

**Tongan Health Society  
Incorporated**  
Annual Report 2015/2016



Board Members



Dr Maika Veikune  
Chairperson



Telesia Tonga  
Vice Chairperson



Dr Glenn Doherty  
CEO/Clinical  
Director  
Board Secretary



Nalesoni Tu'inauvai  
Tupou



Pauline Taufa



Viliami Moli Toafa



Dr Etuate Lui Saafi

Vision

The Tongan Health Society and Langimalie Health Centre Secures Holistic Health.

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.

Values

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

The Working Style within Tongan Health Society is based on:

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



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# Chairperson Report

Strategic Directons 2013 – 2017



**Dr Maika Veikune**

Liliu Ki He Leleiang e Kaha'u 'o e Tonga.  
Fika 'Uluaki e Famili  
Chairperson

Liliu Ki He Leleiang e Kaha'u 'o e Tonga. Fika 'Uluaki e Famili-Transforming Tongan Futures, Families First is the Tongan Health Society five-year strategic plan. The Society continued its work programmes on its governance and business objectives in 2015/16 against the Society strategic plan.

**The Board of the Tonga Health Society has a twenty-year history of providing services to the community focused on health, social services and education.**

Over time the services have evolved to include a fully integrated approach to health and well-being. The Society offers clinical and non-clinical navigation services addressing health and socio-economic determinants of health and well-being using leading edge technology to assist families with achieving goals related to health and social issues. The packages of care are outcome focused and overtime will impact on community development principles and intergenerational outcomes.

The Society has recognised five key strategic directions and goals which include:

- Clinical Services
- Integration and Navigation
- Research Quality and Teaching
- Education and Training
- Innovation, Leadership and Influence
- Collaborations and Partnership

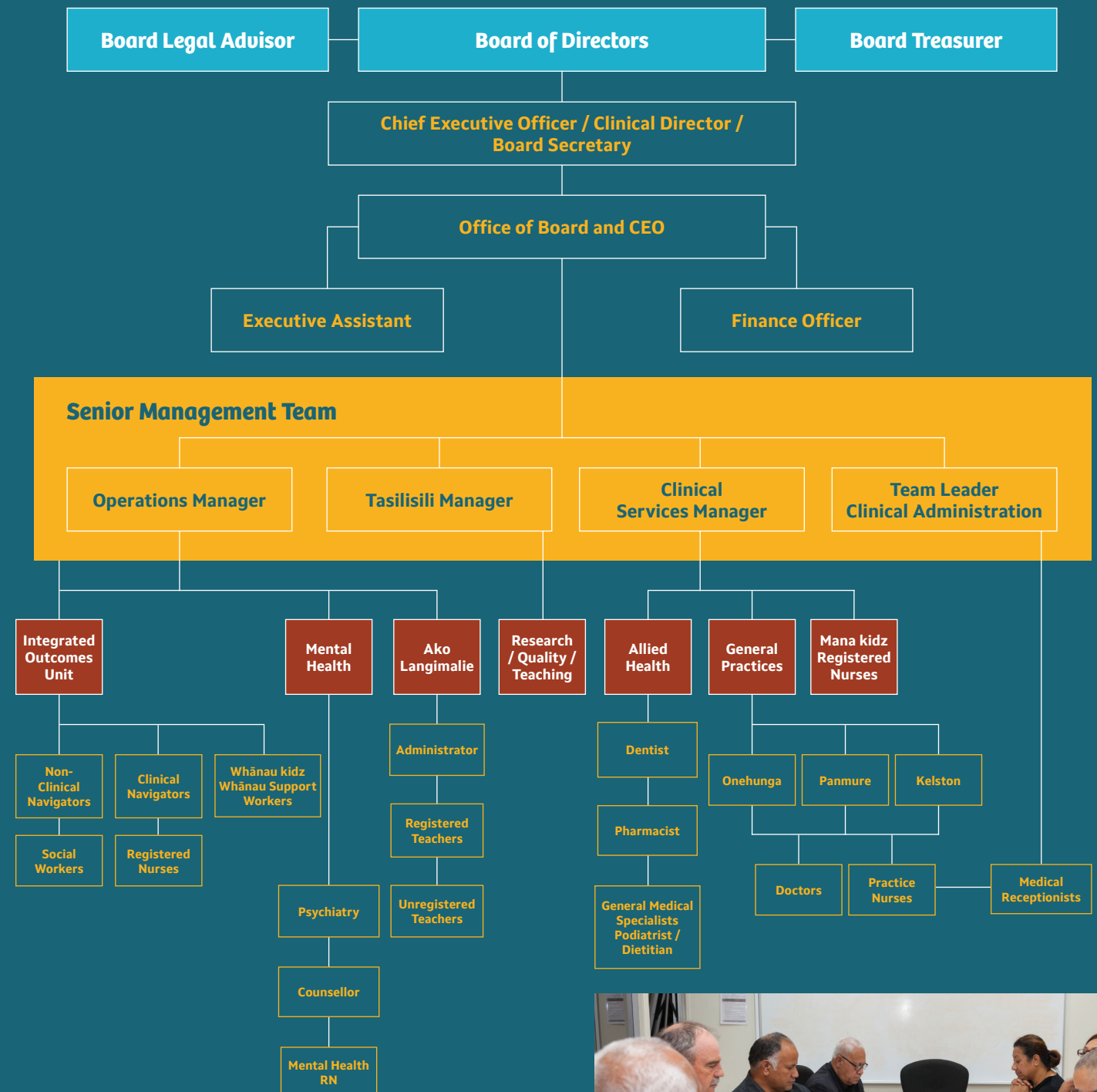
Our overarching objective is to work smarter and in an innovative way to achieve our organisational vision, mission and values and our strategic and constitutional imperatives. In order to achieve the five year plan, the Chief Executive Officer and Board have undertaken an organisational restructuring, the development of a specialist integrated outcomes unit, a review of its constitution, upgrades to implement client relation management tools to underpin client journeys through our services, allied health service integration and colocation and training and workforce development to ensure competency and quality in an increased range of services for our community.

I wish to thank the Board, staff and particularly our CEO and Medical Director, Dr Glenn Doherty, who has advanced the Society aspirations and work programmes across the whole of the Auckland region and improved the range and scope of services to our communities aligned with our strategic and constitutional objectives. The establishment of the new Kelston Mall Medical Centre is an example of our new services opened in West Auckland in September 2017.

I want to wish all staff and members of the Society a safe and warm Christmas and New Year with your friends and whānau over the festive season.

**Dr Maika Kinahoi Veikune**  
Chairperson

## Organisational Structure





# Chief Executive Officer Report



**Dr Glenn Doherty**  
Iwi : Ngati Porou, Hapu : Ngati Rangi  
**Chief Executive Officer, Medical Director and Board Secretary MB ChB (Otago) FRNZCGP**

## Expansion, Diversity, and Social Enterprise

The 2015/16 year was a year of expansion, diversity and social enterprise. The Society recorded a surplus of \$339,366 and began its due diligence around further developing its social services under the Integrated Outcomes Unit and began work on establishing its footprint across the Auckland region to expand its clinics and model of care to particularly vulnerable pacific Aucklanders. The operational and governance work programme is making significant progress around the diverse objectives and goals associated with its strategic plan, underpinned by the revised Society constitution.



Chairperson and CEO with Dr Tim Malloy, President of the Royal NZ College of General Practitioners.

## Financial Performance 2010 – 2016



## Integrated Outcomes Unit – Service Integration

The Society rolled out its CRM – Client Relationship Management Database and met its targets for the Integrated Contract for services providing packages of care for 130 Tongan families in the ADHB catchment. The contract uses a results based accountability framework to assess outcomes for vulnerable pacific families who need navigation to address their health and socio-economic matters.

