



SOSAIETI TONGA KI HE MO'UILELEI

# Annual Report

JULY 2013 TO JUNE 2014



**Tongan Health Society Inc**  
*"Transforming Futures"*





# CONTENTS

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

ORGANISTIONAL IMPERATIVES	1
TONGAN HEALTH SOCIETY BOARD MEMBERS	2
CHIEF EXECUTIVE OFFICER REPORT	4
REPORT OF THE TASILISILI MANAGER	10
INTEGRATED OUTCOMES UNIT: IOU	12
CLINICAL SERVICES MANAGER REPORT	19
AKO LANGIMALIE PRESCHOOL REPORT	24
AUDITORS REPORT AND FINANCIAL REPORT	26
SOCIETY DIRECTORY	33



## 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



RNZCGP CORNERSTONE ACCREDITATION 2014





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



**HIS MAJESTY KING TUPOU VI  
FREE WESLEYAN CHURCH, SOPU  
TONGAN OUTREACH PROJECT  
TONGA, APRIL 2015**



**Mr 'Akilisi Pohiva**  
Prime Minister of Tonga



**Her Majesty Queen Nanasipau'u Tuku'aho's** visit to  
Langimalie Integrated Family Health Centre February 2013.



# 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**

Over the past year our focus has been on building the organisation's profitability to ensure its sustainability and establishing a financial position that provides us with a degree of resilience. To that end, I am delighted to report that the society is in good heart. Our financial audit has given us a clean bill of financial health and we are continuing to progress in the right direction.

Our mission is to provide the best healthcare services to our population. Again I am delighted with our achievements over the past year which reflects a high standard of service delivery by our staff all across our services. Our clinics have achieved all of our PHO targets and we won two awards for overall best provider among the Alliance Health Plus PHO collective and for excellent service in the Rheumatic Fever Prevention Programme. As the clinics met some of their targets earlier than expected, we were given extra contract volume which brought more income for the organisation. During the past year the clinics achieved the Cornerstone accreditation from the Royal College of General Practitioners for GPs in New Zealand. This accreditation shows that our clinics' performance and environment have met the safety and legal standards set by the GP College. Achieving this accreditation also brings other advantages such as being a training organisation for GP Registrars under the supervision of our CEO/medical director. Other achievements during the past year include the completion of Child Youth and Family (CYFS) accreditation and realigning of our services in accordance with the new Integrated Outcome model of care contracts.

I want to acknowledge in particular the critical role that our CEO and medical director, Dr Glenn Doherty has had in turning around the fortunes of the Tongan Health Society. His hard work, commitment, leadership and professionalism have also helped raise our profile amongst our funders and the Pacific community. Very recently, the Vice-Chair of the Board, the CEO and two of his senior management team and I met with Auckland District Health Board's (ADHB) CEO at Langimalie. This was a successful meeting and I was proud to talk about our successes at the board level and at service delivery level. There was no doubt that ADHB's CEO was very impressed with our CEO's performance and our organisation's great achievements over the past year.

I had the pleasure of visiting our childcare centre, Ako Langimalie, just before Christmas. I was impressed with the facility and the amount of work that has been put into the operating of the centre to

ensure ongoing provision of a high standard of childhood education to our children. I want to acknowledge the ECE Centre Manager, teachers and the rest of the centre staff and parents for their efforts throughout and achieving the full licence for the centre. This is an important milestone. The centre will also have its first review by the Education Review Office this year and I am confident that the staff are working hard to ensure we achieve this important review.

An Outreach Programme in Tonga began in the past year led by the CEO and this included conducting health checks in two villages in Tongatapu. This outreach programme is in line with our constitution and is well supported by Tongan Ministry of Health and Vaiola Hospital. A flow on effect of this project is the recent collaboration with two New Zealand Non-Profit organisations - the Hepatitis Foundation and the Blind Foundation. Hepatitis B is prevalent in our Tongan community in Auckland with devastating health consequences of liver cancer yet many remain undiagnosed or are not seeking appropriate treatment. Our collaboration with the Hepatitis Foundation overtime aims to raise more awareness amongst our population in Tonga and in New Zealand and to assist with facilitating and delivering appropriate medication to those that need them. The Blind Foundation aims to work with the diabetic population.

I want to acknowledge and thank my predecessor as chairperson of the board, Dr 'Ofanoa who resigned from the role in July 2014. Dr 'Ofanoa served on the board for the past 14 years and I thanked him for his contributions. I also want to thank previous board members for their contributions - Dr 'Aisake Takau, Ma'u Kakala 'Ofa and Viliami Tiseli.

I acknowledge and thank our legal advisor Amelia Schaaf who has been working closely with the board revising our constitution and assisting the organisation with legal matters. Lastly I want to thank the current board members and the Vice Chairperson for their ongoing service on the board. In recent months we have made solid progress on many fronts including reviewing the society's constitution.

As our services continue to grow and our financial position getting stronger, we will 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.

*Pauline Fakalata*

Malo mo e faka'apa'apa atu

**Pauline Fakalata**  
**Chairperson of the Tongan Health Society Inc. Board**  
**Lipooti Sea 'o e Poate:**





**Pauline Tupouniua-Taufa**  
Clinical Psychologist



**Dr Glennis Mafi**  
Tasiliili Manager



**Viliami M Toafa**  
Operations Manager



**Mele Vaka**  
Clinical Services Manager



**Rev. 'Inoke Masima**

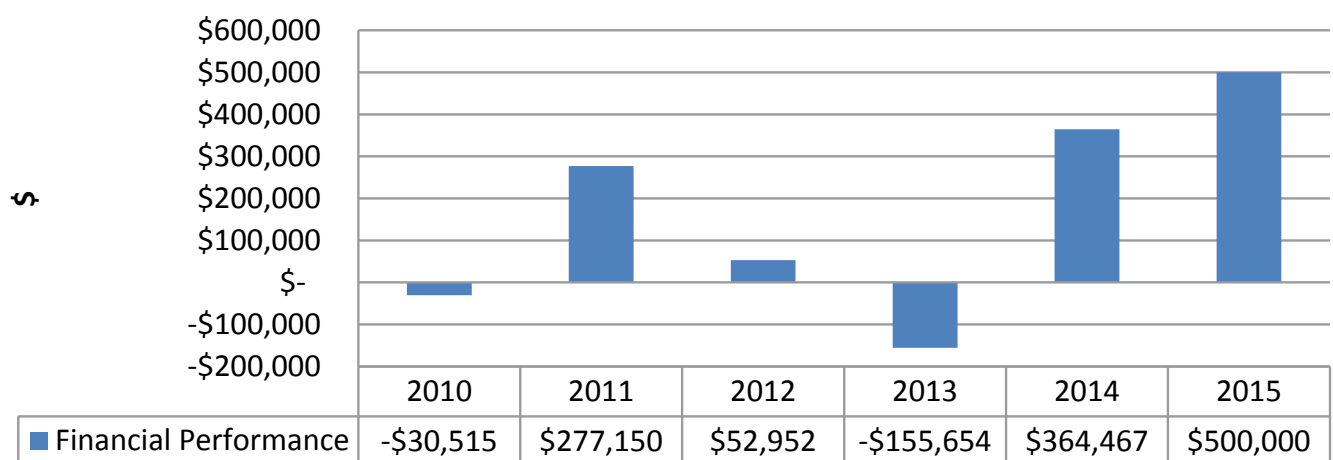


**Tisiola Kakala**

## CURRENT BOARD MEMBERS

Ko hono fakaakeake e tu'unga fakapa'anga 'a e Sosaieti 'a e taumu'a ngaue mau'olunga taha 'o e ta'uu. Ne fai hono 'Atita'i e ngaue ko eni pea 'oku ou fiefia keu fakahoko atu 'a e tu'unga fakafiemalie 'aupito 'a e ngaue kuo lava ki he tafa'aki ko eni. Ko e tu'unga fakapa'anga 'a e sosaieti 'oku fu'u lelei ange 'aupito he ta'uni.

## Financial Performance



'Oku toe fu'u faka fiemalie 'aupito foki mo e fakahoko ngaue 'a e ngaahi va'a ngaue 'a e Sosaieti. Ne hoko 'a e Sosaieti ko e fufua kiliniki ia 'i Aokalani kene lava'i kotoa e ngaahi taumu'a mo'ui lelei 'a e Potungaue Mo'ui 'a NZ ki he ta'u, pea pehe foki kihe ngaahi taumu'a mo'ui lelei 'a e PHO. Ne lava e ngaue ko eni 'i he mahina pe 'e hiva. Ne foaki ki he kiliniki aipe he ta'uni 'ene certificate Cornerstone pea 'oku hoko 'a e kiliniki he taimi tatau pe ko e kiliniki ako'anga ki he kau toketa 'oku nau fie hoko ko e toketa family. Ko e ngaahi certificate kotoa ko eni 'oku 'i he kiliniki.

Ne toe foaki ai pe foki ki he Sosaieti 'a e pale ki he ngaue lelei 'a e va'a ngaue ki tu'a he tafa'aki ki he Mofi Hui. Lava kotoa e ngaue ko eni he mahina pe 'e hiva.

Ne lava foki 'o ma'u mo e Laiseni kakato 'a e Ako Langimalie ke hoko ko e Early Childhood Education Centre pea 'oku lele lelei 'aupito 'a e Ako.

Fakamalo mavahe heni ki he pule mo 'ene kau ngaue he ngaue kafakafa kuo lava ki he ta'u 'oku ma'anui ai 'a e vaka 'o e Sosaieti. Pehe foki kihe fakamalo kihe ngaahi kautaha 'oku nau fakapa'anga 'a e ngaahi ngaue 'a e Sosaieti.

Fakamalo foki heni ki he sea malolo Dr Malakai 'Ofanoa he fataki mai e ngaue he ngaahi ta'u lahi eni 'e 14 kuo tau situ'a kiai. Pehe mo e fakamalo ki he kau memipa malolo ko eni 'a e poate – Dr A Takau, Ma'u Kakala 'Ofa pea pehe kia Viliami Tiseli foki – 'aia nenau malolo mei he Poate lolotonga e ta'u. Fakamalo kihe loea 'a e Sosaieti 'Amelia Schaaf ki he 'ene ngaahi tokoni fale'i kihe Poate ki hono fakalelei'i 'etau konisitutone mo e ngaahi fiema'u fakalao lahi 'a e Sosaieti 'i he ta'u. Fakamuimanoa 'aki 'eku fakamalo ki he tokoni sea mo e kau Poate lolotonga kihe ngaue mo e poupuu ki he ngaue 'a e Poate ki he ta'u. 'Oku malavalava 'a e ngaahi taumu'a ngaue 'a e Poate ma'ae Sosaieti koho'o mou 'osikiavelenga he fakahoko homou ngaahi fatongia fakapoate.

Koe hanga ki he kaha'u 'oku mahu'inga ke hokohoko atu e ngaue lelei ki hono fakatupulekina e ngaahi ngaue fakapa'anga 'a e potungaue pea pehe foki ki ha ngaue ke a'u atu ai e ngaue lelei 'a e Sosaieti ki he Tonga kotoa 'i Aokalani.



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



Dr Glenn Doherty - Graduation FRNZCGP

## INTEGRATION AND CHANGE TO ACHIEVE HEALTH & WELL BEING OUTCOMES FOR THE TONGAN COMMUNITY

### *A top performing ethnic specific primary care provider in New Zealand*

The Tongan Health Society Inc (THS) has undertaken a significant work programme over the 2013/14 financial year. The Society was required to ensure that it had a solid platform to continue operating, achieved funder confidence and had the financial capability to consolidate and expand the operations to meet its business, client and family health and well being and constitutional objectives. This required an organisational restructuring which the CEO was asked to undertake by the Board and recommended by the Alliance Health +PHO and to put in place a future proofing strategy to ensure THS had a business and strategic pathway to ensure the organisation would have an enduring and robust presence moving forward. This was achieved by inter alia, the enhancement and expansion of the current model of care as well as the facilitation of additional funding and contracts, and efficiency and effectiveness gains systemically within the business.

It has been a huge courageous journey to achieve this but the Society can now report a significant improvement in its financial and operational performance and is now a top performing primary care centre in New Zealand. The work programme has included:

- Staff workforce development and training
- Addition of five new clinical services
- Expansion and enhancement of the THS model of care
- Facilitation and Delivery of twenty new contracts
- Consolidation of a functional Board
- Development of an Integrated Outcomes Unit
- Board Appointment of Senior Management Team and ECE Centre Manager
- Achievement of Accreditation, Licenses and Research
- Communication and IT upgrades and Implementation
- Development of a Tongan Outreach Project and Business Case for a Satellite Clinic in the Kingdom
- Improved Financial Position

THS is also looking at developing a presence in South Auckland.

