDITORS REPORT AND FINANCIAL REPORT



Jeff Muir  
Chartered Accountant



Angela Cullen  
Finance Manager & Treasurer



**CHARTERED ACCOUNTANTS**  
OBCA LTD

## 2015 Financial Year Report

The 2015 financial year was another very successful year for the Society achieving a Net Operating Surplus of \$522,581, compared to a Net Operating Surplus of \$364,467 in the 2014 financial year. This equated to a 43.4% increase in a twelve (12) month period.

This was another significant improvement in the financial position in the twelve month period and this result was achieved by the Chief Executive continuing to negotiate additional contracts with the funders and achieving efficiency gains during the year.

The society has been able to deliver quality services to their patients and clients, improve the working conditions for the employees and continue to achieve annual surpluses.

The Net Surplus was attributable to both the Health Services and Pre-School cost centres increasing their enrolled patient numbers, enrolled children and registered teachers at the Pre-School.

The financial and non-financial reports continue to demonstrate that the Society continues to perform to the highest levels and this is a credit to the Chief Executive and the Management team as they continue to strive for excellence.

It is forecast that the Society will continue to achieve surpluses in future years due to sound financial controls, policies and procedures being implemented and that has provided the Society with another unqualified audit opinion.

Member Chartered Accountants Australia + New Zealand  
Director: Gaye Muir [gaye@obca.co.nz](mailto:gaye@obca.co.nz) Director: Jeff Muir [jeff@obca.co.nz](mailto:jeff@obca.co.nz)  
Phone 09 422 7032 Fax: 09 422 7023 197 Omaha Drive, RD6 Warkworth 0986

## INDEPENDENT AUDITORS' REPORT

### TO THE MEMBERS OF

### TONGAN HEALTH SOCIETY INCORPORATED

We have audited the financial statements of Tongan Health Society Incorporated on pages 2 to 18 which comprise the Statement of Financial Position as at 30 June 2015, and the statement of financial performance, statement of movements in equity for the year then ended, and summary of significant accounting policies and other explanatory information.

#### Board Responsibility for the Financial Statements

The Board is responsible for the preparation and fair presentation of these financial statements in accordance with generally accepted accounting practice in New Zealand and for such internal control as the board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

It is our responsibility to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing (New Zealand).

Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates as well as evaluating the overall presentation of the financial statements.

We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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

#### Opinion

In our opinion the financial statements on pages 2 to 18 present fairly, all material respects, the financial position of Tongan Health Society Incorporated as at June 30, 2015 and its financial performance for the year then ended.

*McGregor Bailey*

McGregor Bailey  
17 September 2015  
Auckland, New Zealand









**Tongan Health Society Incorporated**  
**Statement of Financial Position**  
**As at 30th June 2015**



	Note	2015	2014
<b>CURRENT ASSETS</b>			
Bank - Trading Account		13,263	-
Bank - Savings Account		230,756	335
Bank - Pre School 03 Savings Account		69,131	534
Petty Cash		200	200
Bank - Education Account		2,441	2,541
Bank - Pre School Account		11,315	6,986
Bank - Pre School 53 Account		101,366	-
Accounts Receivable		225,832	188,252
Power Bond		200	200
Sundry Debtors		144,079	119,655
Payments in Advance		1,614	732
<b>TOTAL CURRENT ASSETS</b>		<b>800,197</b>	<b>319,435</b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment		2,233,080	2,183,057
<b>TOTAL ASSETS</b>		<b>3,033,277</b>	<b>2,502,492</b>

<b>CURRENT LIABILITIES</b>			
Bank - Trading Account		-	33,221
<b>GST Due for payment</b>	1(b)	75,884	65,379
Accounts Payable		93,876	66,736
Accrued Expenses		187,327	144,073
Income in advance		9,000	-
Term Loans - Current Portion	2	51,600	51,750
<b>TOTAL CURRENT LIABILITIES</b>		<b>417,687</b>	<b>361,159</b>