Housing matters were the key issues identified for families in the Unit. The 2016/2017 year saw a dramatic increase in services under this contract with approximately 700 families enrolled under the Unit. Continuous streamlining and improvement of the database continues in partnership with the Alliance Health Plus PHO.

## National Rheumatic Fever Campaign

The Society entered into contracts with Alliance Health Plus PHO in the third year of the National Rheumatic Fever Campaign in conjunction with the Ministry of Health. The Society was awarded a Pacific Engagement Strategy Contract that focused on community based innovation under the programme.

A rapid response clinic contract was also negotiated in addition to home and clinical engagements and school based swabbing. Referrals from the Auckland Wide Housing Initiative also formed part of the contract. The Society was the top rapid response clinic in the Auckland Region and was also awarded the Top Performing Practice in the Rheumatic Fever Campaign across the Alliance Health Plus Practice Network.

THS was awarded additional funding due to its performance in the campaign and finally engaged 33 community groups under its contract working in partnership with largely the Tongan community. One of the highlights of this campaign period was working with Kelston Boys High School and Mt Roskill Grammar on the medication adherence app for smart phones and the website developed with Sutton Park Primary on key messages of the campaign.

## Kelston Mall Medical Centre

The CEO underwent a process of due diligence on behalf of the Board to look at the establishment of a new medical centre in Kelston West Auckland. The Society has wanted to expand its unique model of care across the Auckland region to facilitate increased access to our Tongan community but to also provide the model of care to all Aucklanders wanting to address their health and social issues under our packages of care particularly for vulnerable families.

The Society has worked with Waitemata PHO and Alliance Health Plus PHO, Ernst and Young and Crawshaw Property Ltd to advance the clinics development. The Board finally agreed to its development and it was opened by HRH Princess Mele Siuilikutapu in September 2017.

## THS and Mana Kidz School Based Programmes

### National Hauora Coalition

Further clinic expansion occurred following a successful outcome to an RFP process with the National Hauora Coalition leading to THS signing an agreement with the Coalition to provide five school based nurse led and whānau support worker clinics in South Auckland. The Society has employed nine new staff in the service and is now providing clinics in the following schools:

- Sutton Park School
- Papatoetoe North School
- Kingsford School
- Wymondley Road School
- Jean Batten School

The focus of this service is to provide treatment and management of Group A Strep through sore throat clinics, skin assessments, child health assessments, asthma management, oral health and ensuring children immunisations are up to date.

THS has performed well in its first few terms and is currently the second highest performing provider in its first two terms of service delivery. The Society has now been able to secure an additional two year contract to continue services in South Auckland.





# Chief Executive Officer Report

## Ministry of Social Development – Vulnerable Pacific Children, Youth and their Families

The Society undertook due diligence and developed a response to the Ministry of Social Development Request for Proposal (RFP) to provide services to vulnerable Pacific children, youth and their families. THS was successful with the RFP and signed an Outcome Agreement with the Ministry.

The focus of the contract and services are to provide navigation and social support to Tongan families who have experienced family violence. Many of our referrals are received through the Family Violence Interagency Response System in South Auckland.

The Society has over performed on this contract since its inception and has been able to achieve 300% over contract targets and has been awarded further contracts over a two year period for the community. The Society also maintained its MSD Level 2 Accreditation in August 2017.

## Jordan Reserve Community Gardens

The Society continued with the development of its Jordan Reserve Community Gardens and was able to secure funding to support Elderly Pacific Day Programmes through the Maungakiekie-Tamaki Local Board. Community based exercise, self-management education classes and community plot holding continues. Plans are underway to expand the plot holding, develop an insectary, fruit trees and an extension to Jordan Hall. THS will seek funding under the Lottery Grants Scheme in 2016/17 for further developments.

## Tongan Outreach Project

The Society undertook its outreach project in Tonga over June 2016 and timed this with the 150<sup>th</sup> Tupou Celebrations at Toloa and the Annual Methodist Conference in Tongatapu.

Village based screening occurred at Ha' asini, Lapaha and Popua. Rheumatic Fever promotions were conducted at Tonga High-Atele and screening also occurred at the Methodist Conference in Nuku'alofa. THS took its specialist team including Diabetes Nurse, Tongan Podiatrist, Registered Nurse, Medical Officer and Arthritis NZ and The Blind Foundation of NZ.

Data was collected from the screening activities and was sent to the National Diabetes Centre in Tonga. THS staff were also involved with the renovations of the Tupou College Hospital providing medical consumables, flooring, beds and equipment from Medical Aid Abroad.

HRH Princess Mele Siu'ilikutapu was also involved with the project and funds were raised under the auspices of the Friends of Toloa fundraising group.

## Ako Langimalie Preschool

The Society's Early Childhood Education Centre continued to provide high quality services to the Tongan community and prepared for its ERO review which was passed fully in May 2017. The school is licensed for 50 students and this was maintained at the end of the financial year. I would like to thank the ongoing support from the parents and teachers for the excellent service run at the school for our largely Tongan children.



Chairperson and CEO with Her Excellency, Sarah Walsh, New Zealand High Commissioner for Tonga.





# Chief Executive Officer Report

## Governance

The Society undertook a Special General Meeting on November 2015 to:

- Notify members of the voting of the changes to the constitution
- Vote on further changes not covered in the May 2015 Annual General Meeting that related to the Society objectives and goals
- Vote for new Board members

Mr Soane Foliaki and Mrs Telesia Tonga were appointed as new Board members.

## Awards

THS was fortunate to be awarded the following awards over the 2015/16 year:

- Top Performing Practice in the Rheumatic Fever Campaign
- 100% Immunisation across all quarters of the 2015/16 for 8 month immunisations

In addition the Society achieved a Cervical Smear rate of 74.87% across both its practices which was the highest result the Society has achieved under the cervical screening programme. Dr Doherty was a finalist in the AUT Faculty of Business and Law: Excellence in Business Support and Mrs Mele Vaka was awarded the inaugural Primary Healthcare Nursing Award in May 2016 from the Auckland District Health Board.

## Award Updates

The Society received the following Awards in 2016/17:

- Business Excellence in Social Enterprise – NZ Tongan Business Council – Auckland Chamber of Commerce
- Top Performer in combined cardiovascular disease management for dual and triple therapy for patients with a 20% or more cardiovascular risk
- Second highest overall rate of cardiovascular disease risk assessments – 95%
- Excellence in Undergraduate Nursing Teaching – Manukau Institute of Technology (MIT) Training and Workforce Development.

**The Tongan Health Society continues to have a significant workforce development and training programme for all staff with a particular focus on pacific workforce development.**

The programme includes:

- MIT Nursing Placements
- Social Worker Practicum Placements
- Nurse Entry to Practice Programme (NETP Programme)
- Medical Student Placements
- General Practitioner Registrar Placements (RNZCGP)
- ECE Teacher Practicum Placements
- Postgraduate Pacific Researchers

This has also led to the Society being accredited with the University of Auckland School of Medicine Department of General Practice for the teaching of 5th year medical students and Dr Doherty was made a Senior Honorary Lecturer for the University of Auckland School of General Practice.

Dr Doherty is also a member of the Education Advisory Group for the Royal New Zealand College of General Practitioners, a clinical examiner for the college, medical educator and was appointed to the Royal College Awards Committee. He is also a medical educator for the GPEP 1 programme for the College.



## Research

A considerable research portfolio has been developed over the financial year to date. Dr Mafi and Dr Doherty continue to oversee now eight substantial research projects in association with:

- Counties Manukau District Health Board
- Massey University
- University of Auckland / School of Population Health
- Auckland Clinical Studies

The Society continues to focus on quality and excellence for our clients and community that we serve, progressing the range and scope of services to advance and consolidate the aspirations and goals of its founding members.

It continues to be a privilege to lead a progressive and growing organisation that has shown innovation, diversity and growth across the Auckland region serving a largely ethnic specific Tongan clientele using unique and responsive models of care.

