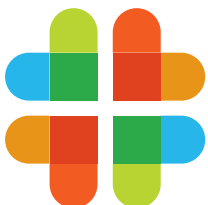




LIVING LIFE TO THE FULL

2020 Annual Report



HBH SENIOR
LIVING
In every little way, we care

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Howick Baptist Healthcare Limited
Charities Registration: CC 20592

PO Box 38 093, Howick, Manukau 2145
139 Union Road, Howick, Auckland 2014

Phone: 09 538 0800
Email: enquiries@hbh.org.nz
Office Hours: 8.00am to 4.30pm
Website: www.hbh.org.nz

OUR VISION

All older people have the knowledge, care and support they need to enjoy fullness of life.

OUR MISSION

To provide older people with care services that are excellent, compassionate and responsive.

OUR FOCUS

We provide services for older people in need of support but have a special focus on those who are especially frail or vulnerable due to their age, health or situation.

OUR MOTIVATION

We are motivated by the compassion, love and justice demonstrated in the life of Jesus Christ.

2020: A FULL-ON YEAR IN SO MANY WAYS

2020 has certainly turned out to be a challenging year! Our number one goal this year has been to keep COVID-19 out of HBH and away from our aged and vulnerable residents and clients - and together, we've achieved that. We're hugely grateful to our staff for their tireless work and dedication during both lockdowns, and to our community for your patience, support and understanding.

The good news is that our residents and clients remain happy and well. While lockdown was difficult for families, we were quick to introduce WhatsApp, Zoom and other social media platforms so that families could stay connected.

A significant challenge during lockdown was managing our workforce to maintain our high standards of care. Staff members who were immunocompromised or lived in a household with someone vulnerable to COVID-19 couldn't work and few temporary staff were available. It was certainly a juggle, however, it showed how adaptable we can all be when needed.

Quality of care has always been an integral part of our approach. Since we became fully registered as an Eden Alternative facility, we've continued invest in and develop this philosophy of care to improve fullness of life for our residents. To that end, several senior HBH staff attended and presented at the Eden Alternative conference in Australia late last year.

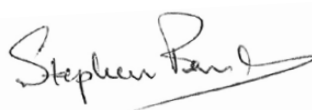
Lockdown was not all bad! Staff and residents/clients discovered new ways of doing things, including 'small bubble' church services from our Chaplain, using technology to make video calls with overseas grandchildren they might normally not see, and generally being less busy and having more time for quiet reflection and getting to know each other. We are trying keep up some of these positives as we move back into the post-lockdown world.

We've also implemented a new quality assurance system, involving a complete review of our internal policies, quality and risk management practices, staff training and internal auditing tools (which will continue next year). Furthermore, we undertook pandemic planning to avoid and mitigate a potential COVID-19 outbreak, alongside extensive training in the use of PPE and infection control procedures.

Our involvement in the community continues to grow. HBH Senior Living's Day Club continues to flourish, providing companionship, activity and lunch for older people who are lonely, bored, frail, or have some dementia or cognitive decline. Our Day Club also gives family caregivers a break. Virtual Village East's range of activities on offer has increased to include exercise and mindfulness classes for seniors, among others. And our monthly Coffee & Catch-up sessions continue to thrive with great attendance (in person or via Zoom) despite the lockdowns.

Our housing and care services are in demand, with very high occupancy levels at HBH Senior Living, 139 on Union, Stevenson Village and Gracedale. With an ageing population, demand is expected to continue, so we have recently negotiated to purchase Gulf Views, a boutique rest home in Howick, which will further expand our capacity. The purchase of Gulf Views also extends our mission to meet the needs of the most vulnerable amongst the older population. Providing mostly standard rooms (that is, no charges above the Government's set fee), it provides an affordable option for older people with an historic or current connection to the Eastern suburbs who might otherwise have to seek care elsewhere.

Finally, we would like to thank all of our staff and volunteers for your invaluable contribution in this most demanding of years: your skill and dedication made all the difference, and kept our residents safe, busy and fulfilled. We look forward to another year of supporting older people to enjoy quality of care, and quality of life.



Stephen Parker
Chair



Bonnie Robinson
CEO

OUR BOARD AND MANAGEMENT TEAM

We are very fortunate to have a mix of experienced and accomplished people from our community and industry on our board and management team. We are grateful for their invaluable knowledge, dedication and contribution to helping HBH continue to lead the way in excellence of care.

