

AGE CONCERN HAMILTON INCORPORATED PERFORMANCE REPORT For the Year Ended 30 June 2016

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Serving the needs of older people

AGE CONCERN HAMILTON INCORPORATED

ENTITY INFORMATION

"Who are we?" "What do we do?"

For the Year Ended 30 June 2016

Legal Name of Entity: Age Concern Hamilton Incorporated

Type of Entity & Legal Basis: Incorporated under the Incorporated Societies Act 1908 on the 17 November 1986 as Hamilton Age Concern Council Incorporated and changed it's name to Age Concern Hamilton Incorporated on 19 August 1996.
Incorporation # HN/325269

Registered as a Charitable Entity under the Charities Act 2005 on 12 March 2008. CC21730

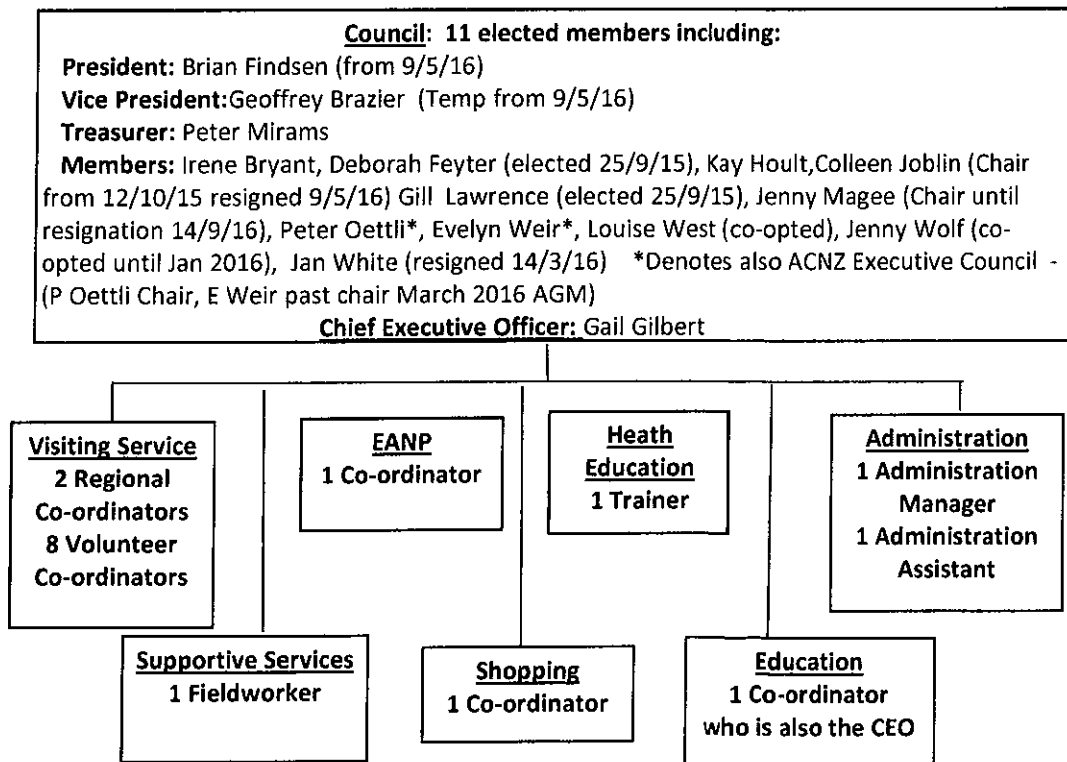
Our Purpose & Mission:

OUR VISION We believe in an inclusive society, where older people live a life of their choosing.

OUR MISSION We provide responsive services and support for the well-being of older people in their own community. These services include; Accredited Visiting Service, Elder Abuse & Neglect Prevention Services & Training, Education Seminars & Life-long Learning, Information, Shopping Service, Supportive Services & Zumba Gold Classes

OUR VALUES We affirm the values of dignity, equity and inclusion.

Our Structure:





Current 2016 Council Members:

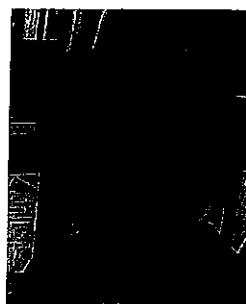
(Back row) Gill Lawrence, Peter Oettli, Peter Mirams, Graham Borland (co-opted July 2016),
Geoffrey Brazier

(Front row) Brian Findsen, Deborah Feyter, Evelyn Weir, Irene Bryant

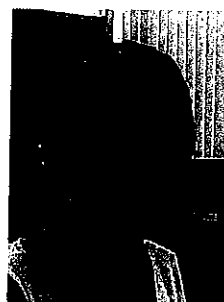
Absent: Kay Hoult



Gail Gilbert
CEO



Rosemary Solly
Admin Manager



Anne Clarke
Admin Assistant



Margrit Neukomm
HP & EANP Trainer



Jane Grantham
AVS Co-ordinator



Makerita Wade
AVS Co-ordinator



Jeni Hawker
Supportive Services
Fieldworker



Kellie Butler
EANP Co-ordinator



Sharon Mitchell
Shopping Service
Co-ordinator

AGE CONCERN HAMILTON INCORPORATED ENTITY INFORMATION CONT.

"Who are we?" "What do we do?"

For the Year Ended 30 June 2016

Our Structure *continued* .

While we are an independent Incorporated Society we are also an affiliated member of Age Concern New Zealand and must meet ACNZ Standards of Membership and adhere to it's Principles.

Main Sources of Cash and Resources:

Our main sources of income are national service contracts with the Ministry of Social Development (EANP) and the Ministry of Health (AVS); local service contracts with the Waikato District Health Board (AVS/Fieldworker Extn & Nutrition Skills for older People) and Hamilton City Council (Education & Life-long learning for older people).