I wish to thank the Board, management, staff, THS members and our stakeholders for continued support for the Society.

**Dr Glenn Doherty**  
Chief Executive Officer, Clinical Director  
and Board Secretary



# Tasilisili Manager Report

Research, Quality and Teaching



Dr Glennis Mafi  
Tasilisili Manager, 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, the RNZCGP quality standard for general practices continues as an ongoing exercise to maintain the achievements of previous years. This is ongoing for all of our clinics including the new one at Kelston.

## Clinical Governance

Dr Glennis Mafi resigned from the Alliance Health Plus PHO Clinical Governance Committee in October because of the demands of the new Kelston Clinic but PN Mele Vaka continues as nurse representative for the PHO.

## Research and Audits

### 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, audits of diabetics are performed regularly and this has been used in a research project for insulin initiation and intensification and for our ongoing care of diabetic patients.

Our diabetes team now consists of two part-time nurses Fifita McCreedy and Rachel Steed (who joined us recently), Prof Tim Cundy who visits monthly to assist with challenging cases, and all clinic nurses and doctors who care for the majority of patients day to day. Ms Ana Kalolaine Funaki (Kalo) visits twice a month to provide a very valuable podiatry service for our diabetic patients.

Dr Glenn Doherty provides close over-sight as this is a very important part of our service. Please see the table opposite for other research projects we are currently involved in.

### Patient Harms in General Practice

Looking only at the Panmure Clinic and other similar practices, this is a joint project with the Otago School of Medicine – completed, with report recently received for our consideration and learning.



Professor Ed Gane, Hepatologist, Auckland Clinical Studies.

## Research Programme at Tongan Health Society as at 30/06/2017

RESEARCH PROJECT	KEY INVESTIGATORS	DATE APPROVED BY CEO & BORAD	STAFF INVOLVED	DATE COMPLETED
1 Living with dementia in a NZ Tongan community	Dr Chris Perkins Psychogeriatric CMDHB & ADHB Dr Sarah Cullum Consultant Psychiatrist CMDHB	20/04/2017	Dr Glennis Mafi Dr Staverton Kautoke Ms Makoni Havea Dr Siale Foliaki	Ongoing
2 Periodic Fasting & Daily Probiotics in Obese Pre-diabetics (PROFAST)	Dr Rinki Murphy Auckland University	29/11/2016	Ms Fifita McCreedy Dr Glenn Doherty	Ongoing
3 Tongan Understanding & Experience with Genetic Counselling	Ms Heather Mann Massey University	09/11/2016	Dr Glenn Doherty Dr Glennis Mafi Ms Mele Vaka	Ongoing
4 Palliative Care for Pacific Populations	Dr Sunia Foliaki Massey University	17/10/2016	Dr Glenn Doherty Dr Glennis Mafi Ms Mele Vaka	Ongoing
5 An Exploration of Factors affecting preoperative attrition in pacific clients who are eligible for publicly funded bariatric surgery from the perspective of health professionals	Prof. T. Cundy Dr Tamasin Taylor Auckland University	18/05/2017	Dr Glennis Mafi Dr Glenn Doherty	Ongoing
6 Determining the feasibility and cost-effectiveness of a population-based abdominal aortic aneurysm screening programme for Māori residents of Waitemata DHB	Dr Peter Sandiford WDHb	22/06/2017	Dr Glennis Mafi Dr Glenn Doherty	Ongoing
7 Clinical trials for patients with Non-Alcoholic Steatohepatitis (NASH)	Prof. Ed Gane Auckland Clinical Studies	22/06/2017	Dr Glennis Mafi Dr Glenn Doherty	Ongoing
8 Use of Suprasystolic Oscillometric Pulse Waveform for Atrial Fibrillation Screening	Prof Robert Scragg School of Population Health Auckland University	22/06/2017	Dr Glennis Mafi Dr Glenn Doherty	Ongoing



Professor John Ovretveit, Professor of Improvement Implementation and Evaluation, Director of Research, LIME/MMC, Karolinska Institute Medical University, Sweden.





# Tasilisili Manager Report

## 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. We are proud to be able to assist with the training of doctors, nurses and other health professionals, especially exposing them to Pacific Health challenges and joys. Some stay and some move on for a wide range of reasons, but for the Tongan Health Society this is a very important part of our work.

THS has a strong commitment to particularly pacific workforce development.

### Fellowship of the Royal NZ College of General Practitioners

Drs Gopal Chebbi (locum) and Akanesi Makakaufaki (full time employee) 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

Since our last AGM, Dr Natasha Bansal and Dr Zach Kidman completed their membership and GPEP 1 requirements for the RNZCGP. We also had Dr Qiqi Chua for six months and currently have Dr Tracy Ekeroma. This training is overseen by Dr Glenn Doherty with assistance from Dr Glennis Mafi.

### New Grad NETP Programme

Nurse appointment and oversight funded by ADHB & AH+. This is for a 1st year graduate nurse, the position filled by Ms Anau Tatafu last year, and currently by Ms Mele Alamani Mataupu.

While with us Mele has completed her vaccinator course along with another nurse who joined us this year, Ms Parwinder Kaur.

We greatly appreciate having these high quality nurses working with us in the clinic.

### MIT Nurse Primary Care Practicums

A succession of excellent Pacific (mainly Tongan) student nurses have done their practicums at Langimalie.

## Wide Range of Courses and Training

These have been attended by all our Integrated Outcomes Unit and Clinic staff.

### Ako Langimalie Early Childhood Education (ECE) Centre in Manurewa

#### Teacher Practicums

The MIT is placing teacher practicums at the Ako Langimalie pre-school.

#### Social Worker Practicums

MIT and Massey University are providing social worker practicums to be placed in the Integrated Outcomes Unit (IOU).



## Medical Students

The University of Auckland School of Medicine has accredited the Tongan Health Society Clinics for undergraduate teaching of medical students in 2015.

Dr Doherty has been appointed as Senior Hon. Lecturer at the University of Auckland School of Medicine Department of General Practice and Primary Care.

## Awards, Special Achievements and Appointments

Dr Glenn Doherty, has been a clinical examiner for the RNZCGP registrar training programme.

Dr Doherty has been appointed to the RNZCGP Education Advisory Group.

Dr Doherty has been appointed to the RNZCGP Awards Committee.

MIT has awarded THS an Excellence in Undergraduate Nurse Teaching.

### Long term medical appointments:

Dr Arushi Kaura has been appointed a fellow of the RNZCGP (Nov 2017).

Dr Nitin Darbarwar, is an experienced doctor, and is about to start his GP training under supervision of Dr Doherty. He will be working mainly at Kelston Clinic.

**Dr Glennis Mafi**  
Tasilisili Manager



# Integrated Outcomes Unit



**Kasalanaita Puniani**  
Operations Manager

The Integrated Outcomes Unit (IOU) continues its mission to becoming a Unit of Excellence in delivering health services with its unique model of care that is underpinned by IT technologies such as CRM and MedTech. The model of care addresses a wider scope of activities and skills required in order to make a difference for the communities that we serve. Staff continued to be supported with their on-going professional development within their specific field of work.

The IOU model of care provides a great platform for families to work in partnership with our navigators in planning, setting goals, and implementing pathways towards achieving families own set goals in terms of their health and wellbeing. The overall emphasis is to support and enable families to manage their short, medium and long goals towards achieving their desired outcomes and aspirations.

The contracted target of 130 families for the year was met and exceeded.

The IOU team is made up of clinical (nurses) and non-clinical navigators (social workers and counsellors). The Operations Manager manages the Unit. The table below outlines contract services being delivered through the Unit.