The Board will look at developing a Business Case to establish a satellite clinic in Manurewa adjacent to its pre-school. THS receives no funding for its Counties clients which account for approx. 50% of its clients. Recently THS CEO has negotiated a self management education programme with CMDHB funding in addition to a dental initiative at the Ako Langimalie pre-school.

### • FIVE NEW CLINICAL SERVICES IMPLEMENTED

THS has been able to put in place five new clinical services co-located at its Onehunga site. This includes a Tongan Psychiatrist, Tongan Clinical Psychologist, Midwife and Dentist in addition to a Tongan Podiatrist. The Mental Health service now comes under the clinic and the Social Worker and Non clinical Navigator is now aligned with the Clinic.

### • EXPANSION AND ENHANCEMENT OF THE THS MODEL OF CARE

THS has for some years had clinical services and non-clinical services working side by side but not in any full integrated way. The model of care that has been developed brings together the clinics and the new clinical and non-clinical navigations teams. This model of care assesses high needs families and individuals to ultimately improve health and well-being outcomes. A navigator links families to services and monitors their journeys based on whanau ora care plans. THS has received a \$1.3m contract for the next financial year to formally roll out this service. The new services are supported and funded through the ADHB and AH+PHO.

### • FACILITATION AND DELIVERY OF TWENTY NEW CONTRACTS

The table shows the new contracts facilitated for the 2013/15 financial years from the previous years.





Mr John Key, Prime Minister of New Zealand and Hon Paula Bennett



Hon Peseta Sam Lotu-liga MP for Maungakiekie



Dame Tariana Turia

#### TONGAN HEALTH SOCIETY - 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>			

**KEY**   = New Contracts 2014/2015

\$ 1,321,564.48

**KEY**   = Existing Contracts 2013/2014

\$ 2,441,116.23





## • CONSOLIDATION OF A FUNCTIONAL BOARD

As mentioned by the Chair the Board has finally been consolidated and is functional working on its governance programme. A strategic plan will be developed by the Board and staff in the new financial year.

## • DEVELOPMENT OF AN INTEGRATED OUTCOMES UNIT

The former public health unit has been restructured into the Integrated Outcomes Unit. This Unit is overseen by the Operations Manager and has six clinical nurse navigators and three non-clinical navigators. This unit provides integrated packages of care services for high needs families and individuals based on family and care plans using Whanau Ora principles. Eventually Well Family schedules will be developed for families through the Unit.

## • BOARD APPOINTMENT OF SENIOR MANAGEMENT TEAM AND ECE CENTRE MANAGER

The THS Board had requested the CEO appoint a Management Team based on the constitution. The team includes:

- Dr Glenn Doherty-CEO and Medical Director and Board Secretary
- Mrs Mele Vaka – Clinical Services Manager
- Dr Glennis Mafi-Tasilisili Manager-Education Research and Quality
- Mr Vilami Toafa-Operations Manager
- Mrs Angela Cullen-Finance Manager and Board Treasurer

Mrs Lily Valesyan has been appointed as the ECE Centre Manager and Ms Elaine Tagaloa has been appointed as the Executive Assistant to the CEO, Administration Team Leader and Billing and Claiming Administrator for the Medical Clinics and the Society.

## • ACHIEVEMENT OF ACCREDITATION, LICENSES AND RESEARCH

THS medical centres achieved the RNZCGP Cornerstone Accreditation and are one of a few practices in the Alliance PHO collective that is now able to have annual reviews. The ECE achieved its full license and THS underwent a significant work programme to achieve its MSD CYFS accreditation.

## • COMMUNICATION AND IT UPGRADES AND PROVIDER DEVELOPMENT

A number of repairs, upgrades and maintenance have occurred during the financial year these included:

- New print and telephony solutions with RICOH and Appserve

- IT upgrades with Appserve
- Flooring, roofing and plumbing upgrades
- Emergency Equipment and Immunisation Cold Chain Equipment
- Upgrade of all staff furniture and fittings
- Renovations of the Board Rooms
- Heat Pumps and Air conditioning across the whole organisation
- Communications Centre Implementation
- Furniture upgrades for the whole organisation
- Vehicle Fleet - Upgrades

It is important to note that the majority of the strategies to address the Society operational matters were achieved within an 8 month period. THS has been awarded top performing practice in the Alliance health PHO in 2013/14. It was the first practice across all practices in the ADHB to achieve all National Health targets within 5 months of the financial year and excellence in the Rheumatic Fever community engagement strategy achieving 1400 more engagements than the next provider. THS is now one the top performing primary care centres in NZ.

In addition THS is the most advanced pacific provider in the Alliance Health + PHO network focused on :

- Governance
- Systems
- Models of care
- Management
- Business
- Quality

I would like to thank the THS staff and teams for embracing the change programme and particularly those staff who were involved with the PES (Rheumatic Fever - Pacific Engagement Strategy) and the Ministry of Health Pilot –Year of Care programme. THS was able to achieve additional “top up” contracts given our high level of performance. I also want to thank the Team who joined me in the Tongan Outreach Project in the kingdom this year who provided outstanding performance in the primary care programme in the eastern and western villages of Tongatapu and the acknowledgement of the Tongan government and HRH Princess Mele Siu'ilikutapu Kalaniuvalu Fotofili in supporting the project.

Finally I would like to thank the current Board and Management for their support and their efforts on the large organisational and governance work programmes and the clients and members who have continued to be loyal to THS in achieving our goals and objectives.

I would also like to thank our funders AH+PHO, ADHB and the Ministry of Health for their continued support to the Tongan Health Society.

*Glenn Doherty*

**Dr Glenn Doherty FRNZCGP**  
CEO and Medical Director and Board Secretary  
Tongan Health Society







THS Alliance Health + Awards 2014

The diagram is a circular organizational chart for the Te Hahi Rau (THR) Board. At the center is a red circle labeled "THS Board". Below this, the roles "CEO" and "Clinical Director" are listed. Surrounding the center are three concentric rings of purple circles, each representing a different level of the organization. The inner ring contains the following roles: CEO Executive Assistant, Admin Team, Primary Care Practitioner Assistant, Clinical Services Manager, Tasirisili RnD Manager, Finance Manager Board Treasurer, Non-Clinical Navigators, and Operations Manager. The middle ring contains: Board Services, Long Term Conditions, Mental Health, General Practitioners Public Nurses, Specialist Services, Community Gardening, Youth at Risk, Whanau Ora, Social Workers, Health Promotion, Supervisor, Teachers, AWHI, Pacific Education Strategy, Healthy Village Action Zone, Before School, Asthma, Mobile Nurses, Well-Child Checks, Respiratory, Heart Failure, Year of Care, Diabetes, CVD, Gout, Palliative, Psychologist, Psychiatrist, Panmure Clinic, Onehunga Clinic, Photo Screening, Podiatrist, Dentist, Pharmacy, Other Specialist Services, Midwifery Services, Patient Transition Support, Facilitation & Engagement, Community Exercise, and Early Childhood Education. The outer ring contains: Clinic Bill Claiming, Admin Team, Primary Care Practitioner Assistant, Clinical Services Manager, Tasirisili RnD Manager, Finance Manager Board Treasurer, Non-Clinical Navigators, and Operations Manager. A legend at the bottom right shows three colored circles: a small purple circle for "Services", a medium purple circle for "Integrated Health", and a large purple circle for "Senior Management".





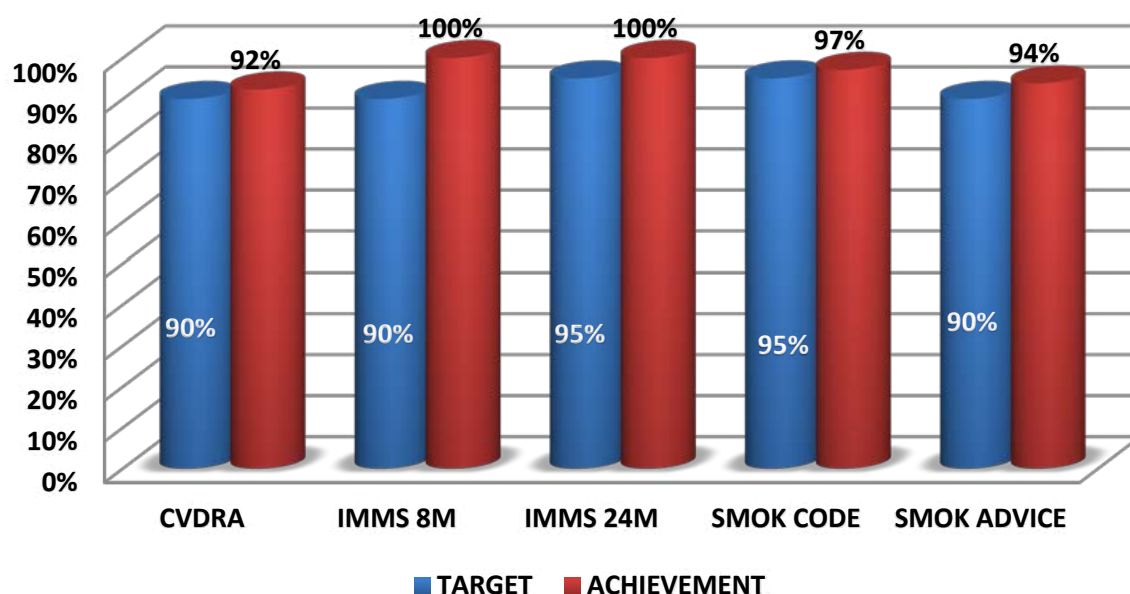
Mr Alan Wilson CEO AH+ PHO



Viviana Pole Operations Manager AH+ PHO

## TOP PERFORMING PROVIDER IN ADHB: NATIONAL TARGETS 2013/14

### THS CLINICAL PERFORMANCE 2013-2014



Cathy O'Malley, Ministry of Health; Apulu Reece Autagavaia, Counties Manukau District Health Board; Hilda Fa'asalele, Ministry of Health; Dr Glenn Doherty, Tongan Health Society, Overall Achievement Award winner as First practice in the Auckland District Health Board area and across AH+ practices to achieve all three national targets by November 2013.

# COLLABORATIONS AND PARTNERSHIPS



*Dr Siale'Akau'ola CEO of MOH Tonga  
& Dr Veisia Matoto*

## TONGAN OUTREACH PROJECT: KINGDOM OF TONGA

The Tongan Health Society (THS) has developed a Tonga outreach project in the Kingdom of Tonga. The project began in 2014, but was formally agreed to by the THS Board in February 2015. It is a project that aligns well with the THS constitution and the objectives and purposes of the Society. There are two parts to the project:

- An outreach focus working collaboratively with the Ministry of Health in Tonga including Chronic Disease (CD) and Non CD nurses and other Ministry staff in villages initially in Tongatapu; and
- The development of a THS satellite clinic in the Kingdom that aligns with the THS clinics in Auckland New Zealand, and the new model of care that THS has developed.

THS has a large number of non-resident clients attending its clinics in Auckland, New Zealand who seek regular 3-6 monthly medical treatment coming from Tonga, in addition, many Tonga people who are on an immigration pathway to New Zealand, end up becoming THS's clients anyway.

THS wants to assist non-resident clients and our registered clients living in Tonga wherever possible at the earliest point of contact through this project to assist with early screening, early diagnosis, early intervention and treatment and continuity of care for our clients with services in Tonga and with the outreach project and eventually the clinic in Tonga overtime in collaboration with the Ministry of Health.

THS staff undertook the initial part of the programme in the villages of 'Ahau and Lapaha in November 2014 and will follow up those villages in April 2015. THS is particularly interested in clients with chronic conditions and youth, and will undertake health promotion and screening initiatives in high schools and villages with on-going trips envisaged.

THS is extremely thankful for the support of this programme by HRH Princess Mele Siu'ilikutapu Kalaniuvalu Fotofili and her energy in supporting this project generally and particularly in the villages of the Lapaha district.

The main health promotion issues the project will focus on include:

- Diabetes
- Rheumatic Fever
- Looking after your feet with Diabetes
- Early Screening-BP, BMI, Blood Glucose levels
- Youth Health promotion
- Gout
- Healthy Eating and Exercise
- Hepatitis B prevention and education
- Medical consumables for insulin management

THS CEO and Medical Director –Dr Glenn Doherty and nurses Mele Vaka-THS Clinical Services Manager, Fifita McCready, Long Term Conditions Co-ordinator, Ana Funaki, Podiatrist, Fatima Akehurst-Blind Foundation Pacific Co-ordinator will form the core team. Further villages in the 'Ahau and Lapaha district will be part of the project. Tupou College will also form part of the programme. THS will also meet and work with Ministry officials and medical and nursing staff wherever possible during their visits.

Over time THS will work with other partners to further develop initiatives in the kingdom alongside the Ministry of Health including pre and post op bariatric surgical clients clinical psychology input and clients with diabetes who have abnormal retinal and lens pathology needing retinal or cataract surgery in the kingdom.