Board Members

Stephen Parker

Chair

Retired Businessman
Btech

Keith Ardern

Director

Management Consultant
BCom

Rangiaruaru Hema

Director

National Administrator,
Baptist Union BMS, CA

Elizabeth Tremlett

Director

Chartered Accountant
B Com, CA

Bonnie Robinson

CEO

(ex officio to the board)
BA, BD, Dip Min., BAM

Kate Donley

Director

Management Consultant
BCom

Graeme Owen

Director

Business Consultant
BE, BD, CMInstD

Management and Clinical Leaders

Bonnie Robinson

Chief Executive Officer

Sachin Adkar

Accountant & IT
Systems Coordinator

Margot Andrew

Physiotherapist

Juliette Bell

Eden and Wellbeing
Coach

Jocelyn Bray

Communication and
Marketing Consultant –
Inspiration Point

Chris Dunlop

NZRN, Director of
Nursing

Donna Janssen

Acting Charge Nurse,
Gulf Views

Hayden Martelli

HR Consultant –
360 Consult

Jenny Moore

Social Worker

Anjani Sharma

Manager Gracedale Care

Bruce Stevenson

Property and Tenancy
Manager

Carol Turner

Occupational Therapist

Lee Warmington

Virtual Village
Co-ordinator/PA
to the CEO

Kylie Windle

Projects Manager
(contract)

THE 5 PILLARS OF OUR CARE

WE CARE about offering a faith-based community

Formerly known as Howick Baptist Healthcare, HBH retains strong links to the Baptist community and other churches. Motivated by the compassion, love and justice of Jesus Christ, our goal is provide compassionate, responsive services that improve quality of life.



WE CARE about excellence

Because HBH Senior Living is a not-for-profit organisation, we can put caring first, every day and in every way. We're known for excellence in care and we are a registered provider of the Eden Alternative, a programme that puts the needs of older people at the centre of everything we do.



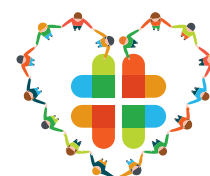
WE CARE about the little things ... and the big

When you're older or unwell, the little things can really matter. That's why our staff are trained to go the extra distance, and they do! Whether it's taking the time for a chat, or delivering excellent care, we aim to make a difference to the lives of older people.



WE CARE that our residents live life to the full

It matters to us that older people enjoy full and rewarding lives. We support our residents to be as active and independent as possible, with a range of services available at every level of care to help them make the most of life ... and ensure they feel right at home.



WE CARE about connecting you with the community

At HBH Senior Living, we pride ourselves on our friendly, lively and close-knit community. And we extend our care beyond the walls of our facilities through our Day Club, Virtual Village East and Stevenson Village, so that more older people can access the knowledge and support they need to enjoy fullness of life.



OUR 2020 HIGHLIGHTS

From pulling out all the stops to keep our residents safe from COVID-19, to negotiating the purchase of Gulf Views rest home in Howick, 2020 has been a challenging and busy year! Here's a snapshot of just some of our many highlights and achievements this year – both at HBH Senior Living and in the wider community.

99%

OF OUR RESIDENTS

in our hospital and rest home are satisfied with the quality of care they receive.



94%

OF RELATIVES

feel that HBH genuinely cares for their family member.



93%

OF OUR RESIDENTS

in our hospital and rest home are satisfied with their overall level of wellbeing.



150+

LOCAL SENIORS

have signed up to the Virtual Village East social network since we launched in 2018.



55

PEOPLE PER DAY

attend our popular Day Club for seniors in the community.



192

STAFF

did an outstanding job in challenging circumstances, delivering on our mantra to 'care in every little way'.



130

GENEROUS VOLUNTEERS

helped out with a range of care services, outings and social activities.



1 of 2

EDEN ALTERNATIVE FACILITIES

We're proud that HBH is one of only two fully registered Eden Alternative facilities in Auckland.



45

ROOMS IN GULF VIEWS

the formerly privately-owned Howick rest home which we negotiated to purchase in June and began managing in July.