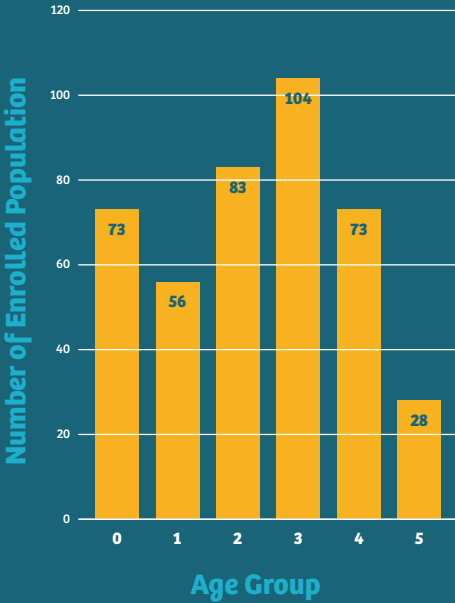
## Service Contracts

SERVICE CONTRACTS	VALUE
Well Child Services	\$454,250
Packages of Care for Pacific Families	\$323,681
Pacific Engagement Strategy (Rheumatic Fever)	\$335,678
Ministry of Social Development – Family Violence	\$138,000
Tangata O Le Moana	\$80,500
Parish Community Services	\$182,486
Health Village Action Zone	\$80,500
Primary Mental Health	\$138,828
Before School Checks	\$4,704
SME ADHB	\$5,000
SME CMDHB	\$3,000
AWHI	\$17,250
Gardening	\$2,875
Total	\$1,766,752

## Well Child Service

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

## Enrolled Child Population 0–5 years old



## Before School Checks (B4SC)

This is an additional contract targeting four year old children in the ADHB catchment. This is a wide-ranging and development check for four year old children before they start primary school. B4SC operates in a fee for service financial model with no set volume.

## Family Violence

The main objective of the Family Violence Programme is to provide support services to Tongan families who have experienced Family Violence in the Auckland region.

Viliami Tu’ipulotu a Non Clinical Navigator/ Social Worker has successfully delivered this programme and exceeded the contract target in the last 12 months by 300%.

## Parish Community Nursing

Parish Community Nursing primary objective is to provide culturally appropriate and relevant Nursing services that identify and address health needs of church members and navigate ways to improve their health outcomes.

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

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

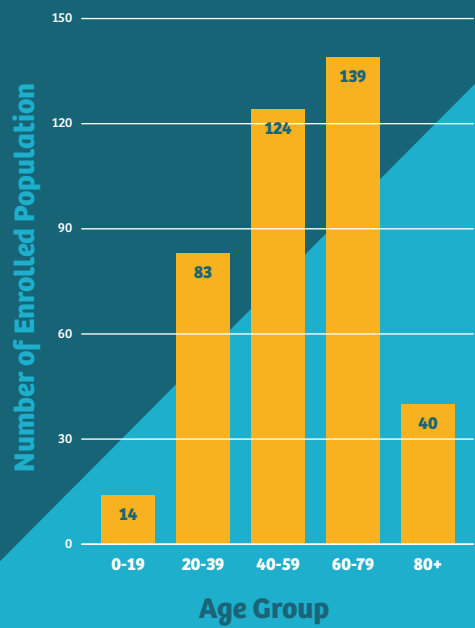


# Integrated Outcomes Unit

## Mental Health

Primary Mental Health's objective is to provide the appropriate help at the earliest opportunity possible. Dr Staverton Kautoke (Psychiatrist Registrar) and Makoni Havea (Mental Health Nurse Specialist) continue to provide vital psychiatric service to our people (overseen by Dr Alo Foliaki Consultant Psychiatrist). Mental Health problems are hidden and often left untreated. Services are free and weekly specialist clinics are provided at Langimalie Clinic, Onehunga.

## Enrolled Population with a Mental Disorder by Age Group



## Rheumatic Fever Prevention Campaign

There were three programmes addressing rheumatic fever in Pacific population.

- 1 Pacific Engagement Strategy (PES)
- 2 Rapid Response Clinic
- 3 AWHI

THS's performance in PES has been outstanding and our clinic is amongst a few dedicated clinics providing free sore throat swaps in Auckland.

Kids who ended up in the hospital with rheumatic fever are eligible for this service. With parental consent their house can be assessed for improvements to make it warm and dry as a way of preventing rheumatic fever.

In this financial year THS was the top performer in the Rheumatic Fever Programme and highest performer in the raid response clinics in the Auckland region.

## Self-Management Education Courses

The aim of the service is to improve the self-management capacity of our Pacific Population with Long Term Conditions through the delivery of the Stanford Self-Management Programme and follow up diabetes Self-Management education.