<b>NON-CURRENT LIABILITIES</b>			
Term Loans	2	586,946	635,270
<b>TOTAL LIABILITIES</b>		<b>1,004,633</b>	<b>996,429</b>
<b>NET ASSETS</b>		<b>2,028,644</b>	<b>1,506,063</b>

**Represented by :**

**ACCUMULATED FUNDS**

Opening Balance		1,506,063	1,141,596
Plus Excess (Deficit) of Income over Expenditure		522,581	364,467
<b>TOTAL ACCUMULATED FUNDS</b>		<b>2,028,644</b>	<b>1,506,063</b>

*Makalata*

Chairperson

*J. S. S. S.*

Board Member

Date: 17-09-2015.



**Tongan Health Society Incorporated**  
**Statement of Movements in Equity**  
**For the Year Ended 30 June 2015**

	<i>(in NZ\$)</i>	
	<b>2015</b>	<b>2014</b>
<b>EQUITY AT START OF PERIOD</b>	1,506,063	1,141,596
<b>SURPLUS / (DIFICIT)</b>	522,581	364,467
Plus Excess (Deficit) of Income over Expenditure	<u>522,581</u>	<u>364,467</u>
<b>Total recognised revenues &amp; expenses</b>		
<b>EQUITY AT END OF PERIOD</b>	<u><b>2,028,644</b></u>	<u><b>1,506,063</b></u>





## CHARTERED ACCOUNTANTS

OBCA LTD

29 October 2015

Pauline Fakalata  
Tongan Health Society Inc  
PO Box 13569  
Onehunga  
Auckland

Dear Pauline

### Financial Statements for the Year Ended 30 June 2015

Detailed below are the key issues relating to the Tongan Health Society Incorporated financial statements for the year ended 30 June 2015.

McGregor Bailey, 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 2015 and this is the best audit opinion the Society can receive.

### The key financial issues are summarised as follows:

#### Statement of Financial Position

The bank account balances are in funds by \$428,272 as at 30 June 2015. (Last Year: \$22,825 overdraft)

The Accounts Receivable amount of \$225,832 relates to the contract payments due as at 30 June 2015. (Last Year: \$188,252)

The Sundry Debtors amount of \$144,079 relates to the payments due as at 30 June 2015. (Last Year: \$119,655)

The Society has Property, Plant and Equipment of \$2,233,080 as at 30 June 2015. (Last Year: \$2,183,057)

The GST Payable amount of \$75,884 relates to GST owing but not paid as at 30 June 2015. (Last Year: \$65,379)

The Accounts Payable amount of \$93,876 relates to creditor invoices received, but not paid as at 30 June 2015. (Last Year: \$66,736)

The Accrued Expenses amount of \$187,327 relates to holiday pay and other expenses owing but not paid at 30 June 2015. (Last Year: \$144,073)

The Non-Current Liabilities of \$586,946 relates to the Mortgage on the Buildings. In addition to the Non Current Liabilities, the current portion of the Term Loans amounts to \$51,600. The total amount of the loans is \$638,546. (Last Year: \$687,020 total)

Member Chartered Accountants Australia + New Zealand

Director: Gaye Muir [gaye@obca.co.nz](mailto:gaye@obca.co.nz) Director: Jeff Muir [jeff@obca.co.nz](mailto:jeff@obca.co.nz)

Phone 09 422 7032 Fax: 09 422 7023 197 Omaha Drive, RD6 Warkworth 0986



The Society has a retained earnings balance as at 30 June 2015 of \$2,028,644. (Last Year: \$1,506,063)

## **Statement of Financial Performance**

### **Net Operating Surplus**

The Society achieved a net operating surplus for the year ended 30 June 2015 of \$522,581. (Last Year: \$364,467)

The Health Services cost centres achieved an operating surplus of \$502,968 and this was primarily related to the receipt of new and variations to existing contracts and the Onehunga and Panmure clinics both achieving surplus for the year. (Last Year: \$352,432)

The Preschool achieved an operating surplus of \$135,131. (Last Year: \$70,119)

### **Summary**

The Society achieved a Net Operating Surplus of \$522,581 in the 2015 financial year and this was as a result of the Health Services and Preschool cost centres income received exceeding the expenditure in the year. (Last Year: \$364,467)

This equated to a 43.3% increase on the 2014 financial year result.