Main Methods to raise funds:

Our main methods to raise funds are through grants from NZ Lottery Board, Trust Waikato, WEL Energy Trust, Community Waikato, Sky City ,COGS, Norah Howell; sponsorship for our calendar & events; the sale of resources & calendars; Zumba Gold class fees, donations & bequests and membership fees.

Our Reliance on Volunteers and Donated Goods or Services:

Our shopping service relies on approximately 80 volunteer shoppers; our Accredited visiting Service has over 180 volunteers in the Waikato Region and we have small teams of volunteers to help at events & newsletter mailouts.

Contact Details

Physical Address:	Celebrating Age Centre 30 Victoria Street Hamilton
Postal Address:	Celebrating Age Centre 30 Victoria Street Hamilton 3204
Phone/Fax:	Phone 07 838 2266 Fax 07 838 2268
Email/Website:	E-mail postmaster@ageconcern.gen.nz www.ageconcern.gen.nz



Other Info

Auditors:	BDO Waikato
Bankers:	Westpac Hamilton East



AGE CONCERN HAMILTON INCORPORATED
Statement of Service Performance
"What did we do?" "When did we do it?"
For the Year Ended 30 June 2016

Description of our Outcomes:

Age Concern Hamilton provides a wide range of services for older people, their families and their carers throughout the Waikato. Some of the specific outcomes are:

- Provide visits to socially isolated older people in the Waikato region
- Provide engaging Education seminars for life-long learning
- Provide Elder Abuse & Neglect training to Rest Home carers & private staff
- Provide 4-week nutrition classes to improve the nutritional health of older people in rural areas
- Receive shopping service referrals from DSL and provide volunteer shoppers.

Description and Qualification of Outputs:

- Number of Accredited Visiting Service visits by volunteers
- Number of participants at education seminars
- Number of participants at EANP Training
- Number of participants at EWLW Nutrition courses
- Number of shopping units for clients by volunteer shoppers

This Year	Last Year
10,359	12,524
1,152	1,292
68	188
76	86
4,031	3,824



AGE CONCERN HAMILTON INCORPORATED
Statement of Financial Performance
"How was it funded?" & "What did it cost?"
For the Year Ended 30 June 2016

	Note	Actual	Actual
		This Year	Last Year
		\$	\$
REVENUE:			
Donations, Fundraising & other similar revenue	1/A,B&E	405,463	408,927
Fees, subscriptions & revenue from members	1/C	13,730	8,950
Revenue from providing services	1/D	99,561	100,411
Interest & reimbursements	1/F	17,016	15,951
TOTAL REVENUE		535,771	534,239
EXPENSES:			
Employee & volunteer related costs	2/A	378,643	411,197
Costs related to providing services & goods	2/B	107,525	159,414
Expenses related to public fundraising	2/C	7,502	6,155
Other	2/D,E&F	19,726	21,124
TOTAL EXPENSES		513,396	597,891
SURPLUS/(DEFICIT) for the Year		22,375	-63,652

AGE CONCERN HAMILTON INCORPORATED
Statement of Financial Position
"What the Entity owns?" & "What the entity owes?"
For the Year Ended 30 June 2016

	Note	Actual This Year \$	Actual Last Year \$
ASSETS			
Current Assets			
Bank accounts and cash	3	88,157	24,149
Debtors and prepayments	3	21,995	23,477
Other current assets	3	9,296	8,858
Total Current Assets		119,449	56,484
Non-Current Assets			
Property, plant & equipment	4	10,586	7,630
Investments	3	250,157	290,866
Total Non-Current Assets		260,743	298,496
Total Assets		380,191	354,980
LIABILITIES			
Current liabilities			
Creditors and accrued expenses	3	18,875	16,621
Employee costs payable	3	26,218	19,438
Grants & donations unspent	3	3,822	10,890
GST payable		3,770	2,897
Total Current Liabilities		52,685	49,847
Total Liabilities		52,685	49,847
Net Assets		327,507	305,133
ACCUMULATED FUNDS			
Accumulated Surpluses	5	45,507	14,267
Reserves	5	282,000	290,866
Total Accumulated Funds		327,507	305,133

These Financial Statements were approved on behalf
of the Executive Council of Age Concern Hamilton



BDO WAIKATO

Chairperson: *B. Linder* CEO: *Gail Gillman*
 Date: *12/09/16* *12.9.16*

AGE CONCERN HAMILTON INCORPORATED
Statement of Cash Flows
"How the entity has received and used cash"
For the Year Ended 30 June 2016

	Actual 2016 \$
Cash Flows from Operating Activities	
Preceeds from:	
Donations, fundraising and other similar receipts	403,723
Fees, subscriptions and other receipts from members	13,730
Receipts from providing goods or services	99,561
Interest, dividends and other investment receipts	13,530
Net GST	1,443
Payments to suppliers and employees	<u>-502,989</u>
Total Cash Flows from Operating Activities	28,999
Cash Flows from Investing Activities	
Invetsment redeemed	40,709
Payments to acquire property, plant and equipment	<u>-5,700</u>
Total Cash Flows from Investing Activities	35,009
Net Cash Flows	64,008
Cash Balances	
Opening Cash	24,149
Closing Cash	88,157
Net change in cash for period	64,008

AGE CONCERN HAMILTON INCORPORATED
Statement of Accounting Policies
"How do we do our accounting?"
For the Year Ended 30 June 2016

Basis of Preparation

Age Concern Hamilton has elected to apply Public Benefit Entity Simple Format Reporting-Accrual PBE SFR-A (NFP) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

Measurement Base

The measurement base adopted is that of historical cost.