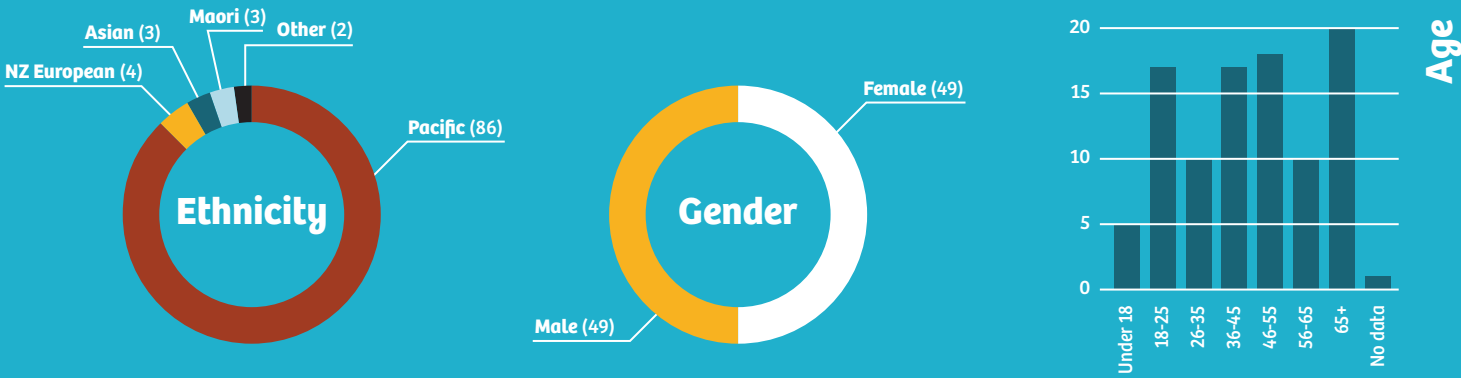




# Integrated Outcomes Unit

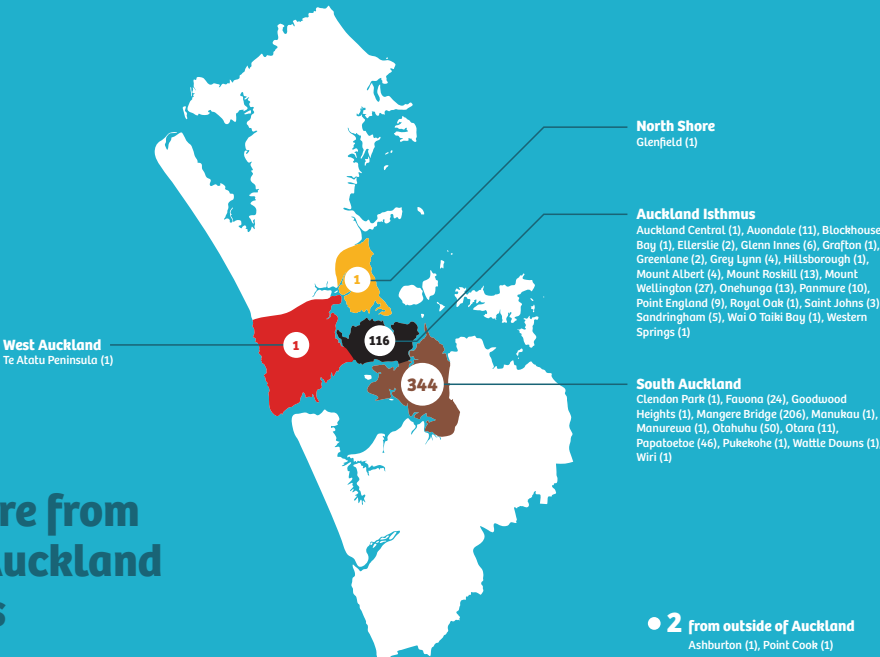
## Mental Health

## MSD Data

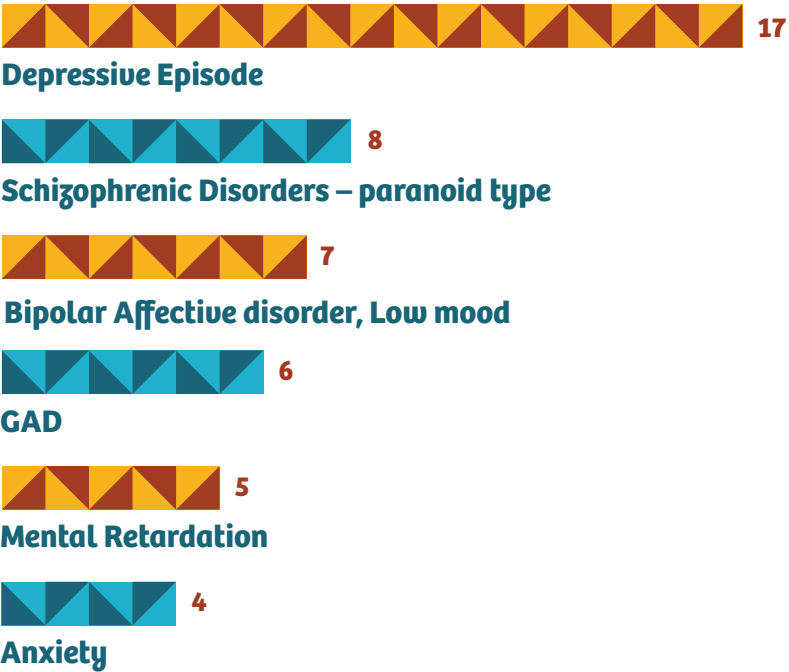


Location

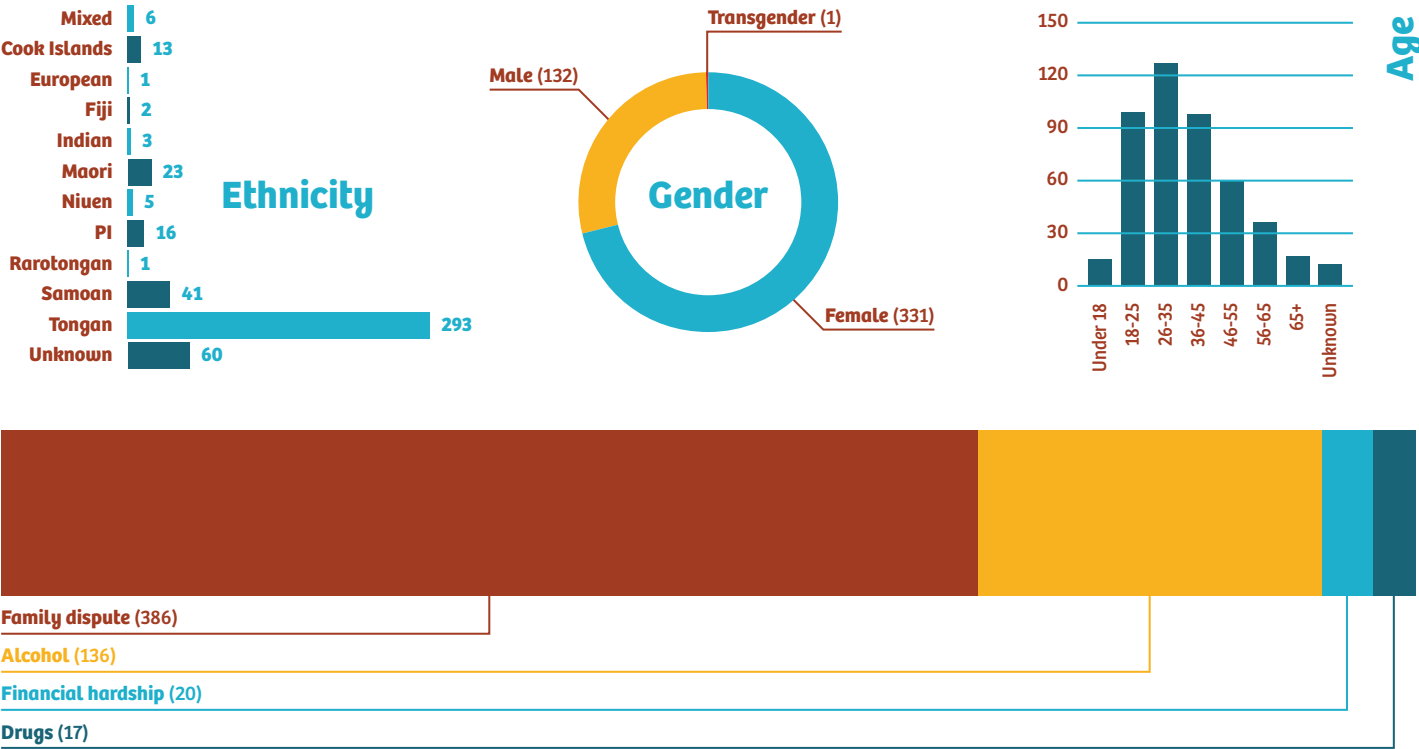
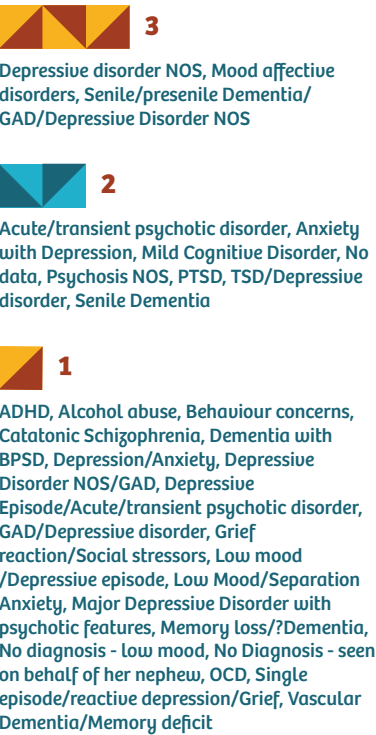
74% were from South Auckland suburbs



## Diagnosis



### For each diagnosis



# Clinical Services Manager Report

Highlights for the year 2015 / 2016



Mrs Mele Finau Fetu'u Vaka  
NZRN BHSc PGc PGd  
Clinical Services Manager

Tomu'a tuku ai pe ha fakafeta'i ma'olunga kihe 'Otua 'ihe'ene 'ofa ta'efilifilimanako 'o lava ketau a'usia mai ai 'ae ngaahi 'aho ni. Fakatulou atu pe kihe fuka 'oku kei vilingia pea pehe kia hou'eiki kae 'ataa mu'a mo'oku ke kei fakahoko atu ai pe 'ae ngaahi ngafa fatongia 'oku fakahoko 'i he 'api ko Langimalie.

## Acknowledgement

I wish to particularly thank the CEO /Medical director Dr Glenn Doherty for his hard work and the support that has been provided to me over the four years in my role as a manager. Also, thank you to all staff with whom I have been so grateful to work with, as without your support we wouldn't be able to achieve the great outcomes we have managed.

I am very pleased to once again have the opportunity to share our highlights for the 2015/2016 year. We have experienced good outcomes and met numerous challenges during the year. Working at the clinic on a daily basis, I have experienced different views, different expectations and different issues from patients, families and staff depending on the nature of the day. However, I always have core values with me in order to provide clear direction which has resulted in good outcomes.