HELPING OUR RESIDENTS LIVE LIFE TO THE FULL

Despite the pandemic, 2020 saw continued development of the Eden Alternative, a philosophy of care that aims to transform residential care by ensuring fullness of life for our residents. The key message of Eden is simple: that those who live at HBH should feel as healthy, happy and fulfilled as possible, irrespective of their health and disability challenges.

As one of only two aged-care facilities in Auckland to earn the ten Eden principles, we believe that we have the privilege of working in our residents' homes: they don't live in our workplace.

This year, to support our Eden Alternative programme, we initiated an extensive education system with increased hours and creative training options to reach more staff and increase skill levels, which has assisted us in improving overall standards in care. We now have a re-developed Eden Community Learning Guide, which enables our staff and residents to learn together, and we

will make this learning guide available to others through the Eden organisation in Australia and New Zealand.

Our volunteer programme was interrupted by lockdowns but we still managed to welcome many wonderful and generous volunteers including students from St Kentigern College (who helped out on a weekly basis and during special occasions), the children from Best Start Kindergarten (who sang songs and played games with our residents), and SPCA Auckland Outreach (who brought in pets once a week to visit the residents).



JACK'S STORY

Making the most of life at HBH

Originally from Holland, Jack van Kampen says he met the two most important people in his life within three months of moving to New Zealand: “my wife and Jesus”. A civil engineer, Jack and his wife lived in the Waikato for many years and had four children, all of whom still live in New Zealand.



“HBH is very homely and relaxed ... every staff member is so caring and attentive.”

JACK VAN KAMPEN,
REST HOME RESIDENT

Jack moved to HBH Senior Living from his Waikato home in late 2019 for health reasons, and he currently lives in our rest home. His daughter looked at many rest homes and felt that HBH surpassed all the others she saw.

Like many of our residents, Jack makes the most of life at HBH and partakes in as many activities as he can. He says he particularly likes playing mini-golf on a Tuesday and UNO on Thursday. He is in the Eagles team at mini-golf and says there's fierce competition to see who will win the cup for the week. He also enjoys sitting at the 'men's table' for lunch and takes a keen interest in the conversations.

Jack says he can see how the Eden Alternative makes a difference. A key facet of the Eden

approach is to imbue life with spontaneity and fun, and to involve residents in many aspects of daily life, such as doing chores, to help avoid the 'three plagues of old age': loneliness, helplessness and boredom.

“I've noticed how the staff adhere to the Eden principles,” says Jack. “They involve us in daily tasks, like filling up water jugs, setting up activities or teaching others how to play or participate. I've also found the friendly and family spirit which is evident in all the staff a big help as I settled in to my new life.

“HBH is very homely and relaxed and all staff are so approachable,” says Jack. “Every staff member is so caring and attentive. HBH is a place that you can make home, very quickly.”

CARE THAT GOES ABOVE AND BEYOND

Our philosophy of care extends beyond our four walls to support older people in the East Auckland community, especially those who are frail or vulnerable due to their age, health or situation. We do this through our popular day programmes and Virtual Village East, our innovative social network for seniors.

Our Day Club

Around 55 seniors a day from our local community attend our Day Club for activity, companionship and stimulation, including those who are lonely, frail or suffering dementia or cognitive decline. COVID-19 lockdowns and restrictions meant the programme could not run at times, and at other times we had to get creative, operating in different rooms with smaller groups to ensure appropriate social distancing. What's more, our Day Club team stayed in touch with families to support them during lockdown.



Virtual Village East

Virtual Village East is a network of friendship and support for seniors, particularly for those who choose to live independently in their own homes.

Based on our 'Five Pillars of Ageing Well', we developed our summer and winter series of age-friendly activities for seniors; with a range of new, age-friendly classes including mindfulness, 'move to stay mobile' and a book swap.

Lockdown resulted in new ways of keeping in touch, such as Zoom Coffee & Catch-ups, a phone tree and weekly emails with activities members could do at home, including recipes, mental challenges and exercises. We also set up a YouTube channel with exercise and mindfulness videos that members could do in their own homes.



ALISON'S STORY

“I’m so pleased I’ve joined.”

Alison and her husband have lived in Pakuranga for 50 years and are still living in their own home. “We have talked about moving to a residential village in the past, but have decided staying put is best for us,” she explains. “We’ve had several young families move into our street – it’s lovely to hear the children playing outside and family life nearby and to be a part of a lively neighbourhood.”