Goods and Services Tax (GST)

All amounts are recorded exclusive of GST, except for Debtors and Creditors which are stated inclusive of GST.

Income Tax

Age Concern Hamilton is wholly exempt from New Zealand Income tax having fully complied with all statutory conditions for these exemptions.

Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

Depreciation

Diminishing value has been adopted to expend the cost of the assets over their useful lives. Computers & Software have been depreciated at a rate of 30%, Fixture & Fittings at a rate of 20% and Office Equipment mainly at a rate of 30%, some 20%.

Accounts Payable

Accounts Payable are recorded at cost, they are unsecured and are usually paid within 30 days.

Accounts Receivable

Accounts receivable are valued at their expected realisable value.



AGE CONCERN HAMILTON INCORPORATED
Statement of Accounting Policies
"How do we do our accounting?"
For the Year Ended 30 June 2016

Investments

Age Concern Hamilton Term Deposits are held with registered trading banks and are valued at current realisable value.

Plant, Property and Equipment

Are valued at cost less depreciation. Gain and losses on disposal of fixed assets are recognised in the Statement of Financial Performance to the extent of the difference between the sale price and the carrying value of the fixed asset.

Grants

Grants received which contribute to income are recognised in the Statement of Financial Performance as soon as any obligations attached to the grants have been met.

Subscriptions

Age Concern Hamilton Inc. records membership subscriptions on a cash basis.

Changes in Accounting Policies

There have been no changes in accounting policies. (Last year: nil)



AGE CONCERN HAMILTON INCORPORATED

Notes to the Financial Report

For the Year Ended 30 June 2016

Note 1: Analysis of Income

Revenue Item A	Analysis	This Year \$	Last Year \$
Fundraising revenue	Annual Appeal	1,281	3,082
	80 Matey Calendar sales	1,792	1,825
	Calendar sponsorship	2,250	200
	Fundraising events	3,003	157
	Total	8,326	5,264

Revenue Item B	Analysis	This Year \$	Last Year \$
Donations and other similar revenue	AVS sundry speaker donations & prizes	465	650
	Bequests	23,900	0
	EANP speaker donations	0	609
	Friday Education seminar donations	2,854	2,448
	General donations	614	1,456
	Total	27,833	5,163

Revenue Item C	Analysis	This Year \$	Last Year \$
Fees, subscriptions and revenues from members	Membership fees	3,413	2,678
	Membership donations	995	1,222
	Event fees	0	317
	Zumba Gold fees	9,323	5,955
	Total	13,730	10,172

Revenue Item D	Analysis	This Year \$	Last Year \$
Revenue from providing goods and services	Sale of Life tubes & sundries	509	1,491
	EANP training	1,498	3,746
	EANP/HP resource sales (LY incl SAYGO)	280	435
	Shopping Service	97,275	94,739
	Total	99,561	100,411

Revenue Item E	Analysis	This Year \$	Last Year \$
Grants and Contracts	AVS National Contract MOH	59,891	61,010
	EANP National Contract MSD	63,568	63,568
	AVS Extn Contract WDHB	73,589	73,150
	Nutrition Older People Contract WDHB	21,153	21,025
	Grants c/fwd from 2014/15	10,890	3,637
	ANZ Staff Fund	3,150	0
	COGS Kirikiriroa	3,500	1,000
	COGS Waikato South	2,000	2,000
	COGS Waikato West	2,000	2,000
	Dragons Den	1,739	0
	HCC Reception	25,666	12,833
	HCC SLA	30,000	45,000
	HCC Community Well-being	0	1,145
	Midland Health Promotion Projects	12,175	79,800
	Mighty River Power	2,304	0
	Norah Howell Trust	1,000	0
	NZ Lottery Grants Board	40,000	20,000
	Sky City	0	2,000
	Trust Waikato	14,500	10,000
	WEL Energy Trust	6,000	10,000
	Less Grants unspent 30 June 2016	-3,822	-10,890
	Total	369,304	397,278



AGE CONCERN HAMILTON INCORPORATED
Notes to the Financial Report
For the Year Ended 30 June 2016

Note 1: Analysis of Income Continued

Revenue Item F	Analysis	This Year \$	Last Year \$
Revenue from interest & reimbursements	Interest	13,969	15,013
	Meeting Fees	1,657	291
	Reimbursements	1,390	647
	Total	17,016	15,951
TOTAL INCOME		535,771	534,239



AGE CONCERN HAMILTON INCORPORATED

Notes to the Financial Report

For the Year Ended 30 June 2016

Note 2: Analysis of Expenses

Expenses Item A	Analysis	This Year \$	Last Year \$
Employee and volunteer related costs	Salaries & wages	343,298	371,619
	ACC	1,277	1,159
	KIWI Saver Costs	8,674	8,674
	Training, courses & forums	1,692	1,248
	Travel and networking	20,934	25,644
	Clinical supervision	900	450
	Volunteer costs	1,869	2,403
Total		378,643	411,197

Expense Item B	Analysis	This Year \$	Last Year \$
Cost related to providing services and goods	Purchase of Life tubes for resale	0	348
	Purchase of resources for resale	0	384
	WEAAD direct costs	0	37
	Education seminar costs	5,736	10,919
	EANP training costs	341	1,915
	Audit	5,680	5,680
	Insurance	319	937
	Overheads and office expenses	14,536	20,136
	Rent (cp 2014/15 incl Thames)	3,828	6,476
	Zumba Gold costs	1,693	851
	Health Promotion Project direct costs	5,580	5,063
	Health Promotion projects fwd other AC's	0	37,726
	Nutrition course direct costs	7,462	9,776
	Shopper reimbursements	62,349	59,166
Total		107,525	159,414