In addition the facilitation of anti-viral medication and fibro-scanning for those with chronic active Hepatitis B will also form part of the project development overtime.

The Royal family have also offered land for THS to develop its envisaged satellite clinic in Tonga. Leo Foliaki-Price Water House Coopers is working with the CEO on a proposed financial modelling approach to assess the financial viability of the proposed satellite outreach clinic in Tonga.

In the April/May visit THS team screened approx. 400 clients across four villages in conjunction with the Ministry of Health NCD and CD nurses. The CEO undertook presentations at Tupou College on Rheumatic Fever.

THS is the only primary care centre in NZ undertaking such an initiative for families and clients.



# 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. This report describes the wide range of activities that have been undertaken.

- **RNZCGP PRACTICE ACCREDITATION** This year we have completed reaccreditation with Cornerstone, which is the quality standard of the RNZCGP. This includes audits of patient notes and review of policies, standards and facilities across the THS medical centres, this is a large amount of work and reviews with College staff.
- **CLINICAL GOVERNANCE.** Dr Glennis Mafi has served on the Alliance Health + PHO Clinical Governance Committee for over three years. Clinical Services Manager Mele Vaka joined the committee last year.

### RESEARCH AND AUDITS:

#### THE FOLLOWING WORK PROGRAMME HAS BEEN ACHIEVED FOR THE RESEARCH AND AUDIT

- Chronic Kidney Disease research has been reported and published but the work continues under leadership of Diabetes Nurse Fifita McGready and visiting Prof Tim Cundy published recently in the NZMJ. This is now one of four publications in International Medical Journals.
- Self Management and Diabetes Education Group Sessions with PNs Fifita McGready and , and nurse assistants Mele Oketi Tapueluelu and Mapuani Tupou, in addition to Elenoa Havea. THS has also recently secured SME contracts with CMDHB for our South Auckland clients.
- Safety in Practice, Auckland wide programme run by the Ko Awatea Centre at CMDHB. We have focused on warfarin management, and also done a staff perception of our safety climate survey. Dr G Mafi, PNs Ana Tangataolakepa, Mele Vaka and Receptionist Paea Tuafe.
- Insulin initiation and Intensification – Long term Conditions Co-ordinator Fifita McGready and the CEO Medical Director have focused on addressing THS clients who are on maximum oral hypoglycaemics and now require insulin. The project is aimed at looking at an innovative way to approach these clients who have multiple issues around resistance to insulin initiation.
- Patient Harms in General Practice, looking only at the Panmure Clinic, a joint project with the Otago University School of Medicine
- Ethnicity Classification in Primary Care – Elaine Tagaloa and CEO/Medical Director undertook this audit and THS achieved 95% accuracy and was one of the top 5 practices in the AH+ PHO. The Audit is also recognised by the RNZCGP's.
- Medication Adherence Trial (Boehringer Ingelheim & Healthstat NZ) This project was aimed at using smart phone technology to assist chronic conditions clients with medication reminders especially those with respiratory conditions and on long term beta agonists such as SPIRIVA ultimately to prevent hospitalisations for our COPD patients.
- Literacy in Tongan women's health and contraceptive use – THS Board Chairman, Ms Pauline undertook this project as part of her Thesis and was completed in April 2015.



Tapuaki pacific antenatal education pilot-was a pilot aimed to provide antenatal education to our Tongan mothers. THS also achieved its CYFS MSD accreditation and allows THS to be positioned to develop further its social services portfolio to link with the new model of care.

## TRAINING AND WORKFORCE DEVELOPMENT

- Langimalie provides regular peer groups, collegial support meetings and clinical team meetings for doctors and regular nurse meetings and oversight of nurses, to maintain our professional standards. Continuing medical education is encouraged wherever possible. Specific Projects have included :
- Resuscitation Training completed for all staff at their appropriate level in 2014
- Fellowship of the Royal NZ College of General Practitioners achieved last year by our CEO and Clinical Director Dr Glenn Doherty, joining Dr Glennis Mafi who has been a Fellow for several years.
- Drs Gopal Chebbi, Aisake Takau and Mele Tupou are in recognised accreditation programmes and are assisted to work towards Membership and Fellowship of the College and Inpractice Accreditation
- Approved RNZCGP GP registrar training centre, first GP Registrar is Dr Kilisitina Lavulo. This training is overseen by Dr Doherty with assistance from Dr Glennis Mafi
- Public Health Post Graduate Teaching Practicum, Mr Inoke Maka, completed research on Living with Diabetes –this project looked at Barriers to insulin amongst our Tongan diabetic cohort and commencing insulin in an innovative way to assist these clients with their diabetes management.
- MOE Early Childhood Education teaching practicums at our ECE Centre in Manurewa
- MIT Nurse Primary Care Practicums – a succession of excellent mainly Pacific Island 3rd year student nurses
- VLCA New Entrants Training Programme Nurse Appointment and Funding, Ofa Laiseni for 2015
- Cervical Screening Training and Accreditation, PNs Ikatonga Vea and Likuone Latu Have undertaken this training with WONS and the Family Planning Association of NZ.



Dr Glenn Doherty  
CEO & Medical Director



Dr Aisake Takau



Dr Gopal Chebbi



Dr Mary Tupou-Paea



Dr Kilisitina Lavulo  
RNZCGP Registrar



# INTEGRATED OUTCOMES UNIT: IOU



**Mr Viliami Toafa**

BSc MPH

Operations Manager  
Tongan Health Society



## INTEGRATION AND CHANGE

This has been a year of transformation. There have been a number of major events the service has had to achieve including a restructuring to the service, additional new service contracts acquired and implemented, government driven integrated contracting framework introduced, and Models of Care development were some of the highlights for this year. AH+ PHO is the main Funder for these services with an estimated value of \$1.5million

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
Health 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>

goals and aspirations. Staff are nurses and social workers/community workers called clinical navigators and non-clinical navigators respectively. Families and Navigators plan and implement activities that will address needs of the families.

THS and AH+ are working together to develop an integrated IT database to bring services together using a CRM tool. This has been a much needed tool to enable THS to link together service teams and specialist services to wrap around families and fully integrate the organization.

## INTEGRATED CONTRACTING:

Driven by ADHB AH+ PHO and THS entered an agreement to implement a new way of contracting called Integrated Contracting. As a result some of the historical contracts have now collapsed under one service agreement and these are; Well Child, Asthma, Mobile Nursing, and Youth at Risk a total value of \$667,000 per annum. Our service Model however demands that all other services listed in the table above and any new additional services in the future are folded in to this new way of working. It is our expectation that through this new way of working our families will achieve greater outcomes for their families.

## INTEGRATED OUTCOME UNIT:

The Integrated Outcome Unit is the successor structure to the former Public Health Unit. The new structure addresses a much wider scope of activities driven by THS new Service Integrated Model. This model brings together clinical and non clinical service in packages of care focused on families and individuals to achieve better health and socio-economic outcomes with a emphasis on addressing whanau well being and enhancing and enabling our community.

## SERVICE INTEGRATION MODEL (SIM):

Families' well-being is at the core of the Model. Our service is to walk hand in hand with families towards achieving their health and well-being



Heart Week

## SERVICE CONTRACTS:

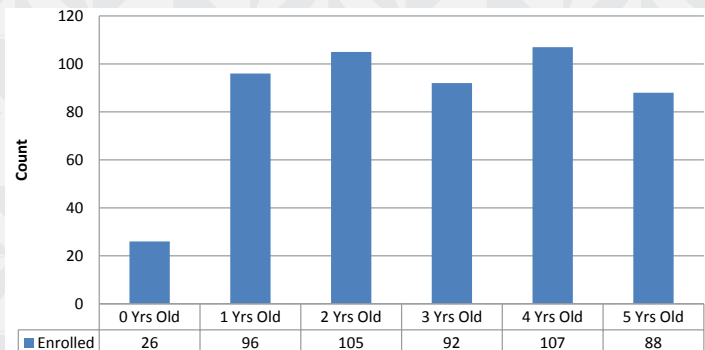
### WELL CHILD SERVICE:



The Primary objective is to support Families in maximizing their child's developmental potential and health status between 0-5 years and establishing a strong foundation for ongoing development. There is capacity to enroll more children to the service.

Before School Checks is an additional contract to this service. It is a comprehensive health and development check for 4 year old children before entering Primary School. THS was awarded this contract by the Royal New Zealand Plunket Society.

Chart 1: Enrolled Child Population 0-5 years old



### ASTHMA (0-5 YEARS OLD) & CHRONIC RESPIRATORY CONDITIONS



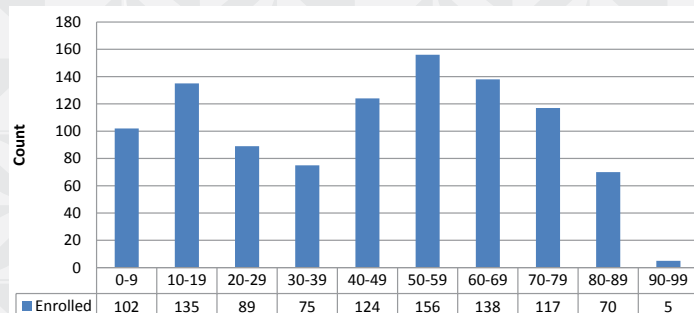
The primary objective of the Asthma Contract is to provide a comprehensive and continuous health services to Children and young people that have contracted Bronchial Asthma at the age group shown above.

The scope of service has been extended beyond the boundary of the contract to include adults with respiratory problems. The service extension is demand driven despite the fact that this group is not

funded for service. The focus is on self management education plans and ensuring clients are able to manage their asthma in

conjunction with family education and awareness including smoke free environments, insulation, poor housing, dust mite management and switching to medications to get greater control of their asthma symptoms. Smart phone technology has also been introduced to assist adults with chronic respiratory conditions and on long acting medications to remember to take medications to prevent hospital admissions and achieve greater compliance.

Chart2: Enrolled population with chronic Respiratory Disease by Age



### MOBILE POLICE NURSING:



The main objective of Mobile Nursing Contract is to improve access to Primary Care Services for Maori and Pacific families in a manner that is culturally appropriate, and family orientated. It is a collaborative initiative with the Police at Mt Roskill to better manage the health of those under the police care. The Mobile Nurse has historically been based at the Police has now been relocated back to THS. Referrals for youth in this setting in the new contract will be received by the police and any other relevant agency and will be triaged and managed by the navigations

team in the Integrated Outcomes Unit.

### YOUTH AT RISK:

The main objective of this service is to provide a culturally safe, youth focused service within a family setting facilitating access to a range of Primary Care and specialized services for young people. Child Youth and Families and Police are working closely with this service. The key focus is on personal health, mental health and family. Those aged 15-24 are the main age band being supported.

### PARISH COMMUNITY NURSING:

To provide culturally appropriate and relevant Nursing care that will identify and address holistic needs of individuals and families within a church community setting and lead to improved health outcomes for the Pacific People.





**Dr Alo Foliaki**  
Consultant Psychiatrist



**Dr Staverton (Tony) Kautoke**  
Psychiatrist



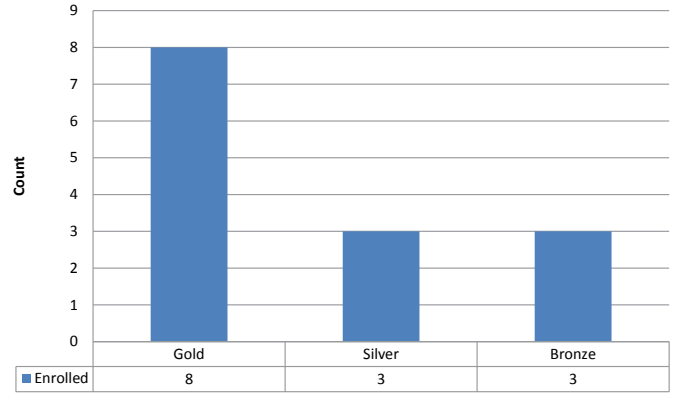
**Pauline TupouniuaTaufa**  
Clinical Psychologist

There are 14 participating churches who do exercise, nutrition education programs, self-management programs, smoking cessation programs, health screening and more. The annual weight loss competition called Aiga Challenge continued this year. 2 of our participating churches won awards.

Nutrition work with churches awards them with Gold, Silver or Bronze. Please see below for results

ADHB for the first time is happy for THS to contract directly with churches to participate in this program and received a \$70K contract to work with 14 churches and their health committees to develop self-management education programmes.