## Our focus

### Patient

The needs of our patients and their families guide our actions, especially nursing care.

### Team

We are committed to fostering an environment that promotes respect, positive communication, and collaboration among all members of the patient/family/healthcare team.

### Community

We are dedicated to serving the people of the community and all who came to us for care, honouring their unique and diverse needs.

### Profession

We are committed to excellence in nursing by creating a culture of life-long learning that integrates evidence-based practice, research and professional development.

We endeavour to provide care to the best of our capability, however, there has always been some challenges that we face in our day-to-day practice. I have to mention and proudly thank all staff for the effort they have put in to achieving good outcomes for our patients.

## Achievements and Quality Services

- In 2015/2016 Langimalie has achieved immunization coverage of 100% for 8 month olds. However, it was a big effort contributing to this national target in terms of recall, home visiting and supporting family to bring their babies for immunization at the clinic.
- Achieved the top Performer in Rheumatic Fever Prevention Programme
- Achieved the Cornerstone Accreditation
- Achieved Cold Chain Accreditation.

## Teaching Programme with Nurses at the Clinic

NETP nurses who are new graduate registered nurses need training on their pathway to become a Registered Nurse level two.

'Ofa Laiseni  
'Anau Tatafu

- MIT Students  
first year – 21 students
- MIT Students  
third year – 16 students
- ADHB Rangatahi work experience  
nurse – 1 student.

During 2015, the CEO Dr Glenn Doherty and I encouraged every nurse who works at the Tongan Health Society, to complete their Professional Development and Recognition Programme (PDRP) according to the New Zealand Nursing Council Standard of professional nursing practice and competencies.

The concept behind nurse professionalism is quite fundamental; it's all about the patients and meeting the demands of a dramatically changing health care system. As we enter a new era of professional practice standards, nurses must change and think more critically and be creative in implementing nursing care.

The chart below shows the disease burden experienced by most of our Pacific people, especially Tongan people, during the 2015/2016 year (Langimalie Clinic).

The chart also shows that patients and staff work need to work collaboratively, in order to address the disease levels and reduce their occurrence.

Other services continue to be delivered. These include; Mental Health Services, Podiatry Services, Dietician Services, Cervical Screening Services, Long Term Health Condition, Recall Services, Call centre, Immunization, Primary Option for Acute Care(POAC), Antenatal Services and Wound Management.

## Staff Professional Development Achievement

Mele Finau Vaka – Postgraduate  
Diploma in Specialty Care

'Anau Tatafu – NETP Programme RN level1

Lupe Helu – Cervical Smear Taker Programme

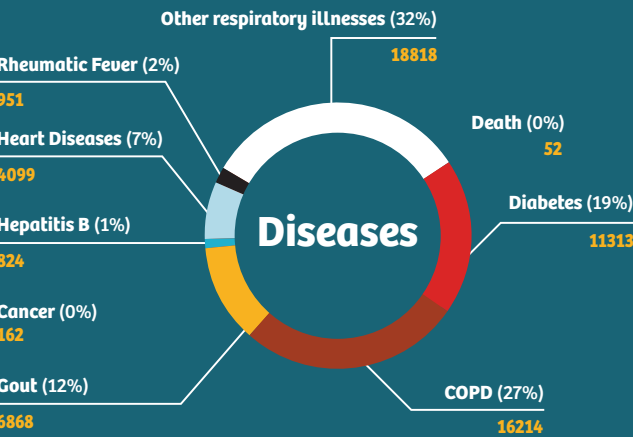
Lupe Helu – Independent Vaccinator Course

Lupe Helu – The Fundamentals of Diabetes  
and CVD Nurse Education Course

Ika Ve'a – Cervical Smear Certificate

Mrs Mele Finau Fetu'u Vaka  
Clinical Services Manager

## Number of Consultations for Chronic Diseases



# Ako Langimalie Preschool Report



**Jennifer Lavemai**  
Ako Langimalie Centre Supervisor

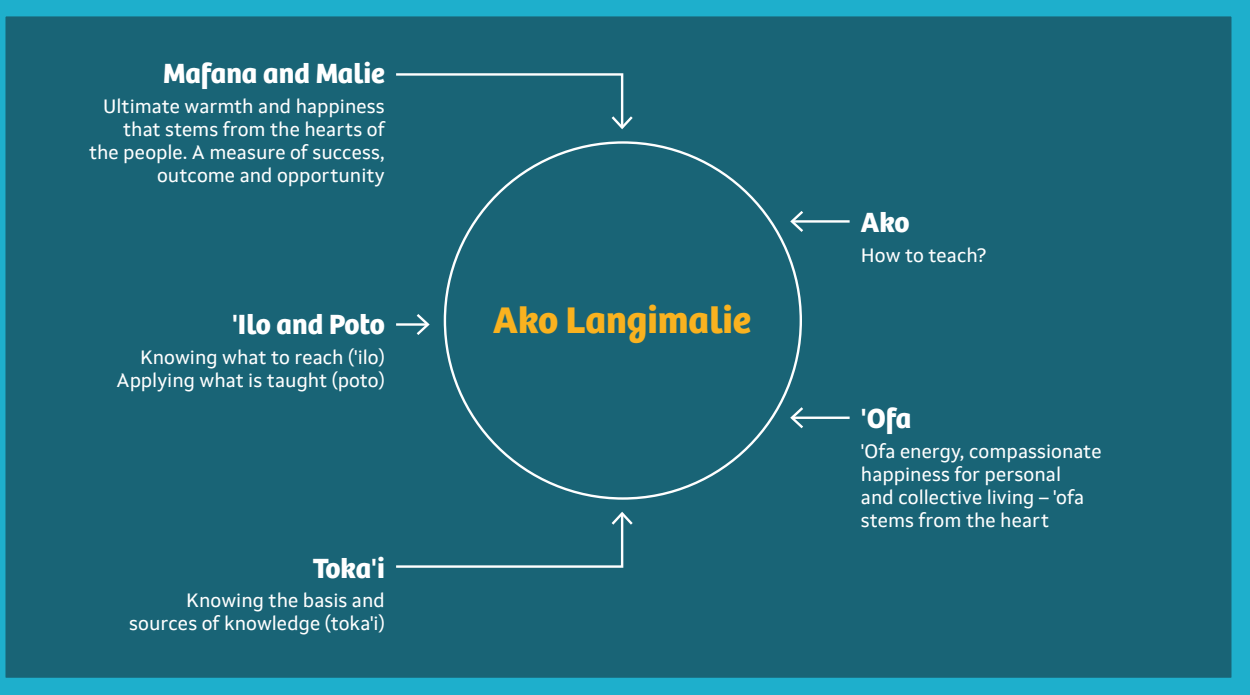
Ako Langimalie continues to provide top quality services in its safe environment fostering and maximising children's learning and development. The Centre's philosophy, goals, and learning outcomes are all aligned with the Te Whariki Curriculum and we continue to strive to become a Centre of Excellent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

The centre promotes education and care through a bilingual Tongan programme.

The centre's philosophy is underpinned by a holistic framework (as shown in the diagram below) of wellbeing that is grounded in Tongan language and cultural values. Most of the children enrolled are of Tongan heritage.

Ako Langimalie strives to:

- 1 Maintain a natural, peaceful and unhurried environment
- 2 We believe in the bi-cultural practices of Aotearoa New Zealand, and endeavour to ensure all children and their whānau are welcomed here
- 3 Emphasise the essence of heritage traditional values, beliefs and practices
- 4 Endeavour to aligns its goals, learning outcome with the ECE curriculum (Te Whariki)
- 5 We believe that effective teamwork in a respectful environment with good communication ensures children will develop secure attachments.