Expense Item C	Analysis	This Year \$	Last Year \$
Expenses related to public fundraising	Calendar costs	5,938	6,120
	Movie & Quiz Night, Ramble	1,565	35
Total		7,502	6,155

Expense Item D	Analysis	This Year \$	Last Year \$
Governance & other contractual costs	ACH Council costs	2,817	3,554
	ACNZ Membership	709	703
	Lease copier & printers	1,044	1,044
	Thames Share of AVS Extn Contract	8,696	0
Total		13,266	5,301

Expense Item E	Analysis	This Year \$	Last Year \$
Promotional & other events costs	Newsletter costs	2,361	3,233
	IDOP & Xmas events	560	4,261
	Advertising & Promotion	315	2,287
	Radio Sponsorship	0	1,808
	Website	480	480
Total		3,716	12,070

Continued page 13



AGE CONCERN HAMILTON INCORPORATED

Notes to the Financial Report

For the Year Ended 30 June 2016

Note 2: Analysis of Expenses continued

Expenses Item F	Analysis	This Year \$	Last Year \$
Expenses relating to fixed assets	Depreciation	2,576	2,742
	Loss on disposals	168	1,010
	Total	2,744	3,753
	TOTAL EXPENSES		513,396

Note 3: Analysis of Assets and Liabilities

Asset Item	Analysis	This Year \$	Last Year \$
Bank accounts and cash	Westpac bank	55,007.88	23,915
	Short Term Deposits *	33,109.27	0
	Cash on hand	40.00	234
	Petrol Vouchers	34.79	35
	Accrued interest	9,261.22	8,823
	Total		97,453.16

Asset Item	Analysis	This Year \$	Last Year \$
Debtors and prepayments	Debtors	21,357.70	23,477
	Prepayments	637.66	0
	Total	21,995.36	23,477

Asset Item	Analysis	This Year \$	Last Year \$
Investments	Term Deposits	250,156.69	290,866
	<i>Reserved for 6 months cash operating expenses as per Reserves Policy</i>		
	Total	250,156.69	290,866

AGE CONCERN HAMILTON INCORPORATED

Notes to the Financial Report

For the Year Ended 30 June 2016

Note 3: Analysis of Assets and Liabilities

Liability Item	Analysis	This Year	Last Year
		\$	\$
Creditors and accrued expenses	Creditors	18,875.09	16,621
	GST	3,769.71	2,897
	Total	22,644.80	19,518

Liability Item	Analysis	This Year	Last Year
		\$	\$
Employee costs payable	PAYE	6,345.86	7,645
	Holiday pay accrual & wages owing	19,792.23	11,793
	Employee deductions to be forwarded	80.00	
	Total	26,218.09	19,438

Liability Item	Analysis	This Year	Last Year
		\$	\$
Unused donations and grants with conditions	COGS South Waikato	274.07	111
	COGS West Waikato	397.65	347
	ANZ Staff Fnd	3,150.00	0
	NZ Lottery	0.00	4,360
	Trust Waikato	0.00	3,334
	WEL Energy	0.00	2,739
	Total	3,821.72	10,890

AGE CONCERN HAMILTON INCORPORATED
Notes to the Financial Report
For the Year Ended 30 June 2016

Note 4: Property, Plant and Equipment

This Year					
Asset Class	Opening Carrying Amount	Purchases	Sales/ Disposals	Current year Depreciation and Impairment	Closing Carrying Amount
Furniture & fixtures	1,636	-	2	374	1,260
Office Equipment	3,240	-	-	849	2,391
Computers (incl software)	2,753	5,700	166	1,353	6,935
Total	7,629	5,700	168	2,576	10,586

Last Year					
Asset Class	Opening Carrying Amount	Purchases	Sales/ Disposals	Current year Depreciation and Impairment	Closing Carrying Amount
Furniture & fixtures	2,045	0	0	409	1,636
Office Equipment	2,402	2,741	747	1,154	3,242
Computers	4,197	0	263	1,180	2,754
Total	8,644	2,741	1,010	2,743	7,632

AGE CONCERN HAMILTON INCORPORATED

Notes to the Financial Report

For the Year Ended 30 June 2016

Note 5: Accumulated Funds

This Year				
Description	Capital Contributed by Owners or Members	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance		14,266	290,866	305,132
Surplus/(Deficit)		22,375		22,375
Transfer to Reserves		8,867	-8,867	0
Total	0	45,507	282,000	327,507

Last Year				
Description	Capital Contributed by Owners or Members	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance		77,919	290,866	368,785
Surplus/(Deficit)		-63,652		-63,652
Transfer to Reserves				0
Total	0	14,267	290,866	305,133

Breakdown of Reserves		Actual This Year	Actual Last Year
Name	Nature and Purpose	\$	\$
Operational Contingency Reserve Fund	Reserves Policy reviewed May 2016 states; Maintaining adequate operational reserves is essential to establishing stability. Reserves are to be held as cash deposits or fixed-term deposits. This will ensure adequate cash flows are available to satisfy current and future operational requirements, as decided by the CEO and Council. Therefore: Operational Reserves are to be maintained at a level of at least six months of operating expenses.	282,000	290,866
Total		282,000	290,866

AGE CONCERN HAMILTON INCORPORATED

Notes to the Financial Report

For the Year Ended 30 June 2016

Note 6: Commitments & Contingencies

Commitment	Explanation and Timing	At balance date	At balance date
		This Year	Last Year
		\$	\$
Commitments to lease or rent assets	Toshiba Copier leases (3) from De Lage Landen Ltd over 60 months from 29 Jan 2015.		
		1,200	1,200
		3,002	4,002
		4,202	5,202

Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at balance date (Last Year - nil)

Note 7: Related Party Transactions

Description of Related Party Relationship	Description of Transactions (whether in cash or amount in kind)	This Year	Last Year	This Year	Last Year
		\$	\$	\$	\$
		Value of Transactions	Value of Transactions	Amount Outstanding	Amount Outstanding
Age Concern New Zealand(ACNZ) Age Concern Hamilton (ACH) is an affiliated member of ACNZ. ACH Council members Peter Oettli and Evelyn Weir were officers and President respectively of ACNZ. At AGM March 2016 P Oettli became president and E Weir resigned from ACNZ Executive Council.	National Contracts	155,979	235,035	0	0
	Reimbursement of cost	1,877		0	0
	Donations	48	33		
	Total Receipts	157,904	235,068	0	0
	Membership/AGM costs	1,445	1,309	0	0
	Database costs	276	0		
	Purchase resources	40	441	0	0
	Total Payments	1,761	1,750	0	0

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
AGE CONCERN HAMILTON INCORPORATED**

Report on the Performance Report

We have audited the accompanying performance report of Age Concern Hamilton Incorporated on pages stamped BDO Waikato which comprises the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 30 June 2016, the statement of financial position as at 30 June 2016, and the statement of accounting policies and other explanatory information.

This report is made solely to the Members, as a body, in accordance with the requirements of the constitution. Our audit has been undertaken so that we might state to the Members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Members, as a body, for our audit work, for this report, or for the opinions we have formed.

The Responsibility of the Members for the Performance Report

The Members are responsible on behalf of the entity for:

- (a) Identifying outcomes and outputs, and quantifying the outputs to the extent practicable, that are relevant, reliable, comparable and understandable, to report in the statement of service performance;
- (b) the preparation and fair presentation of the performance report which comprises:
 - the entity information;
 - the statement of service performance; and
 - the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance reportin accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) issued in New Zealand by the New Zealand Accounting Standards Board, and
- (c) for such internal control as the Members determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the performance report based on our audit. We conducted our audit of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the performance report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the performance report, including performing procedures to obtain evidence about and evaluating whether the reported outcomes and outputs and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the performance report, 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 performance report 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 made by management, as well as evaluating the overall presentation of the performance report.

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

We have no other relationship with, or interests in, Age Concern Hamilton Incorporated.

Opinion

In our opinion, the performance report reflects:

- (a) the reported outcomes and outputs, and quantification of the outputs to the extent practicable, in the statement of service performance are suitable;
- (b) the performance report on pages stamped BDO Waikato presents fairly, in all material respects:
 - the entity information for the year then ended;
 - the service performance for the year then ended; and
 - the financial position of the Age Concern Hamilton Incorporated as at 30 June 2016, and its financial performance, and cash flows for the year then ended in accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit).



BDO Waikato
12 September 2016
1026 Victoria Street
Hamilton
New Zealand

President's Report 2016

It is my responsibility and pleasure to present the Annual Report on behalf of the Age Concern (Hamilton) Council for the year ending June 2016.

The following Māori proverb encapsulates the essence of our collective work:

He aha the mea nui o te ao? He tangata, he tangata, he tangata

What's the most important thing in the world? It's people, it's people, it's people.

The work of people throughout this organisation which is dedicated to meeting the needs of older people in the Hamilton/Waikato community is central to the achievement of our mutual purpose. This proverb is applicable to the terrific staff that Gail Gilbert as CEO leads; it applies to my fellow Council members whose voluntary work helps sustain the agency; it is consistent with the great support from varied stakeholders; it applies to our membership and direct supporters. The commitment from all these groups is pivotal to our continuing success, despite on-going financial constraints amid a tight national economic situation.

While each year has its own idiosyncrasies and challenges, the period of this report has been demanding at both national and local levels. At a national level, the parent organisation, Age Concern New Zealand, underwent its own changes, including a change of CEO. Recently, Stephanie Clare has assumed the national leadership position. The most significant venture at a national level has been consideration of the modernization process which was championed by a Reference Group who diligently assembled facts and figures to persuade local Age Concerns that the way forward was via this innovative plan. However, despite the fact that this local Council supported the recommended modernization model in principle, the majority vote nationwide was for the status quo. Special thanks go to Peter Oettli as an active advocate for modernization for his endless enthusiasm and commitment to change for the betterment of Age Concern countrywide.

In another section of this Annual Report, Gail Gilbert provides us with a convincing overview of the operations of Age Concern (Hamilton). The "core business" of this Age Concern has remained on the delivery of effective and efficient services to older people in this region – the Accredited Visiting Service, the Supportive Service, Elder Abuse and Neglect Prevention, Health Promotion, a Shopping Service and a distinctive Education Programme headed by Gail herself. The tireless energy of all staff has enabled the sustenance of these important services. The Council appreciates deeply the dedication and commitment of the staff.

The strategic direction of Age Concern (Hamilton) remains the Council's responsibility. Each year, and this one is no exception, we review our Strategic Plan and amend it in accord with changing times. Obviously, our ambition is tempered by fiscal realities (see separate Treasurer's Report). While we are still looking for new ways to do things of greater benefit for local seniors, we are indeed very mindful of maintaining our financial reserves to support our continuing economic viability and vital services.