Chart 3: Church Nutrition Awards

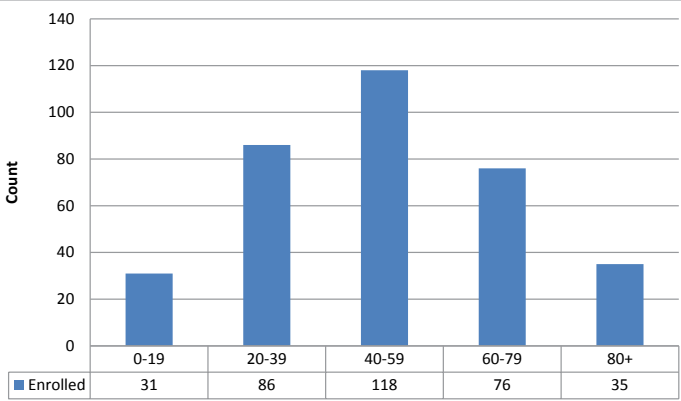


**MENTAL HEALTH:**



Mental Health problems are hidden and often left untreated until late. The Primary Mental Health service objective is to provide the appropriate help at the earliest opportunity possible in a stepped model.. Dr Alo Foliaki is the most senior Tongan psychiatrist in NZ and the service is lucky to have him on board. Dr Tony Kautoke Staverton (Psychiatrist Registrar) has joined the team and we are happy to have him also on board. Clinical Psychologist Pauline Taufa has also joined the service in addition to our mental health nurse Likuone Latu and Mental Health Social workers and Whanau Ora workers Salome Finau and Tonga Enosi. This is a unique ethnic specific mental health service and it is the only kind in the world with an all Tongan specialist's mental health service.

Chart 4: Enrolled Population with a Mental disorder by Age group



**WHANAU ORA:**



This services aims to equip and empower families to make the necessary positive changes to the wellbeing of families. Initially 10 families were enrolled into the program. I am happy to report this number has been increased to 25 families with extra funding. Whanau Ora is a new service to THS yet

seen as the model for future services focusing on families well-being.

THS is negotiating with the Whanau Ora Commissioning Agency to secure on-going funding.

**RHEUMATIC FEVER PREVENTION CAMPAIGN:**

There are three programs addressing rheumatic Fever in Pacific population. 1) Pacific Engagement Strategy (PES), 2) Rapid Response Clinic and 3) AWHI-Auckland Wide Housing Initiative. THS's performance in PES has been outstanding that THS was awarded a certificate of excellence by the PHO for its effort. Our clinic is amongst a few dedicated clinics to provide free sore throat swaps in Auckland.

Kids who have been unfortunate and 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 way of preventing Rheumatic Fever. We currently have 60+ families enrolled in this AWHI service. It appears that the four year government campaign may extend and this will become a sustainable funding source and service moving forward.

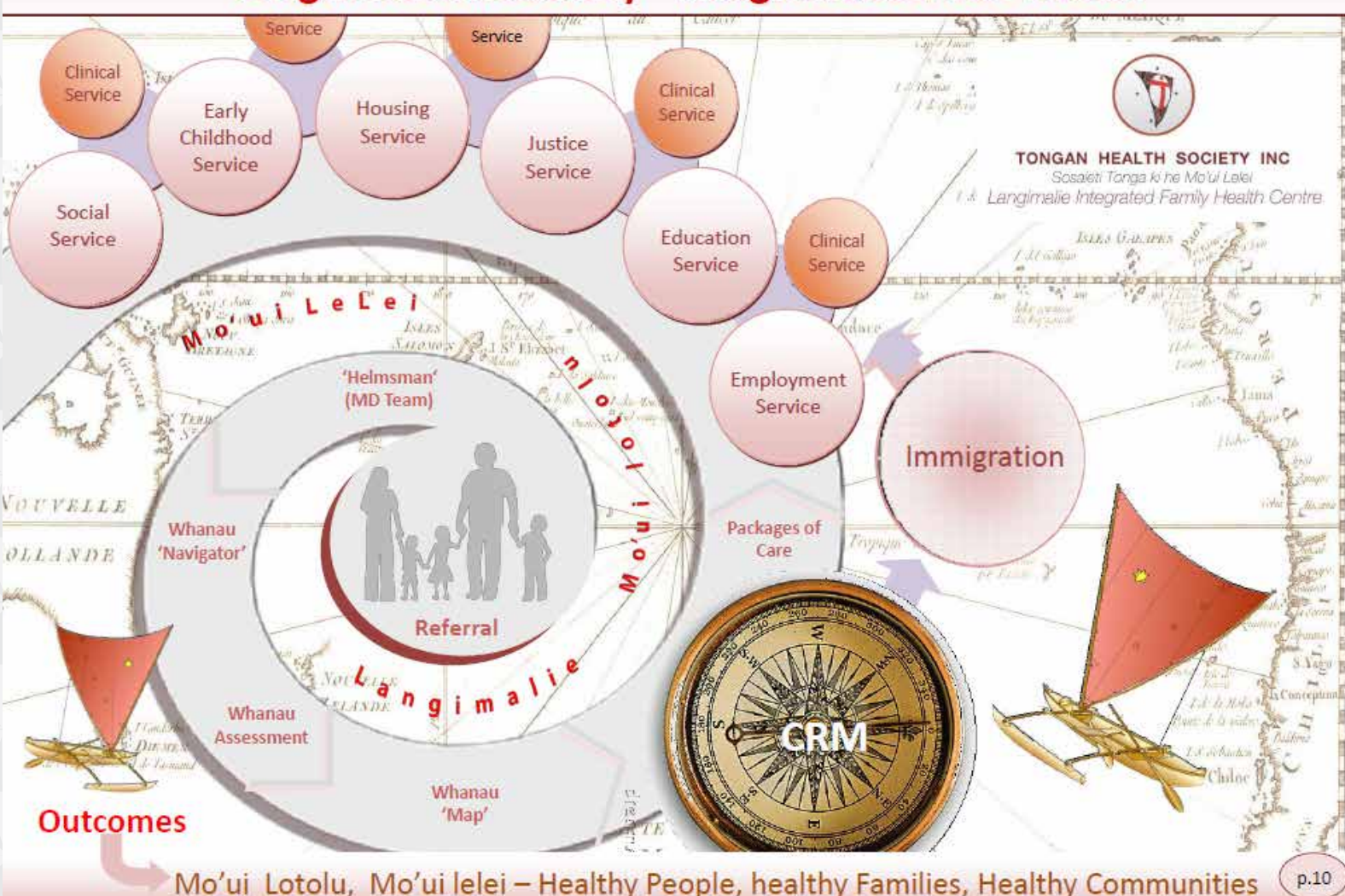




## CRM CLIENT RELATIONSHIP MANAGEMENT AND INTEGRATED CONTRACTING

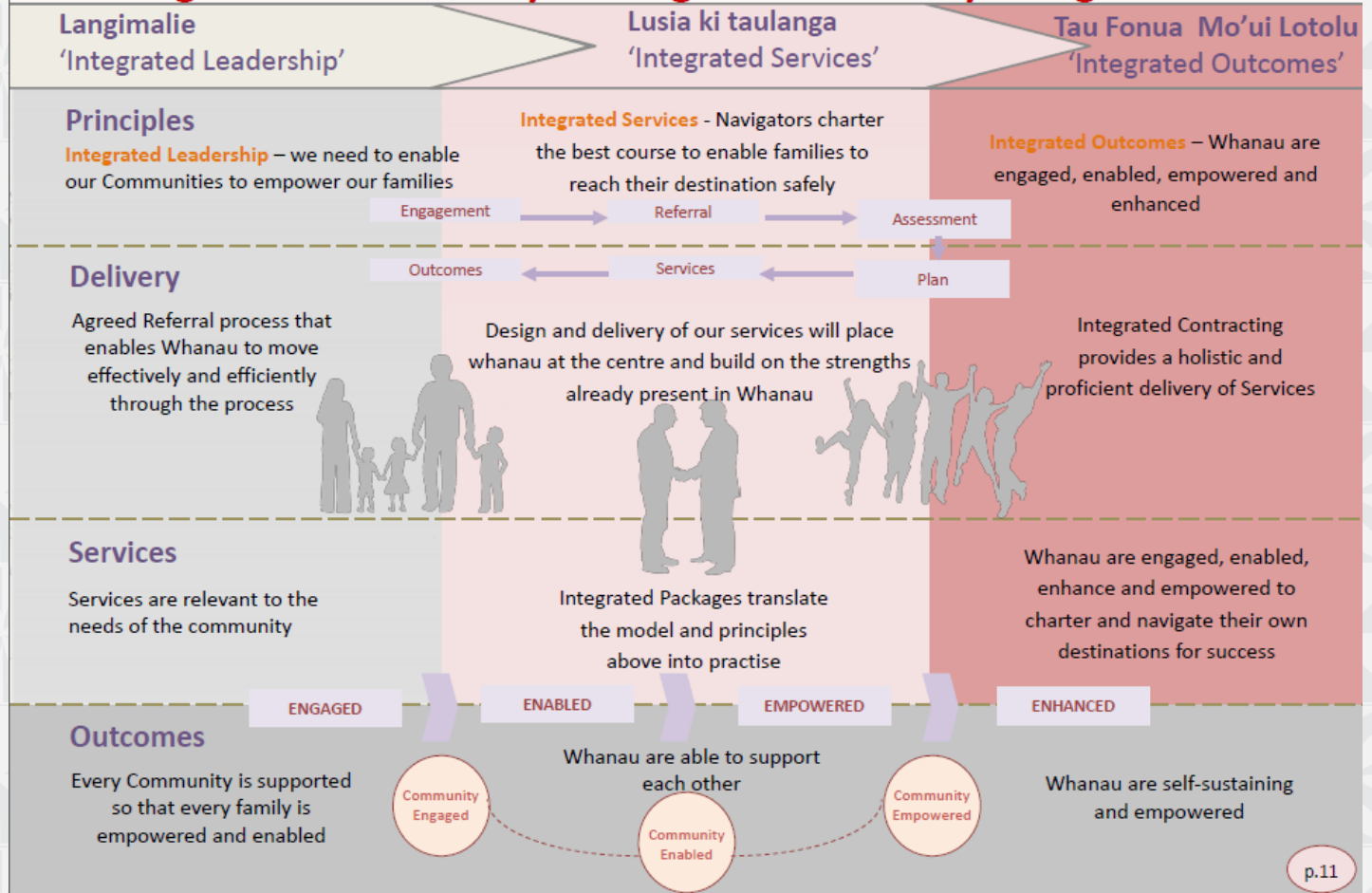
THS is developing a CRM IT tool to monitor and track client's journeys through our services specifically to consolidate the new model of care and the new integrated outcome focused contract. It is a tool that integrates clinical and non-clinical packages of care for individuals and families, it tracks contracts and FTE's and provides high level reporting, management information and outcome information for clients and families. Funding for this tool has been achieved through THS PPD fund and will allow full integration of all THS services overtime. THS will also roll out a patient portal for clients which will allow clients to plan and prepare for self-management of their health and well-being outcomes overtime.