The bank position has gone from an overdraft of \$22,825 in 2014 to funds in the bank accounts of \$428,272 in the 2015 financial year. This is an outstanding achievement in a twelve (12) month period.

In addition to improving the financial position in excess of 43% and improving the bank position from an overdraft to an in funds position, the Society has also increased the Property, Plant and Equipment by \$50,023.

This has resulted in improved working conditions and upgrading the motor vehicle fleet.

The CEO and the management team must be congratulated on achieving another outstanding result in the 2015 financial year, the past two years results have returned the Society to a very financially viable organisation and this has also been rewarded with several awards for service delivery in 2015.

The Board are to be congratulated for their support of the CEO and management team and it is envisaged that the 2016 financial year will be another successful year for the Society.

The Tongan Health Society Incorporated has Charities Commission registration and the Society is required to file the 2015 annual return with the Charities Commission by 31 December 2015.

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






**TONGAN HEALTH SOCIETY INC**  
 Sosaletu Tonga ki he Mo'ui Lelie  
 Langimalie Integrated Family Health Centre

**TONGAN OUTREACH PROJECT**  
**KINGDOM of TONGA**  
**NEW ZEALAND**











**TONGAN HEALTH SOCIETY INC**  
Sosaieti Tonga ki he Mo'ui Lelei

## INTEGRATED OUTCOMES UNIT

- ❖ Early Childhood (0-5yrs)
- ❖ Family Assessments & Plans
- ❖ Housing Assessments
- ❖ Immigration Support
- ❖ Lifestyle Change Services
- ❖ Navigations Team
- ❖ Parenting Programmes
- ❖ Parish Nurse Services
- ❖ Psychiatry & Psychology Services
- ❖ Self Management Education
- ❖ Social Work
- ❖ Whanau Health Assessments & Plans
- ❖ Well Child Checks & Before School Checks
- ❖ Youth Services

***"Supporting Fanau Health & Well-being Outcomes"***



**0800 030 902**

EMAIL: [thsreferrals@tonganhealth.com](mailto:thsreferrals@tonganhealth.com)

1 FLEMING STREET, ONEHUNGA, AUCKLAND 1061

# SOCIETY DIRECTORY



## **Tongan Health Society Incorporated**

P.O Box. 13569, Onehunga, Auckland 1643, New Zealand

### **BUSINESS ACTIVITY**

Healthcare and Education Services Provider.

### **BOARD MEMBERS**

Malakai 'Ofanoa (Resigned 25/07/2014)

Aisake Takau (Resigned 07/08/2014)

Glenn Doherty

Tisiola Kakala

Ma'ata Fonua Teisi

Viliami Toafa

Pauline Fakalata

Maike Veikune

Mele Vaka

Inoke Masima

Glennis Mafi

Pauline Taufa

Viliami Tiselki (Resigned 13/08/2014)

Angela Cullen

Maukakala Ofa (Resigned 08/08/2014)

### **CHARTERED ACCOUNTANTS**

OBCA Ltd

Chartered Accountants

197 Omaha Drive

RD 6 Warkworth

### **BANKERS**

ASB Bank Limited

Onehunga

Auckland

### **AUDITORS**

McGregor Bailey

Chartered Accountants

Auckland

### **CHARITIES REGISTRATION**

Registration Number : CC22673

Registration Date : 8 April 2008





SOSAIETI TONGA KI HE MO'UILELEI

# Annual Report

JULY 2014 TO JUNE 2015



## Tongan Health Society Inc

*Transforming Tongan Futures  
Liliu ki he Leleiangē e Kaha'u 'o e Tonga  
Families First  
Fika 'Uluaki e Famili*

### Tongan Health Society Inc

📍 29 Hill St, Onehunga, Auckland  
☎ 0800 030 902/09 636 3629  
📞 09 636 3229  
🌐 [www.tonganhealth.com](http://www.tonganhealth.com)