There have been changes within the Council of Age Concern (Hamilton) during this financial year. Early in this period we recruited the services of Gill Lawrence and Deborah Feyter who have displayed leadership respectively in the sub-committees for Risk Management and Funding and Sponsorship. Unfortunately, Deborah leaves us soon due to family concerns. Colleen Joblin functioned as President of this Council until April-May 2016 at which point she resigned related to personal issues. We are

grateful to Colleen for her attention to detail, especially connected to implementing a thorough systems approach. During the year, Jan White, who has committed herself wholeheartedly to the work of Age Concern, especially in the health arena, resigned. On the other hand, we have gained the useful services of Graham Borland to assist us in our endeavours. Irene Bryant has continued to provide valuable insights from her rural background. I am thankful to Anne Clarke, as minutes secretary, for her care in summarizing our deliberations. Importantly, we still have on this Council, Peter Oettli as current National President and Evelyn Weir, immediate Past President of Age Concern NZ. Hence, we do not lack for wisdom.

In its governance work, members of Council engage in on-going discussion of pertinent issues affecting the needs of older people in this community. We constantly review policies on a revolving basis to ensure their currency. In our own Council Performance Evaluation, we signalled the importance of always being aware of the work of staff and our own need for professional development. In the case of the former, we often have staff visit us in our meetings and update us to emergent matters. While most of the work of Council is conducted at our monthly meetings, there are sub-committees for Finance (leader, Peter Mirams), Risk Management (Gill Lawrence); Funding and Sponsorship (Deborah Feyter) and Health and Safety (Geoff Brazier) which report back for items for the whole Council to consider. I am appreciative of their extra time and effort. Further, we are fortunate to have the excellent services of Rosemary Solly, Administration Manager, for her expertise in financial operations and of Anne Clarke, Minutes Secretary, for her thorough recording of our Council deliberations.

In addition to effective internal functioning, the outward face of Age Concern (Hamilton) is fundamental to maintaining effective service delivery. Quite simply, people in the Waikato need to know of our existence and the character of our operations. While Gail Gilbert provides outstanding leadership in this regard as CEO, the Council is mindful of enhancing the reputation of Age Concern. Indeed, there are multiple stakeholders (including funders) with whom we need to maintain effective relationships. We acknowledge the ethnic diversity of this region and there remains more work to be undertaken in relation to *tangata whenua* plus other significant groups such as the Chinese NZ Friendship Society and the Indian Senior Citizens' Association. Evelyn Weir, as a member of the AgeWise Advisory group, has provided us with additional information about the plight of older people. We are grateful for the publication of *Older and Bolder* which highlights our work as well as the continuing success of the annual calendar in bringing our work closer to the general public.

Over the previous year, this Hamilton-based Council had provided support to Thames/Coromandel in establishing its own operations. This has been achieved through continuing support, especially in residual funding and training for Elder Abuse and Neglect, continued well into 2016. In another sphere, the medium term security of the Celebrating Age Centre has been signed off with the Hamilton City Council in a two year contract for occupancy of this building. The café too, has confirmed functioning for the immediate future.

In summary, this has been a year of continuing challenges bravely met by committed staff and Council members with whom I am proud to be associated. Overall, the work of this agency depends on continuing support from the wider communities that it serves and maintaining effective relationships with stakeholders. Members of the Age Concern remain essential to our work and we appreciate this on-going support.

Professor Brian Findsen
President

Chief Executive's Report 2016

**I am pleased to highlight our achievements for the period
1 July 2015 – 30 June 2016**

Staffing

The staff team of nine has remained unchanged this year

Operations

The demand for our services continues to grow. Our Government contracts have been renewed for either one or two years but with no increase in funding. Our local Waikato District Health Board contracts have also had two year renewals and with a slight increase in funding.

- Accredited Visiting Service.

This service was established to address the social isolation of older people living in the community. It is part funded by the Ministry of Health with an additional contract with Waikato District Health Board to cover the rural towns in the Waikato. Between the two contracts we are required to provide 9,500 visits. In the period of this report 2015/16, we have delivered 10,359 visits. This is one of the services where we use volunteer visitors and could not deliver the service without them. The Morrinsville volunteers won the Volunteering Waikato Team Excellence Award in 2015.

- Shopping Service.

This service is funded by Waikato District Health Board to provide essential grocery shopping to older people who otherwise could not manage alone. By funding a shopping service the DHB hope to go some way towards ensuring that the most vulnerable older people are eating as well as possible to maintain good health. Our shopping service is unique to Age Concern Hamilton – no other Age Concern in the country has one and is the other service using volunteers as shoppers. We currently have 137 older people who receive this service and have completed 4031 shopping trips. As with the Visiting Service, the Shopping Service could not operate without our dedicated volunteers.

Supportive Services.

Supportive Services fills the gap in the social care and welfare needs of older people where there are no specific health issues. Our Fieldworker deals with all types of referrals ranging from people living in squalor with no power or running water to older people living in the community with no insight into how to manage their affairs, getting themselves into emotional, financial and physical difficulties. We receive referrals from family members, neighbours, the Police, health professionals and home care providers. This year we have dealt with 169 cases with another 35 enquiries which were referred to other agencies. This service is not Government funded and so we are very grateful to WEL Energy Trust for their generous support.

- Elder Abuse & Neglect Prevention Service. The profile of Elder Abuse continues to be raised in the community through our education and training programmes and public speaking. Our Co-ordinator has investigated 105 proven cases of abuse this year and handled another 90 enquiries from people worried about possible abuse. In addition to this we received 23 reports from the Police where an older person has been involved in domestic violence. The majority of cases were related to financial and psychological abuse with reports of neglect and

physical abuse coming in smaller numbers. The abusers were mostly adult sons and daughters or other close family members.