### Tongan Health Society - Integrated Service Model

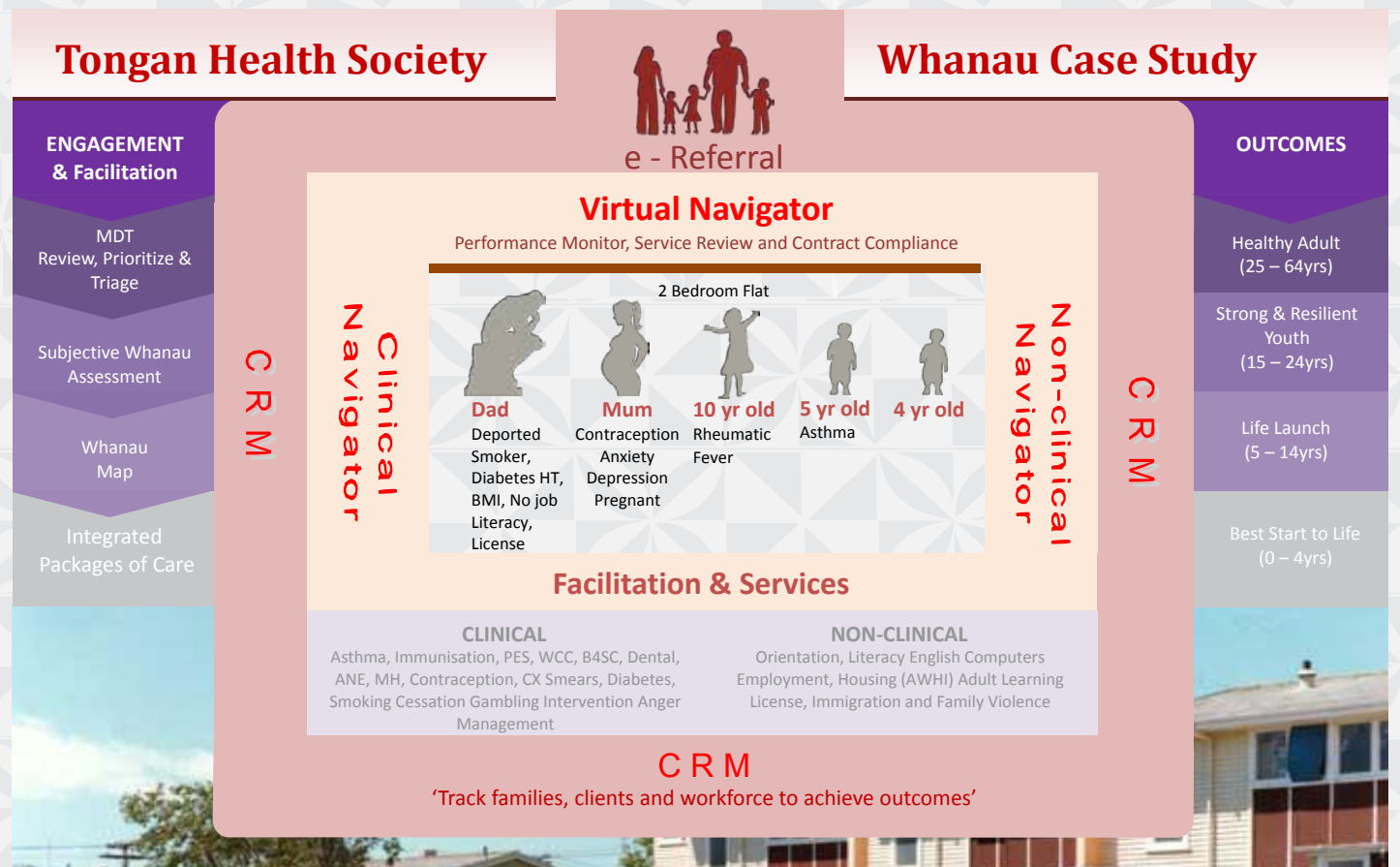




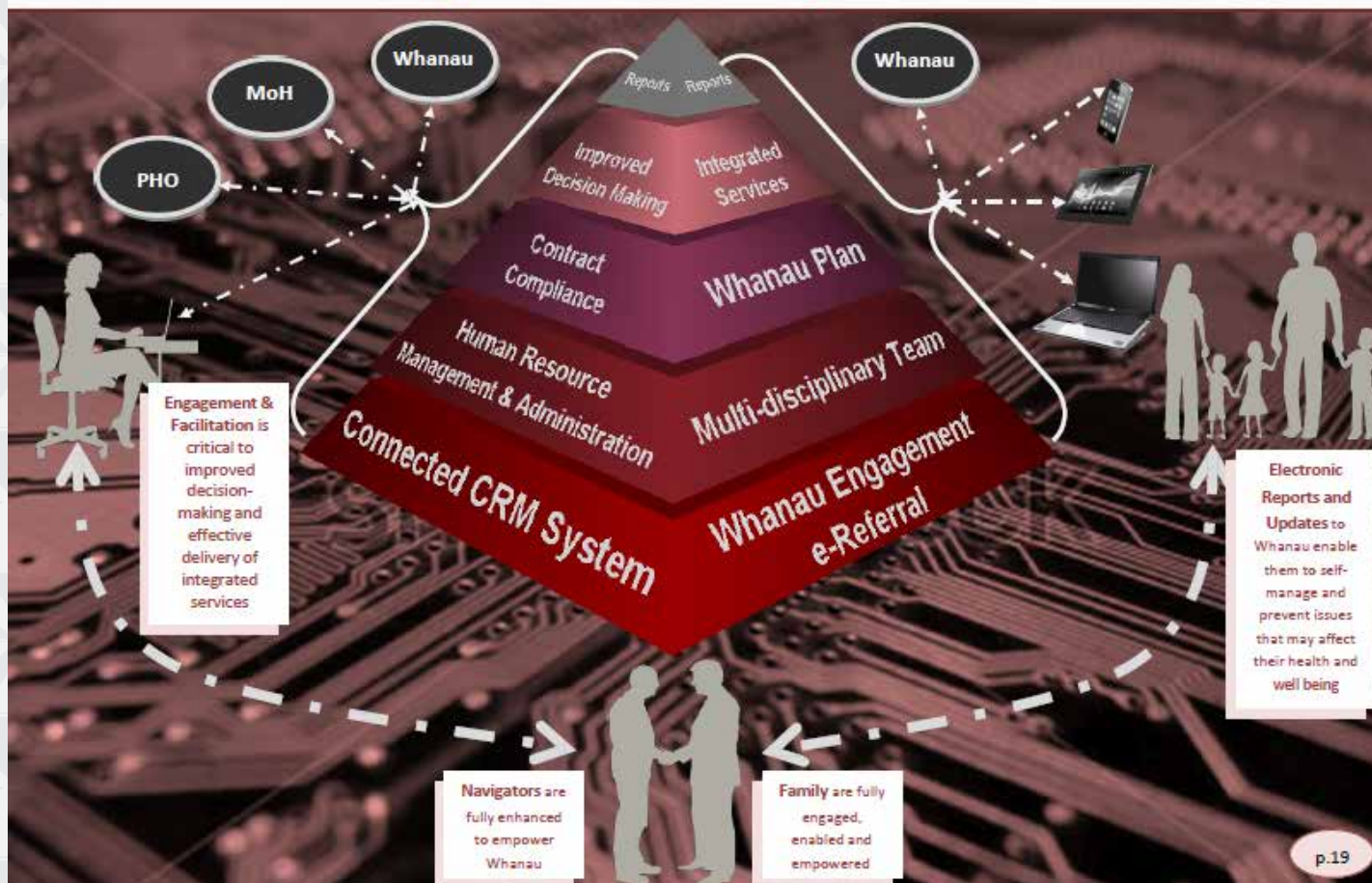
# Tongan Health Society – Integrated Pathway – Logic Model



## Whanau Case Study: Integrated Contracts & Packages of Care



## Tongan Health Society – CRM



## Tongan Health Society – Whanau CRM

- ✓ CRM System meets the reporting expectations of both key stakeholders and the Whanau.
- ✓ CRM provides a 360 Degree Reporting regime that enables Whanau to self-manage and prevent issues that affect their health & well being
- ✓ CRM System provides mobile secure access for all end users to monitor and review delivery and quality of services
- ✓ CRM enhances communications and greatly improves access in 'real-time' between Navigators and Whanau







## THS COMMUNITY CENTRE AND GARDEN AND NZ LOTTERY GRANT AWARD

The Tongan Health Society Inc has had a community centre and garden for some years. It was opened by the former Minister of Health-Tony Ryall.

There are a number of plot holders who look after small areas of garden growing largely vegetables. There is wide ranging interest in the plot holding in our community. THS runs many of its Self Management Education Programmes at the centre also Community Exercise programmes are run three times per week for our Tongan community. Many of our older clients come to the centre to engage with other members of our community weekly. There are market days put on by plot holders that are well attended.

THS has been successful for some years in receiving NZ Lottery Grants to fund community based ECE garden projects in Auckland pre-schools. There are currently 10 ECE pre schools involved in the project. This project has input from Taani Lavulavu, Homer Xu and Soni Vave.

To deliver Healthy cooking, healthy eating practice classes to preschool children and their parents grandparents, also ECE staff members.

- To network with Early Childhood Education centres on the project
- Develop with Early Childhood Education Nutritionist & garden Tudor workshop
- To promote sustainable use of box & organic gardens
- To assist the teacher and parents with seedling planting days
- Supplying the resources for each school
- Creating Achievement certificate for ECE centre rewards
- To enhance the beauty of the natural environment at the ECE and generally
- Promote edible planting initiatives for ECE centres

Recently THS was able to negotiate with the Auckland City Council a \$50k renovation to the Community Centre.





# CLINICAL SERVICES MANAGER REPORT



**Mrs Mele Vaka**

NZRN BHSc

Clinical Services Manager



## INTRODUCTION

Fakafeta'i kihe Eiki 'i he'ene taulama hao moe ofa lahi o lava ketau kei fakahoko lelei hotau ngaahi ngafa kehekehe ihe ngaahi tafaaki oe fakahoko fatongia kihe moui lelei hotau kakai i Aotealofa. Fakatapu moe ngaahi haa kotoa oku faa fakatapu kae fakahoko atu ae ngaahi fuafatongia oku mau fai ihe api ko Langimalie.

Since being appointed as Clinical Services Manager in March 2014 there have been many changes occurring during this period aimed to improve the range and quality of services at the Onehunga and the Panmure medical centres. I am a member of the Tongan Health Society Board and a representative member for the central health provider's nurses for the PHO: Alliance Health Plus Clinical Governance Committee. I have to acknowledge the CEO/Medical Director Dr Glenn Doherty and the management team, all staff of Langimalie for the hard work that they have undertaken during the financial year and as a team supporting each other which has lead us to be a top performing integrated family health centre on the primary care landscape in Auckland and New Zealand.

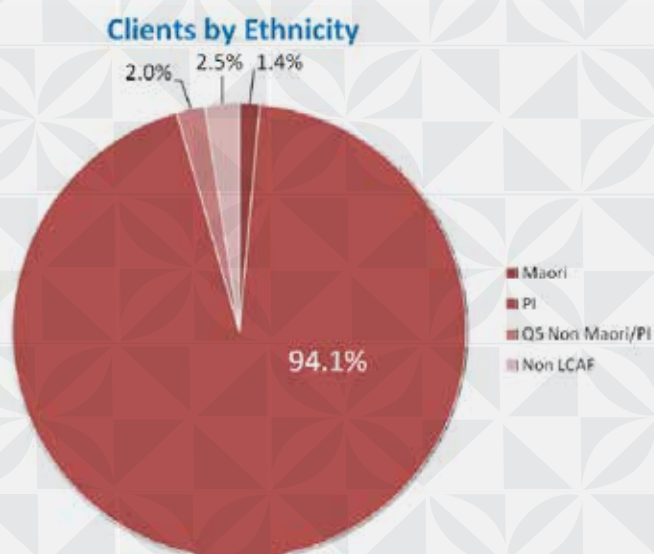
The Society operates two medical centres in Auckland at its Onehunga and Panmure sites and overseen by the Medical Director/CEO Dr Glenn Doherty and the Clinical Services Manager.

The role of the clinics is to provide high quality healthcare for all patients especially for those who prefer Tongan Language as their first language.

## OBJECTIVES

- Doctors and nurses in Langimalie work together to reduce health inequalities and to address the cause of poor health status
- To re-enforce high quality care for our patients in order to receive good outcomes
- Work with local communities and enrolled populations to address the needs of the families and clients under our care
- Offer access to comprehensive and integrated services to improve, maintain and restore people's health
- Co-ordinate care across service areas in the form of assessments and care plans
- Link closely to other services and stakeholder to achieve the best outcomes for individuals and families
- Work closely with Allied Health Professionals based at the clinic to enhance clinical management
- Explore innovations to

## THS CLIENTS BY ETHNICITY







Ana Halaevalu  
Tangata'olakepa

Fifita McCready

Ika Vea

Liku'one Latu

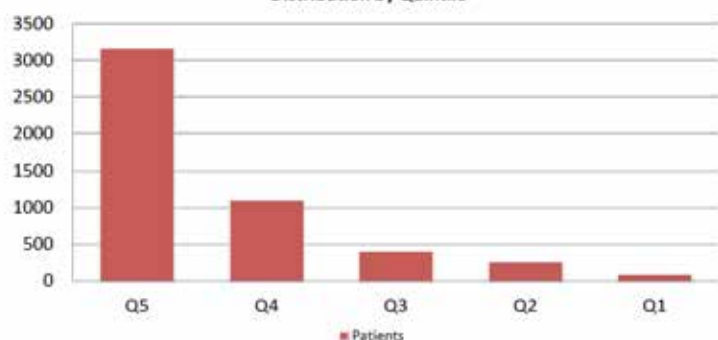
Ofa Laiseni

Silia Titiuti

## THS CLIENT DEMOGRAPHICS AND HEALTH INFORMATION

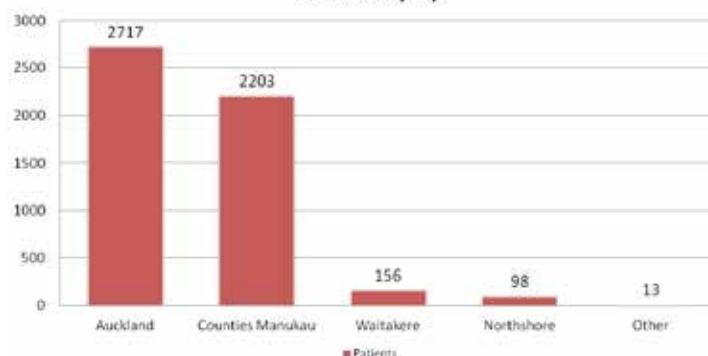
Langimalie Population

Distribution by Quintile



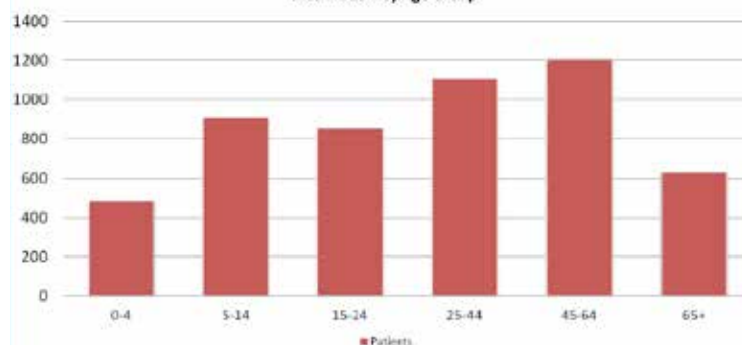
Langimalie Population

Distribution by City



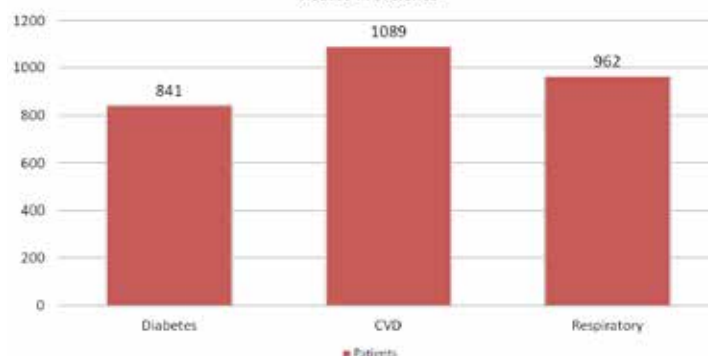
Langimalie Population

Distribution by Age Group



Langimalie Population

Disease Prevalence



## CLINICAL STAFF

The medical services employ the following staff across two clinics :