## The Focuses for the Ako Langimalie Financial Year 2017

- 1 Children & Learning Outcomes of Te Whariki
- 2 Workforce
- 3 Revenues and funding
- 4 Quality Services & Health Safety

### 1. Children and Enrollments

Ako Langimalie is licensed for 50 children, including 10 under two years of age. The centre is organized into separate age groups for children under and over two years of age. Infants and toddlers have a separate indoor play space and their programme is led by an experienced head teacher. The supervisor leads the programme for children over two.

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

The ages of the children range from 6 months to < 5 years old. The majority of the children are Tongan but we also have other nationalities such as Māori 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 (4 fully registered; 1 provisionally registered)
- 1 unqualified teacher (has completed ECE level 4)
- 1 administrator

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

### Professional Development

Ako Langimalie continues to seek and utilised opportunities to grow our teachers professional knowledge and skills through training such as; 'Team building, Programme planning, Self-review, Leadership, Transition and Teaching strategies to maximise children's learning.

Leaders provide relevant professional development for our teachers to continue strengthening curriculum design and delivery. Professional Learning development training session was conducted by the SELO programme Sulieti Pau'uvalle supporting our teachers in many curriculum areas.

### Teachers and Parents

Teachers and whānau are continuing to work alongside our children as we see parents as equal partners in their child's learning. Parents are the child's first teacher and know their child best. We want parents to be part of the community of people working together for the benefit of the children.

We want the web of relationships to extend as a natural part of their child's learning, in reciprocal relationships with the teachers in Ako Langimalie's activities. We anticipate involvement in the children's portfolio, PTA talanoa meetings (parent's led) every 3 months, responding to questionnaires, and joining in social events or discussions.





# Ako Langimalie Preschool Report

## 3. Funding

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

### Teachers – Students Ratio

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

### School Fees

School fees have been reviewed and new charges (as shown below) commenced on Monday the 4th July 2016.

Ages	Fees
Infant 0 – 1 year	\$70.00 / week
Over 1 – 3 years	\$50.00 / week
Over 3 years	\$20.00 / week

- 2 siblings**  
10% discount for the 2nd child's fees
- 3 siblings**  
Another 10% discount from the 3rd child's fees
- Late pick up fees**  
\$15 charge for those who pick up their children late

## Marketing Strategy and Action Plans

- Ako Langimalie has now establish a new Facebook page to build an online community, promote the centre and to lift the Centre's public profile.
- Preschool has been advertised through the Tongan News Paper 'Kakalu' and through radio programmes
- School fees family promotion (10% discount 2nd or 3rd sibling)
- Tongan Health Society distributed 1500 leaflets around the Manurewa community

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

## Seeking and Securing New Funds for New Services

The Centre will continue to proactively provide services that are needed by the communities.

### Suppliers and Services

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

## 4. Quality Services and Health and 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 uses APT software programme for its database. APT stores all the children records and provides all data required for Ministry of Education reporting requirements.
- 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 (B4 school check)
- Ako Langimalie celebrated 'Healthy Heart Day' to support and to share a common goal 'to make a positive impact on the heart health New Zealand'
- Maintain Warrant and Fitness requirements for 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.

## Significant Developments

- Ako Langimalie Preschool successfully completed the ERO review for the first time. It has been given the maximum of three years until the next review with no recommendations. The review findings clearly state that the Ako Langimalie Preschool is giving good quality care and education and that the programme is consistent with the centre's philosophy and values (This report can be found at the Education Review Office - Ako Langimalie 8/05/2017).
- Teachers have worked successfully on their Self-Review plan (Plan & Spontaneous). There has been lots of transformation and change by creating spaces and adding to our environment both indoor and outdoor.
- Vegetable gardening continues and the sale of produce enables us to purchase more plants for their garden.
- Preschool has now built a strong community partnership with the Glendon Library and the Glendon Park Primary School through our transition to school programme with our four year olds. We had the privilege of hosting the Library mat time for Tongan Language week this year and also took our 4yr olds for a visit to Glendon Park Primary school before turning five.
- Ako Langimalie has worked closely with our Pacific communities to maintain and promote heritage language. The centre has recognised the importance of these cultures and have had the opportunity to celebrate the Samoan, Cook Island, Fijian and Te Reo Māori, as well as the Tongan Language week in 2017.
- Family Fun Fiefia Day was successful and a huge thank you to all our lovely parents for their support and contribution.

## Policies and Processes

Prior to ERO review, 26 policies and procedures were reviewed and we are continuing to review more policies in order to improve our service.

The AL Preschool achieved a successful ERO outcome in May 2017.

The centre have now establish a new policies and procedures as part of our Healthy Hearth award Programme:

- Lunch Box Policy
- Physical Activity Policy
- Healthy Eating Policy

## Acknowledgement

I would like to take this opportunity to express my sincere gratitude and to acknowledge Ako Langimalie Staff, Operational Manager Kasalanaita Puniani, 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 experience.

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 outcomes of our children.

Jennifer Lavemai  
Ako Langimalie Centre Supervisor

# Financial Report



20 October 2017

Maika Veikune  
Tongan Health Society Inc.  
PO Box 13569  
Onehunga, Auckland



## Financial Statements for the Year Ended 30 June 2016

Detailed below are the key issues relating to the Tongan Health Society Incorporated financial statements for the year ended 30 June 2016.

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 2016 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 \$690,396 as at 30 June 2016. (Last Year: \$428,272)

The Accounts Receivable from Exchange Transactions amount of \$201,183 relates to the contract payments due as at 30 June 2016. (Last Year: \$225,832)

The Sundry Debtors amount of \$221,691 relates to the payments due as at 30 June 2016. (Last Year: \$144,079)

The Society has Property, Plant and Equipment of \$2,255,585 as at 30 June 2016. (Last Year: \$2,233,081)

The GST Payable amount of \$63,687 relates to GST owing but not paid as at 30 June 2016. (Last Year: \$75,884)

The Accounts Payable amount of \$78,678 relates to creditor invoices received, but not paid as at 30 June 2016. (Last Year: \$93,877)

The Accrued Expenses amount of \$57,508 relates to expenses owing but not paid at 30 June 2016. (Last Year: \$187,327)

The Accrued Expenses – Personnel amount of \$197,899 relates to the wages accrual and annual leave expenses owing but not paid at 30 June 2016. (Last Year: included in Accrued Expenses above)

The Non-Current Liabilities of \$540,025 relates to the Mortgage on the Buildings. In addition to the Non Current Liabilities, the current portion of the Term Loans amounts to \$53,374. The total amount of the loans is \$593,393. (Last Year: \$638,546)

The Society has a retained earnings balance as at 30 June 2016 of \$2,368,009. (Last Year: \$2,028,643)

## Statement of Financial Performance

### Net Operating Surplus

The Society achieved a net operating surplus for the year ended 30 June 2016 of \$339,366. (Last Year: \$522,581)

The Health Services cost centres achieved an operating surplus of \$368,856 and this was due to the receipt of new and variations to existing contracts and the clinics achieving surpluses for the year. (Last Year: \$502,968)

The Preschool achieved an operating surplus of \$56,734. (Last Year: \$135,130)

## Summary

The Society achieved a Net Operating Surplus of \$339,366 in the 2016 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: \$522,581)

Charities Services introduced a new reporting requirement in the 2016 financial year and the Society was required to report under the Tier 2 regime, this has resulted in new terminology such as Cash and Cash Equivalents, instead of Bank, Revenue from Exchange Transactions instead of Income Received, the requirement to include a Statement of Cash Flow and the Notes to the Financial Statements require more detailed information.

The Cash and Cash Equivalents has gone from \$428,272 in the 2015 financial year to \$690,396 in the 2016 financial year. This is another outstanding achievement in a twelve (12) month period.

The Society continues to improve the financial position on an annual basis and continues to deliver quality services to the patients and community. The Society continues to receive accolades for quality service delivery from the Funders.