- Training Services. We provide training and professional development for residential care staff, home care providers and health professionals. Our training courses include elder abuse & neglect awareness, challenging behaviour, communication skills, sexuality and stress & fatigue. The courses are run in central locations including Hamilton, Matatmata, Otorohanga and Paeroa as well as being delivered in-house to providers. 68 staff received training this year. The staff also provide seminars and public awareness events on elder abuse and neglect and this year approximately 1500 people have attended these.
- Health Promotion We have two funded contracts to deliver health promotion to older people. One is with Waikato DHB to run nutrition courses for older people and we are now in our eighth year of this contract. Each year the courses are delivered in five different rural towns across the Waikato. We show older people what a healthy diet is, how to read food labels, how to cook basic nutritious meals and how to incorporate a little gentle exercise into their day. This year 76 men and women attended these courses.
- Our second health promotion contract is part of the Age Concern NZ national health promotion contract with the Ministry of Health. This year there were two health promotion projects.
 1. Men's Health - an event which offered a free health Warrant of Fitness to older men.
 2. Eat Well, Move Well – a four week nutrition and wellness course for older adults.89 men and women took part in these projects.

The total number of people engaging in health promotion, education, training and awareness raising events for the year was 1733.

- Administration There are two members of the administrative team, the Administration Manager and the Administrative Assistant. The Administration Manager is responsible for all the finances of Age Concern. She keeps track of the complex funding streams, does the accounts and payroll, prepares the finances for audit, deals with the technology, the web site and social media. The Administrative Assistant keeps all our records up to date, deals with the membership, co-ordinates the newsletter and is the administrator for all the training services. Age Concern now has the customer service and reception role in the Celebrating Age Centre on behalf of Hamilton City Council. Our Administrative Assistant fulfils this role as well as being one of the faces of Age Concern in the reception area. Much of their job is carried out behind the scenes but without it, the other staff would not be able to devote so much of their time to supporting our older people out in the community. This year they have responded to over 8700 enquiries.
- The Education Service delivers education and lifelong learning programmes, positive ageing seminars, the annual calendar, the weekly radio show, Zumba Gold classes and organises all the events and celebrations throughout the year. The Friday morning education seminars continue to be popular with 42 seminars delivered to 1152 people.

There is a strong emphasis on social connectedness within Education Services which is an important element in the field of lifelong learning. Hamilton City Council and Trust Waikato are the major funders of this service.

Zumba Gold classes have been running for four years and we now offer four classes a week. In this reporting period 8056 older adults have taken part.

Part of the education programme includes raising awareness about Age Concern and promoting positive ageing.

To this end I work with Wintec and the University of Waikato, lecturing to their social work and counselling students and to the School of Education students.

Over the year the staff and I have had 50 speaking engagements to a variety of groups in Hamilton and beyond – reaching approximately 1285 people.

Adding up all of the education, training, public awareness and the number of clients who received our services or called for information, Age Concern Hamilton has directly supported 23,100 older people, their families and care givers across the Waikato.

Added to that we have produced 52 radio shows on Free FM Radio, 50,000 copies of our Older & Bolder newsletter were distributed, this big increase due to the Waikato Times distributing it to their subscribers. Our Facebook page had a growing number of likes and our website had 21,939 pageviews.

Acknowledgements

- To all our volunteers who help make this possible, I can't thank you enough for the time, effort and commitment you give.
- To all our members for their on-going support and attendance at events.
- To the staff team, my special thanks for making Age Concern Hamilton such a vibrant and successful organisation.
- To our Council, who have the governance responsibility, thank you to them for all their hard work and commitment to Age Concern. Without their guidance and support we would not be as strong an organisation as we are.
- To all our funders who continue to believe in the work we do and generously support us through their grants each year.

Thank you.

Gail Gilbert
Chief Executive Officer
September 2016

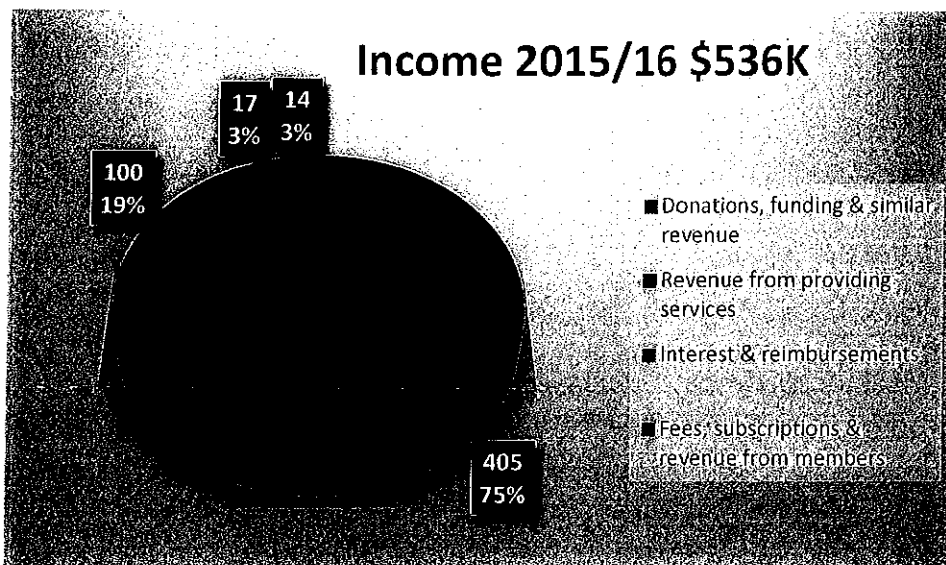
Treasurer's Report 2015/16

I am pleased to present the audited Financial Statements for the financial year ending June 30th 2016 for Age Concern Hamilton.

Breakdowns are included in the audited reporting (pages 10-13), which forms part of the 2015/16 Age Concern Hamilton Annual Report.