### MEDICAL STAFF :

- Dr Glenn Doherty –Medical Director
- Dr Glennis Mafi
- Dr Aisake Takau
- Dr Gopal Chebbi
- Dr Mary Tupou Paea
- Dr Kilisitina Lavulo- Registrar under RNZCGP-Fellowship programme

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

- Mele Finau Vaka-Clinical Services Manager/Practice Nurse
- Fifita McCready-Diabetic Nurse-Long Term Conditions Co-ordinator
- Ikatonga Vea-Practice Nurse
- Anahalaevalu Tangataolakepa-Practice Nurse
- Likuone Latu-Practice Nurse/Mental Health Nurse



Dr Siao Si Aho - Paediatric Unit Vaioa Hospital



**Dr Ross Boswell**  
Chemical Pathologist/Physician



**Prof Tim Cundy**  
Renal Specialist



**Ms Wendy Bowen**  
Midwife

- Silia Titiuti-Practice Nurse
- Ofa Laiseni-New Grad Registered Nurse under NetP VLCA Programme(Waitemata DHB)
- Lupe Helu-Registered Nurse- voluntary work
- Mele Oketi Tapueluelu-Clinical Recall Nurse-Year of Care Programme-Tapuaki Co-ordinator
- Mapuani Tupou-Clinical Recall Nurse-Year of Care Programme Overseer

#### ADMINISTRATION STAFF :

The team is overseen by Ms Elaine Tagaloa

- Soana Taake Ali
- Soana Cocker
- Paea Tuafe Fakaii
- Pepe Tohi-school leaver work experience

#### ALLIED HEALTH PROFESSIONALS

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

- Dr Staverton Kautoke-Psychiatric Registrar
- Dr Alo Foliaki-Clinical Overseer Psychiatrist
- Pauline Taufa-Clinical Psychologist
- Dr Gaurav Taneja-Dentist-MaliMali Dental
- Mrs Zena Nubarak Vaiola Pharmacy
- Ms Wendy Bowen-Midwife
- Prof T Cundy-Renal Specialist
- Dr Ross Boswell-Chemical Pathologist/Physician
- Kaloline Funaki-Podiatrist
- WONS Cervical Screening Nurses
- Diabetes New Zealand-Retinopathy Staff
- Breast screen NZ-Mammography

We wish to thank all our allied health professionals who provide services to our clients and families at our centres.

#### CLINIC AND CLINICAL WORKFORCE DEVELOPMENT

THS continues to support clinicians with their professional development and training needs. THS is in the process of developing and implementing a new model of care. This will be implemented through the clinical services in developing a more comprehensive approach to our clients and families care and health and well being outcomes.

We are assessing the workforce development needs amongst clinicians to address the skill sets needed to achieve the requirements of the new contract.

The clinical team will work closely with the new Integrated Outcome Unit work programme with clinical and non clinical navigators.

- Alliance Health Plus(PHO) arrange CME/CNE training

monthly for clinicians

- Two nurses are nearly completion of their cervical smear taker course with the Family Planning
- All nurses are booked for updating code of conduct course running by NZNO.
- Four nurses are undertaking Post Grad Studies through the academic year
- Clinical staff meeting monthly
- Doctors peer group monthly
- All nurses meeting monthly
- Administration and receptionist meeting every month
- Alliance Health Plus(PHO) arrange CME/CNE training monthly for clinicians
- Two nurses are nearly completion of their cervical smear taker course with the Family Planning
- All nurses are booked for updating code of conduct course running by NZNO.
- Four nurses are undertaking Post Grad Studies through the academic year
- Clinical staff meeting monthly
- Doctors peer group monthly
- All nurses meeting monthly
- Administration and receptionist meeting every month

#### CLINICAL ACHIEVEMENTS FOR 2013/14

- Immunisation Target -High Performance 6mths/8mths/2yrs
- Smoking Cessation Target-High Performance
- Rheumatic Fever Rapid Response/PES Target-High Performance
- Diabetic Annual Review Target-High Performance
- Cold Chain Accreditation-Passed
- RNZCGP Cornerstone Accreditation-Passed
- High number of clinical recalls achieved
- Cervical Screening-high number being achieved and potential for the first time to achieve the National Cervical Screening Target

Two recall nurses undertake clinical recalls every day depending on the requirement needed. They do the recall for the SME, Cervical screening, Mammogram, Photo screening, CVD, Diabetic Annual Reviews and also the recalls required by the doctors. These staff are also involved with the Year of Care programme and the Tapuaki Pilot. Their high performance has led the clinic to achieve 95% of its FFP payments in addition to managing two Year of Care contracts in one financial year.

#### THS CALL CENTRE

We have implemented a call centre at THS for Onehunga and Panmure Clinics. This service operates 8.30am-10.30am each morning. There are two Registered nurses working in this call centre every morning to answer phone calls. The aim of the call centre is to manage call volumes each morning so nursing staff are able to triage clients so waiting times are not interfered with. In addition it





**Malia Soana Cocker**  
Receptionist & PCPA

**Paea Tuaeffe**  
Receptionist

**Soana Ali**  
Receptionist



allows nurses to do any phone triaging, clinical results and recalls and book clients for medical appointments and follow up in addition to providing clinical advice as needed.

## MANUKAU INSTITUTE OF TECHNOLOGY (MIT) AND THS

THS works closely with MIT we have 16 students who came from MIT for their practical placement in the last 12 months. They were allocated between the two clinics and work alongside with our Trained Preceptor. THS has always supported and encouraged nursing students especially our Tongan student so as they can meet the requirements of the NZ Nursing Council in terms of the standards for professional nursing practice.

THS will foster an ongoing relationship with Manukau Institute of Technology in order to encourage our younger generation to increase the number of our pacific students in healthcare system.

## SOUTH PACIFIC FORUM/TONGA OUTREACH PROJECT

In November 2014 Dr Glenn Doherty, Fifita McCready and Mele Vaka presented at this conference in Tonga focused on the new THS model of care which was related to the theme of this forum. As health professionals we have to work collaboratively to promote the health of our pacific people wherever possible.

While we were at this forum we have initiated a project to start work collaboratively with the Ministry of Health in Tonga and a number of villages in Tongatapu.

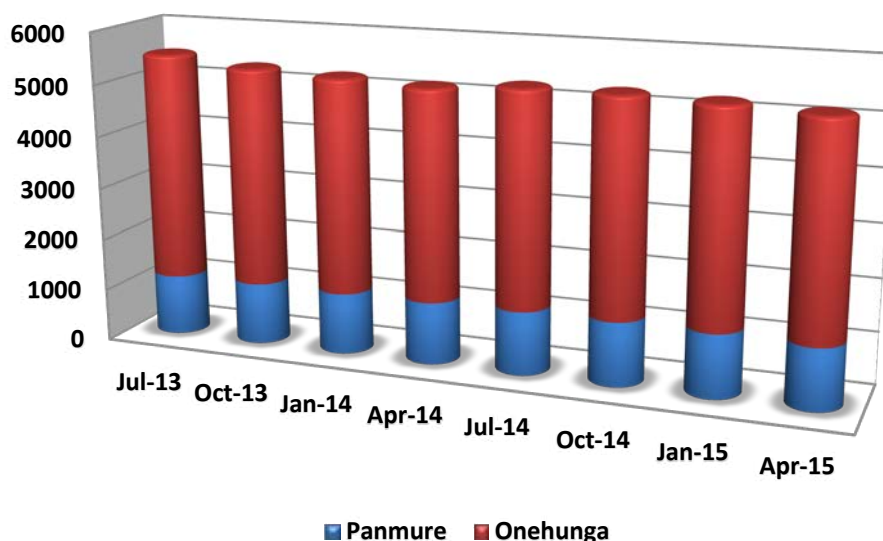
We were invited by Princess Mele Siu'ilikutapu Kalaniuvalu Fotofili to do some health screening at Lapaha especially diabetes patients. The project has been discussed in the CEO report.

## MEDICAL CENTRE ENROLMENTS 2013-2015

The graph shows registered reenrolments across the two medical centres.

Enrolments have essentially remained static over the 2013-2015 periods. THS has undertaken marketing campaigns on radio and print media which is ongoing.

### THS ENROLLED POPULATION 2013-2015









# AKO LANGIMALIE PRESCHOOL REPORT



**Lily Valesyan**

**B Ed – Early Childhood, Post Grad  
Dip Teaching ECE**

**ECE Centre Manager**



The past year has been a busy year for Ako Langimalie. We have seen changes in the Preschool not only in staff but in our staff development and the educational side of the preschool.

The AKO LANGIMALIE PRESCHOOL was developed by the “Te Manurewa Pasifika Early Childhood Education Trust” which is a joint Trust between the Tongan Health Society Inc., Te Tuareka Punanga Leo (Cook Is) and a Niuean play group in Manurewa. One of the main goals for the preschool was to help the community around Manurewa area and making early childhood education more accessible.

The school has been operating for 2 years now and we are continuously working on developing our relationships with the local community, parents and families. In the beginning of April 2015 we have had our newly appointed Preschool Manager joining us. She is an experienced (20 years in ECE) Fully Registered Early Childhood Teacher with an extensive 8 years of Managerial experience and has a vast experience in leading ECE teams in not-for-profit contexts as well as private childcare centres. Under her guidance the preschool teachers are working on preparation to ERO visit and on establishing and fostering positive reciprocal relationships with the parents of attending children which will ultimately lead to increasing the preschool’s occupancy. The PTA has warmly welcomed the new Preschool Manager and is working alongside her in advertising the school and is focused on supporting the teaching team in providing the best learning outcomes for the tamaliki. In partnership the PTA and the Preschool Staff have had a very successful Fiafia day with the focus of raising some money for resources required for the Preschool.

The Preschool Staff is also focused on promoting the preschool within the local community and on fostering and supporting parental involvement in the preschool and on encouraging parent’s feedback which helps with meeting Tongan parents aspirations for their tamaliki. These relationships are very important because the children are the main focus of the preschool and anything we can do to enhance their time at Ako Langimalie is a paramount.

In August 2014 the school received its FULL registration and it is licensed for 50 students. Currently enrolment for the preschool is 39 students with 5 qualified teachers.