The CEO and the management team must be congratulated again this year on achieving another outstanding result. The past three years results have ensured that the Society is a very financially viable organisation.

This enables the Society to continue to seek opportunities for new contracts and the expansion of the existing services in the future.

The Board are to be congratulated for their support of the CEO and management team to enable these favourable results to be achieved.

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**  
**Director**

# Statement of Financial Position

AT THE YEAR ENDED 30 JUNE 2016

ALL IN \$000	2016	2015
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	690,396	428,272
Petty Cash	200	200
Accounts Receivable from Exchange Transactions	201,183	225,832
Power Bond	200	200
Sundry Debtors	221,691	144,079
Payments in Advance	826	1,614
<b>Total current assets</b>	<b>1,114,496</b>	<b>800,196</b>
<b>NON-CURRENT ASSETS</b>		
Property, Plant and Equipment	2,255,585	2,233,081
<b>TOTAL ASSETS</b>	<b>3,370,081</b>	<b>3,033,277</b>
<b>CURRENT LIABILITIES</b>		
GST Due for payment	63,687	75,884
Accounts Payable	78,678	93,877
Accrued Expenses	57,508	187,327
Accrued Expenses - Personnel	197,899	-
Income in advance	10,900	9,000
Term Loans - Current Portion	53,374	51,600
<b>Total current liabilities</b>	<b>462,046</b>	<b>417,688</b>
<b>NON-CURRENT LIABILITIES</b>		
Term Loans	540,025	586,946
<b>Total liabilities</b>	<b>1,002,071</b>	<b>1,004,634</b>
<b>NET ASSETS</b>	<b>2,368,009</b>	<b>2,028,643</b>
<b>Represented by:</b>		
<b>ACCUMULATED FUNDS</b>		
Opening Balance	2,028,643	1,506,063
Plus Excess (Deficit) of Income over Expenditure	339,366	522,581
<b>TOTAL ACCUMULATED FUNDS</b>	<b>2,368,009</b>	<b>2,028,643</b>

Acting Chairperson

Date

Board Member

Dr Glenn Doherty  
CEO & Clinical Director  
Tongan Health Society Inc  
Langimalie Integrated Family Health Centre  
1 Fleming Street, Onehunga Auckland 1061  
PO Box 13569 Onehunga Auckland 1643  
Ph 09 636-3629 Fax 09 09 636-3229  
NZMC No. 23768  
ACC No. PAB065



# Statement of Changes in Net Assets

FOR THE YEAR ENDED 30 JUNE 2016

ALL IN \$000	2016	2015
<b>OPENING BALANCE</b>	<b>2,028,643</b>	<b>1,506,063</b>
<b>SURPLUS/(DEFICIT)</b>		
Plus Excess (Deficit) of Income over Expenditure	339,366	522,581
<b>Total recognised revenues &amp; expenses</b>	<b>339,366</b>	<b>522,581</b>
<b>CLOSING BALANCE</b>	<b>2,368,009</b>	<b>2,028,643</b>

# Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2016

ALL IN \$000	2016
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>	
<b>Cash was provided from:</b>	
Gross revenue	3,885,189
	3,885,189
<b>Cash was disbursed to:</b>	
Payments to Suppliers	(1,164,410)
Payment to Employees	(2,282,205)
Interest Paid	(43,238)
	3,489,853
<b>Net Cash Flows from Operating Activities</b>	<b>395,336</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>	
<b>Cash was provided from:</b>	
Interest Received	4,219
Sale - Property, Plant and Equipment	174
	4,393
<b>Cash was disbursed to:</b>	
Purchase - Property, Plant and Equipment	(92,459)
Repayment Term Loans	(45,146)
<b>Net Cash Flows from Investing Activities</b>	<b>(133,212)</b>
Net Increase (Decrease) in cash held	262,124
Cash at the beginning of year	428,472
<b>CASH AT THE END OF YEAR</b>	<b>690,596</b>



# Statement of Comprehensive Revenue and Expenses

FOR THE YEAR ENDED 30 JUNE 2016

ALL IN \$000	2016	2015
Surplus (Deficit) from Health Services	368,856	502,968
Surplus (Deficit) from Preschool	56,734	135,130
OTHER INCOME		
Non exchange income		
Donations Received	6,752	1,370
Exchange Income		
Interest Received	4,219	1,769
Dividends Received	1,035	1,005
Other Income	8,695	1,452
Total income	446,291	643,695
LESS EXPENSES		
ACC Levies	37	18
Accountancy Fees	–	584
Advertising	–	160
Bank Charges	33	–
Board and Staff Expenses	5,265	8,847
Catering	4,739	7,664
Cleaning & Laundry	320	55
Consultancy	21,344	1,709
Hire of Equipment	–	1,818
Honorarium	16,464	27,632
Interest & Penalties	256	–
Legal Expenses	14,468	29,680
Low Value Assets	932	–
Me'a'ofa	–	200
Meeting Expenses	91	138
Motor Vehicle Expenses	1,788	339
Office Expenses	2,343	1,900
Printing & Stationery	6,685	14,163
Project Expenses	–	16,073
Sponsorship	531	540
Training	875	–
Subscriptions	–	139
Telephone, Tolls & Internet	136	–
Travel	286	–
Tongan Outreach Project	22,695	–
Wages & Salaries	7 636	9,456
Total expenses	106,924	121,114
NET SURPLUS/(DEFICIT)	339,366	522,581

# Independent Auditor's Report

McGregor Bailey

CHARTERED ACCOUNTANTS  
Member of Kreston International  
A Global network of Independent Accounting Firms

## Report on the Financial Statements

We have audited the financial statements of Tongan Health Society Incorporated on pages 2 to 25, which comprise the statement of financial position as at 30 June 2016 and the statement of comprehensive revenue and expenses, statement of changes in net assets, statement of cash flows and a summary of significant accounting policies and other explanatory information.

## Board members' responsibilities for the Financial Statements

The board are responsible on behalf of the entity for the preparation and fair presentation of financial statements in accordance with Public Benefit Entity Standards Reduced Disclosure Regime issued in New Zealand by the New Zealand Accounting Standards Board, 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 responsibilities

Our responsibility is to express an opinion on these group 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 on whether the financial statements are free from material misstatements.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of 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 of financial statements that give a true and fair view of the matters to which they relate 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 presentation of the financial statements.

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

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

## Opinion

In our opinion, the financial statements on pages 2 to 25 present fairly in all material aspects, the financial position of Tongan Health Society Incorporated as at 30 June 2016, and its financial performance and its cash flows for the year then ended in accordance with Public Benefit Entity Standards Reduced Disclosure Regime.

McGregor Bailey

09 September 2016  
McGregor Bailey  
Ponsonby, Auckland



# Directory

## Legal Entity

Tongan Health Society Incorporated

## Business Activity

Health care and education services provider

## Board Members

### Current

Dr Maika Veikune – Chairperson

Telesia Tonga – Vice Chairperson

Dr Glenn Doherty – Board Secretary

Nalesoni Tu'inauvai Tupou

Pauline Taufa

Dr Etuate Lui Saafi

Viliami Moli Toafa

### 2015/2016

Dr Glenn Doherty

Pauline Fakalata

Soane Foliaki

Telesia Tonga

Inoke Masima

Maika Veikune

## Chartered Accountants

OBCA Ltd

Chartered Accountants

197 Omaha Drive

RD6, Warkworth

## Bankers

ASB Bank Limited

Onehunga, Auckland

## Auditors

McGregor Bailey

Chartered Accountants

Auckland

## Charities Registration

Registration Number: CC22673

Registration Date: 8 April 2008

## Tongan Health Society

PO Box 13 569

Onehunga, Auckland 1643

New Zealand

Phone: +64 9 636 4129

Facsimile: +64 9 636 4699

www.tonganhealth.com

If you would like to become a member of the society or enrol in the clinic, please ring 09 63636629 or visit one of our centres.