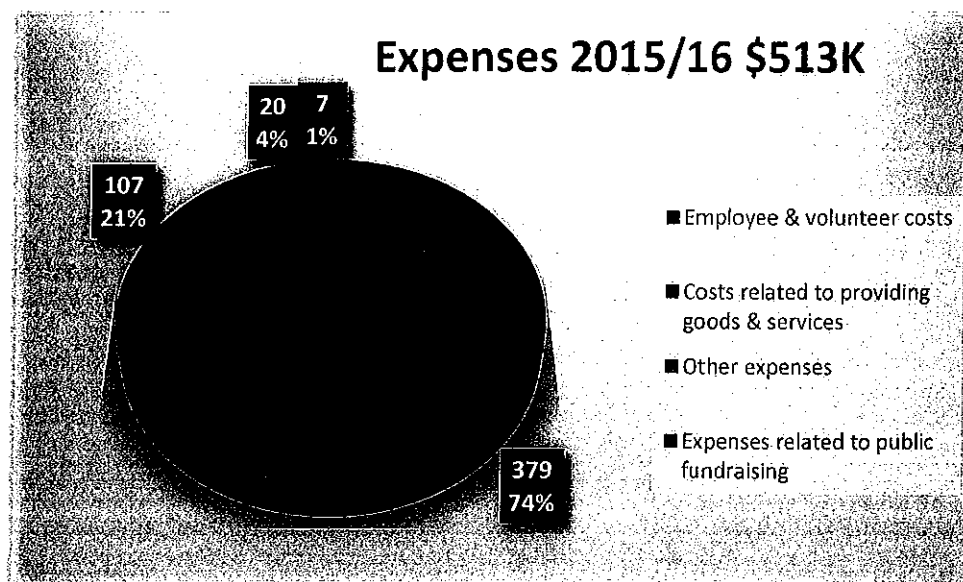
Income

Total grants, contracts & other income for the year of \$535,771 was up on budget mainly due to a bequest of \$23,900; increase on expected NZ Lottery funding of \$20,000; grants carried forward from previous year of \$10,890 and an increase in Shopping Service of \$8,811 offset by decreases in annual appeal, interest and training income.



Expenses

Expenses of \$513,396 were up on budget. End of year wage accruals increased \$8,000; Shopping Service expenses increased \$5,829 relative to the increase of Shopping Service income. a share of WDHB AVS contract was contracted out to Age Concern Thames \$8,696; rent of offices went up \$1,276 and there were other small increases in administration costs. Also earlier this year our main computer server failed and we replaced it for \$5,700.



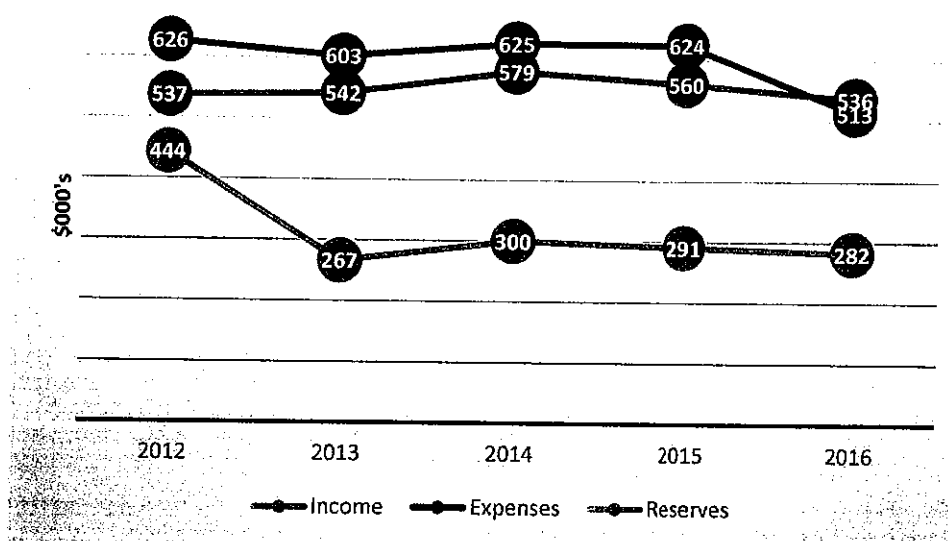
Results

We incurred a net operating surplus of \$22,375.

This surplus was the direct result of an increase of \$20,000 in NZ Lotteries funding, a bequest of \$23,900 and an increase in the shopping service of \$8,811.

Revenues, Expenses and Reserves

This graph demonstrates how our Revenues, Expenses and Reserves have tracked over the past 5 fiscal years from 2011/12 through to the current year 2015/16. NB*2012 was 15mth period



Our reserves have reduced over the last 5 years from \$449,000 to \$282,000 mainly due to the support of setting up Age Concern Thames over a 3-year period. However the current amount goes a long way to fulfil the criteria we have set out in our Reserves Policy which is 6 months operating expenses.

In summary, we have had a good financial year and have managed to pull back expenditure below income for the first time in 5 years and our reserves have settled at a level that fits our Reserves Policy. Age Concern Thames became an independent Age Concern July 2015 and receive part of our WDHB AVS funding to carry out Accredited Visiting Services in the Thames/Coromandel areas.

This year we have set up two new committees; *Finance* and *Sponsorship & Fundraising*. The Finance committee meet monthly and make recommendations to the Board on budgets, cash flows, capital expenditure and term deposit investing. The Sponsorship & Fundraising committees have added focus on diversifying our income streams and this year that has been securing sponsorship of our "Don't Wait Till You're 80 Matey" calendar, Quiz night and the Garden Ramble being held this November.

Finally, I'd like to thank our auditors - Bernard Lamusse, and his team at BDO Waikato. I'd also like to acknowledge the work carried out by Rosemary Solly of Age Concern Hamilton, for her work in administering and preparing the financial reports throughout the year.

Peter Mirams, Treasurer