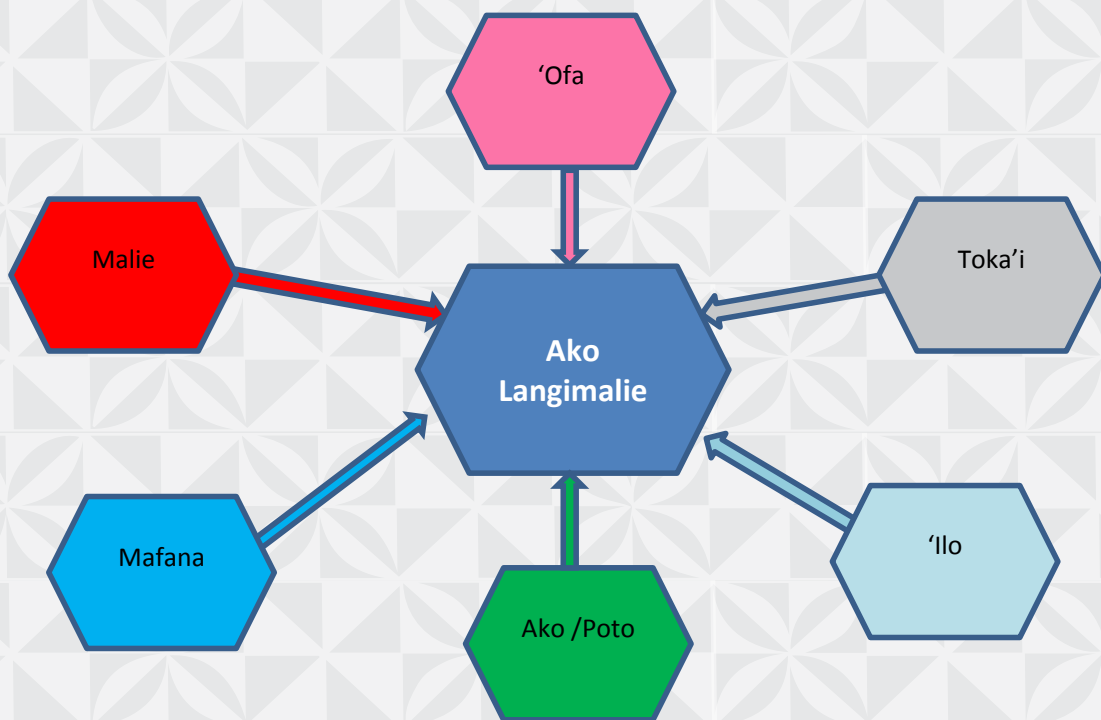
Enrolments at the start of the year have been increasing over the past few years. Although we have students finishing from the centre and moving on to the primary schools, it is our expectation to get more new enrolments coming in to the school. To boost up the Preschool occupancy rates the Preschool Manager started an active campaign in marketing the school. New brochures are being created to be distributed within the local community. Links are being established between the non-for –profit childcare centres as well as with the local primary schools, and libraries to ensure wider community involvement in the preschool. Monthly school trips are being organised.

The school is currently working towards the next ERO visit. The dates for the visit haven’t been confirmed yet but it is most likely to be this year. The preschool Manager and the Supervisor are working on all required documentation (Policies & Procedures, Programme Planning, Self-Review of the Preschool) to ensure the positive outcome during the ERO visit. We would like to acknowledge here Ulu Nawaqavanua (Centre Mentor) for supporting the Centre Staff in achieving their goals and to the Ministry of Education in these developments.

Ako Langimalie is a bilingual centre which means providing service to all New Zealanders, staffed by Tongan teachers with multicultural environment. The schools program is based on the Te Whariki Curriculum which is the New Zealand National curriculum. During the year the school arranged trips to different places in New Zealand as part of students expanding their learning and experiencing new environment. Ako Langimalie embedded its learning process on the philosophy taken from our Tongan values, ‘Ofa, Malie, Mafana, Ako/Poto, ‘Ilo, Toka’i.



From general point of view families seem to be reporting that they are quite happy with the running of the preschool at this point in time. To end with I would like to thank the Board, Ako Langimalie Staff and the Management, Families for their hard work and commitments to the preschool. Working together as a team we would assure that our children, our school reach its full potential in learning and education.





# AUDITORS REPORT AND FINANCIAL REPORT



Jeff Muir  
Chartered Accountant



Angela Cullen  
Finance Manager & Treasurer



## 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 19 which comprise the Statement of Financial Position as at 30 June 2014, 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.

### BOARDS 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 the 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 19 present fairly, all material respects, the financial position of Tongan Health Society Incorporated as at June 30, 2014, and its financial performance for the year then ended.

McGregor Bailey 24 October 2014  
Auckland, New Zealand

**\* PLEASE REFER TO APPENDIX A1 FOR ADDITIONAL FINANCIAL INFORMATION**

# FINANCIAL REPORT

CONTINUED



## TONGAN HEALTH SOCIETY INCORPORATED STATEMENT OF FINANCIAL POSITION

AS AT 30TH JUNE 2014

	NOTE	2014 \$	2013 \$
<b>CURRENT ASSETS</b>			
Bank - Savings account		335	129
Bank - Pre School Savings		534	
Petty Cash		200	200
Bank - Education Account		2,541	2,641
Bank - Pre School Account		6,986	7,693
Accounts Receivable		188,252	20,731
Power Bond		200	200
Sundry Debtors		119,655	125,061
Payments in Advance		732	5,413
<b>TOTAL CURRENT ASSETS</b>		<b>319,435</b>	<b>162,068</b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment		2,183,057	2,135,295
<b>TOTAL ASSETS</b>		<b>2,502,492</b>	<b>2,297,363</b>
<b>CURRENT LIABILITIES</b>			
Bank - Trading Account		<b>33,221</b>	118,997
GST Due for payment	1(b)	<b>65,379</b>	33,963
Accounts Payable		<b>66,736</b>	107,996
Accrued Expenses		<b>144,073</b>	125,568
Income in advance			28,830
Term Loans - Current Portion	3	<b>51,750</b>	183,553
<b>TOTAL CURRENT LIABILITIES</b>		<b>598,907</b>	<b>598,907</b>
<b>NON-CURRENT LIABILITIES</b>			
Term Loans	3	<b>635,270</b>	556,860
<b>TOTAL LIABILITIES</b>		<b>996,429</b>	1,155,767
<b>NET ASSETS</b>		<b>\$1,506,063</b>	\$1,141,596



# FINANCIAL REPORT

CONTINUED



## REPRESENTED BY:

### ACCUMULATED FUNDS

Opening Balance	1,141,596	1,297,250
Plus Excess (Deficit) of Income over Expenditure	364,467	{155,654}
<b>TOTAL ACCUMULATED FUNDS</b>	<b>\$1,506,063</b>	<b>\$1,151,596</b>

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

Chairperson

*[Signature]*

Board Member

*[Signature]*

Date 23/10/2014



### TONGAN HEALTH SOCIETY

29 HILLS ST.

ONEHUNGA

PH - 636 3629

FAX - 636 3229

Dr Glenn Doherty

CEO and Clinical Director

TONGAN HEALTH SOCIETY INC

1 FLEMING STREET

P.O. BOX 13568, ONEHUNGA, AUCKLAND

Ph (09) 636 4129 Fax (09) 634 4889

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



## TONGAN HEALTH SOCIETY INCORPORATED STATEMENT OF MOVEMENTS IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
	\$	\$
<b>EQUITY AT START OF PERIOD</b>	<b>1,141,596</b>	<b>1,297,250</b>
<b>SURPLUS/(DEFICIT)</b>		
Plus Excess (Deficit) of Income over Expenditure	364,467	(155,654)
<b>TOTAL RECOGNISED REVENUES &amp; EXPENSES</b>	<b>364,467</b>	<b>(155,654)</b>
<b>EQUITY AT END OF PERIOD</b>	<b>\$1,506,063</b>	<b>\$1,141,596</b>

# FINANCIAL REPORT

CONTINUED



5 November 2014

Pauline Fakalata  
Tongan Health Society Inc PO Box 13569  
Onehunga Auckland

Dear Pauline

## FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2014

Detailed below are the key issues relating to the Tongan Health Society Incorporated financial statements for the year ended 30 June 2014 .

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 2014 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 overdraft by \$22,825 as at 30 June 2014. (Last Year: \$108 ,534 overdraft)

The Accounts Receivable amount of \$188,252 relates to the contract payments due as at 30 June 2014 . (Last Year : \$20,731)

The Sundry Debtors amount of \$119,655 relates to the payments due as at 30 June 2014 . (Last Year : \$125,061)

The Society has Property, Plant and Equipment of \$2 ,183,057 as at 30 June 2014 . (Last Year : \$2, 135,295)

The GST Payable amount of \$65 ,379 relates to GST owing but not paid as at 30 June 2014 . (Last Year : \$33 ,963)

The Accounts Payable amount of \$66 ,736 relates to creditor invoices received, but not paid as at 30 June 2014 . (Last Year: \$107 ,996)

The Accrued Expenses amount of \$144 ,073 relates to holiday pay and other expenses owing but not paid at 30 June 2014. (Last Year: \$125 ,568)

The Non-Current Liabilities of \$635 ,270 relates to the Mortgage on the Buildings. In addition to the Non Current Liabilities , the current portion of the Term Loans amounts to \$51 ,750.

The Society has a retained earnings balance as at 30 June 2014 of \$1,506 ,063. (Last Year : \$1,141,596)

### STATEMENT OF FINANCIAL PERFORMANCE

#### NET OPERATING SURPLUS



## CONTINUED



The Health Services cost centres achieved an operating surplus of \$352,432 and this was primarily related to the receipt of new contracts and the Onehunga and Panmure clinics both achieving surplus for the year . (Last year : \$137 ,113 Deficit)

## SUMMARY

The Society achieved a Net Operating Surplus of \$364,467 in the 2014 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 : \$155 ,654 Deficit)

The bank overdraft position reduced from \$108,534 to \$22,825 in the 2014 financial year , this is a significant reduction in twelve months.

The 2014 financial year net operating surplus of \$364,467 is a very significant change compared to the 2013 financial year when a net operating deficit of \$155,654 was incurred.

The CEO and the management team must be congratulated on achieving this dramatic improvement in the financial position of the Society in a twelve month period, this result has been achieved through efficiency gains and negotiating several new contracts in the year .

The Board should be proud of the significant improvement that has been achieved in the 2014 financial year.

It is envisaged that the Society will continue to achieve surpluses in the 2015 financial year and this will enable the Society to reduce the amount owing on the Mortgages and provide funding to develop and implement additional services.

The Tongan Health Society Incorporated has Charities Commission registration and the Society is required to file the 2014 annual return with the Charities Commission by 31 December 2014.

If you have any queries regarding the above or require assistance with the completion of the Charities Commission annual return, please do not hesitate to contact me on 412- 9853 or 0274 831-259.

Jeff Muir

Yours sincerely

Jeff Muir

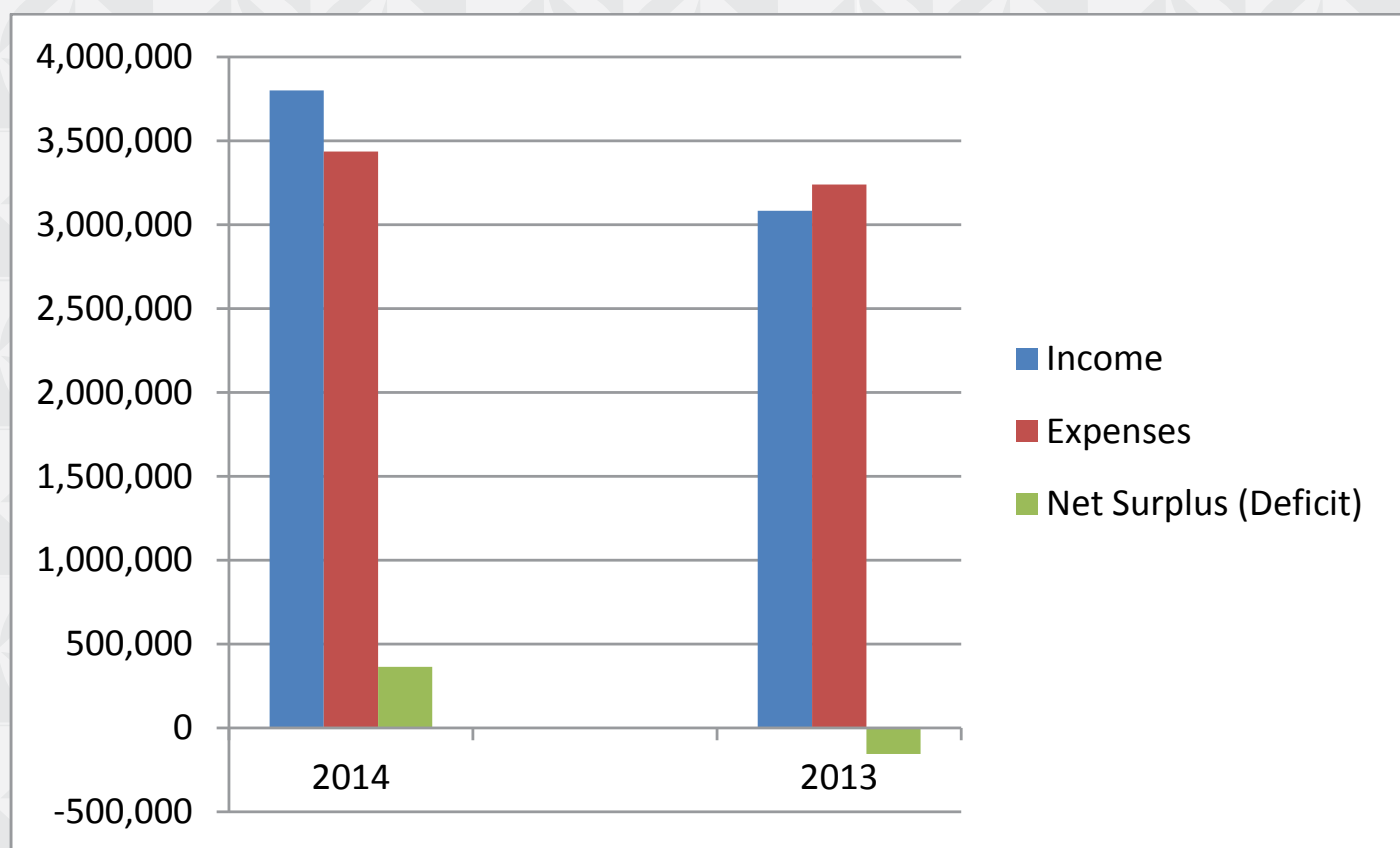


## THS FINANCIAL POSITION

### 2013/2014 FINANCIAL YEAR REPORT - AN OVERVIEW

The 2014 financial year was very successful for the Society achieving a Net Operating Surplus of \$364,467, compared to a Net Operating Deficit of \$155,654 in the 2013 financial year.

The following chart displays the results for the 2014 and 2013 financial years:



This was a dramatic improvement in the financial position in a twelve month period and this result was achieved by negotiating additional contracts with funders and restructuring the existing services to achieve efficiency gains during the year.

The Health Services and Preschool both achieved surpluses in the 2014 financial year and this was a significant turnaround from the 2013 financial year when the Health Services incurred a Net Operating Deficit of \$137,113 and the Preschool achieved a surplus of \$14,638.

A review and restructuring of the Health Services enabled the Panmure Clinic to remain open on a three day per week basis and the Onehunga Clinic and Community contracts have improved the financial position of the Society.

The Preschool service had a full year of operations and the child enrolments have met the targets set by management.

The Society was in a very vulnerable financial position in 2013 with a Current Ratio of 0.27:1 in 2013. There was a large improvement to 0.88:1



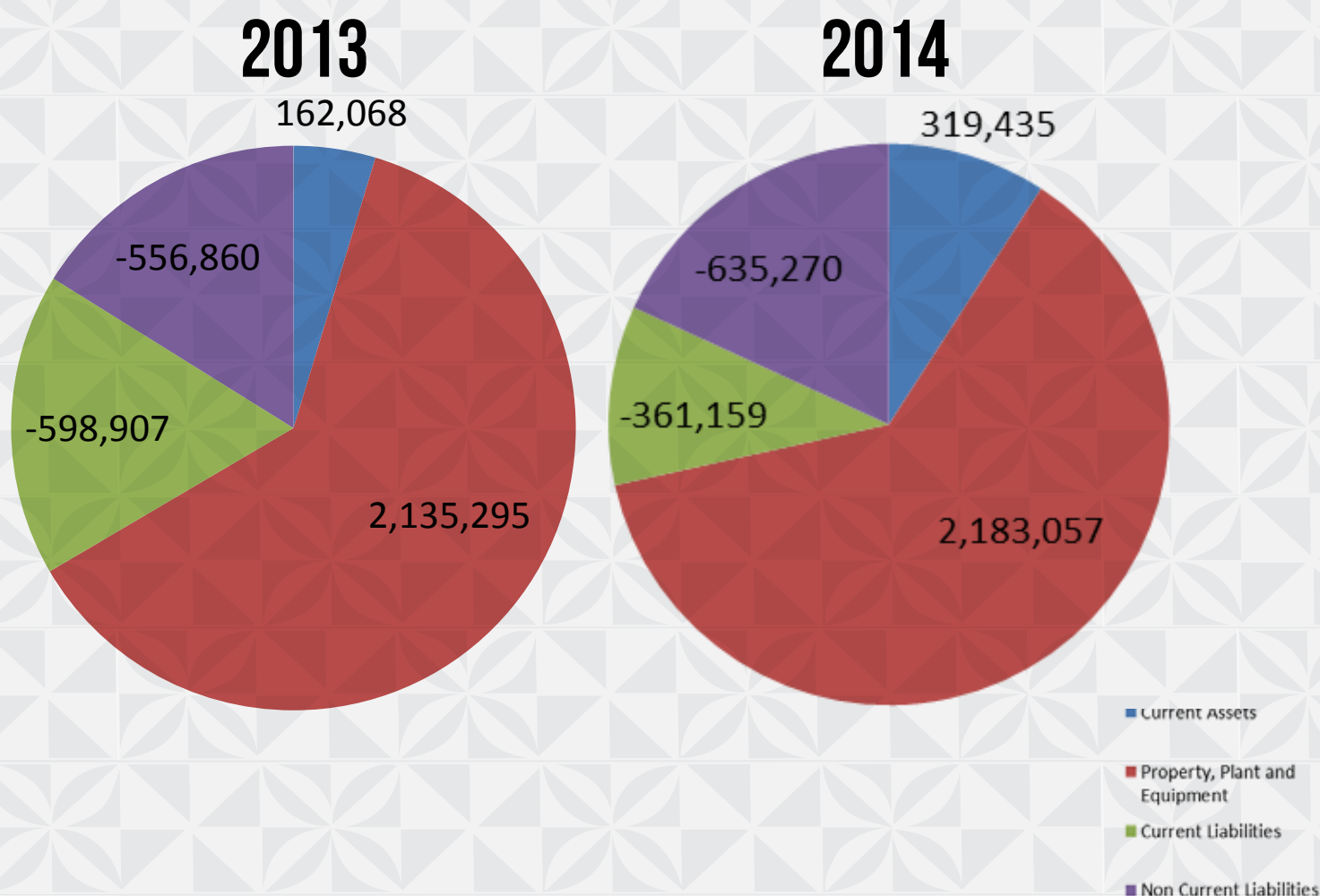


in the 2014 financial year and the target for the 2015 financial year target is 1.5:1.

The Society had Property, Plant and Equipment of \$2,135,295 and Current Assets of \$162,068 amounting to total assets of \$2,297,363 compared to Current Liabilities of \$598,907 and Non-Current Liabilities of \$556,860 in the 2013 financial year.

This improved in the 2014 financial year with Property, Plant and Equipment of \$2,183,057 and Current Assets of \$319,435 amounting to total assets of \$2,502,492 compared to Current Liabilities of \$361,159 and Non-Current Liabilities of \$635,270.

The following chart displays the results for the 2014 and 2013 financial years:



As highlighted in the above charts, the Society has a significant investment in Property, Plant and Equipment and a low current asset balance. It is imperative that the initiatives implemented in the 2014 financial year to improve the current asset position are continued, to ensure that the financial viability of the Society continues to improve.

The Society is in a very good position to consolidate and strength their financial position going forward and the Management and Board are very confident that the improved financial performance will continue in the 2015 financial year and beyond.

# SOCIETY DIRECTORY



## LEGAL ENTITY

TONGAN HEALTH SOCIETY INC

## ESTABLISHED

1997

## BUSINESS ACTIVITY

HEALTH CARE PROVIDER

## BOARD MEMBERS

MALAKAI 'OFANOA (CHAIRPERSON)

FILIPO MOTULALO (RESIGNED 10/12/13)

AISAKE TAKAU

ESETA FINAU (RESIGNED 01/12/13)

GLENN DOHERTY

TISIOLA KAKALA

MA'ATA FONUA TEISI

VILIAMI TOAFA

PAULINE FAKALATA

MAIKA VEIKUNE

MELE VAKA

INOKE MASIMA

GLENNIS MAFI

PAULINE TAUFU

VILIAMI TISELI

ANGELA CULLEN

MAUKAKALA OFA

## TONGAN HEALTH SOCIETY INC

PO BOX 13 569, ONEHUNGA,  
AUCKLAND 1643,  
NEW ZEALAND

PHONE: +64 9 636 4129

FACSIMILE: +64 9 636 4699

WWW.TONGANHEALTH.CO.NZ

## CHARTERED ACCOUNTANTS

KCA LTD

CHARTERED ACCOUNTANTS

806 WAITAKERE ROAD

RD 1

KUMEU, AUCKLAND

## BANKERS

ASB BANK LIMITED

ONEHUNGA, AUCKLAND

## LAWYERS

AMELIA SCHAAF

BARRISTER

## AUDITORS

MCGREGOR BAILEY

CHARTERED ACCOUNTANTS, AUCKLAND

## CHARITIES REGISTRATION

REGISTRATION NUMBER: CC22673

REGISTRATION DATE: 8 APRIL 2008



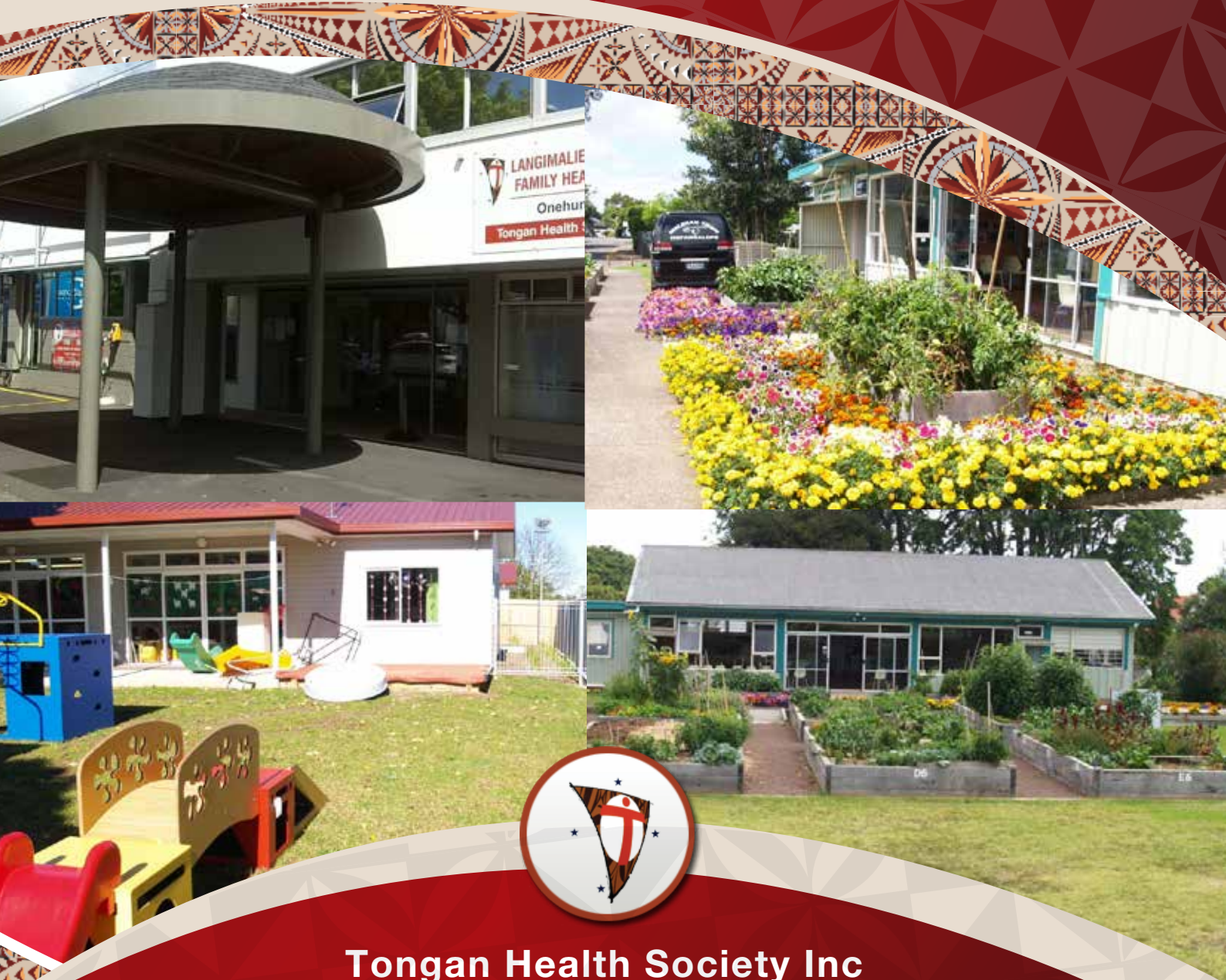




SOSAIETI TONGA KI HE MO'UILELEI

# Annual Report

JULY 2013 TO JUNE 2014



**Tongan Health Society Inc**  
*"Transforming Futures"*

**Tongan Health Society Inc**

29 Hill St, Onehunga, Auckland  
Phone 09 636 3629 Fax 09 636 3229  
[www.tonganhealth.co.nz](http://www.tonganhealth.co.nz)