“Interestingly it was my GP who prompted me to find out about Virtual Village East. During a visit, he asked me generally how I was at the end of the appointment and asked if I ever felt lonely at times. I was a bit surprised at my answer when I said ‘yes, I was at times’.”

ALISON MILLER,
VIRTUAL VILLAGE EAST MEMBER

“I’ve always enjoyed music and still play in a hand bell group and I’m the librarian for the Auckland Choral Society,” says Alison. “Along with family and friends, we’re very fortunate to have people around us. Interestingly it was my GP who prompted me to find out about the Virtual Village East. During a visit he asked me generally how I was and asked if I ever felt lonely at times. I was a bit surprised at my answer when I said ‘yes, I was at times’.”

I went on to the website and liked what I saw, particularly that it provides a network of friendship

and support for people like us – who’ve chosen to live in their own homes during their senior years.”

Alison has been attending VVE’s ‘Coffee & Catch-up’ mornings (inbetween lockdowns), and has already signed up for some of our age-friendly classes, such as ‘Safe and Strong’ exercise sessions. “I’ve come to know such interesting people who are all of a similar age – they have such fascinating stories. Initially, I hesitated to join as it was a new idea that seemed a bit different, but I’m so pleased I have.”

CARE THAT'S ACCESSIBLE TO ALL

At HBH, we provide services for older people in need of support, and especially for those who are frail or vulnerable due to their age, health or situation. With a focus on responding to our ageing population by offering affordable, social housing for older people in our community, we purchased Stevenson Village in 2016.

With 36 social housing units accommodating 39 residents (managed by HBH Senior Living), purchasing Stevenson Village means that residents can continue to live safely and be well supported in affordable housing.

Residents have access to many of HBH's activities and services, including our popular Day Club, church services and phone advice from our nursing team, as well as priority access to HBH Senior Living's rest home and hospital.

This year, we welcomed three new residents to Stevenson Village, purchased a second property at 6B Botany, installed fast broadband fibre throughout the village, and reported close to 100% occupancy.



THE VISSERS' STORY

“We feel safe and secure living here.”

Neomie and Lyn Visser know from personal experience how essential places like Stevenson Village are to elderly people in the community. “We see so much in the news about how people are now living longer and the demand for accommodation is so high. There is a very great need for more places like Stevenson Village,” says Neomie.



“If we hadn’t been accepted into Stevenson Village, we don’t know what we would have done. There is such a huge demand for council houses, I doubt we would ever have found a home of our own.”

NEOMIE VISSER

The couple raised their family in Sri Lanka and moved to New Zealand in 2004. “We lived with our daughter and grand-daughter when we arrived and for the following six years. It was wonderful to be with family while we settled in.”

She says they were very lucky to discover Stevenson Village. “If we hadn’t been accepted, we don’t know what we would have done,” says Neomie. “There is such a huge demand for council houses, I doubt we would ever have found a home of our own. The market rents are so high, we couldn’t afford them.”

Neomie says they are very thankful to HBH Senior Living for purchasing Stevenson Village. “We are very happy here. It really is a lovely place to live – it has all the facilities and is in close proximity to everything we need. We don’t drive and as my husband has had a stroke recently, our neighbours are very good to us.

“Stevenson Village is like one big family. If we need anything there is always someone we can call on. We feel very safe and secure living here.”

2020 FINANCIAL REPORT

After a year of positive achievements in both our core business of providing high quality aged care to our residents and expansion into care services for the greater community, our financial position is also looking positive, in every way.

This year has been "business as usual" for the group. Revenue increased by \$754k to \$13.44M whereas cost increases this year were \$553k. This resulted in an increased net surplus of \$201k. \$150k of that was by way of donations.

Around 80%-90% of the staff are on pay equity now and their pay rates are regulated by the government. In addition, registered nurse salaries increased substantially nationwide which has increased our wage costs considerably. Most aged care facilities are struggling to match the pay rates offered by DHBs and are forced to fill in the nurses' shifts on a day-by-day basis. The result of this for HBH has been a \$478k increase to our wage bill.

The service delivery costs are reduced marginally though by \$11k. Other overhead & administrative costs increased by \$127k. This has led to an overall increase in total expenses of \$553k to \$12.84M.

HBH's retirement village sector continues to do well, hence our independent living units recovered all their operating costs and generated a cash surplus for the group.

We continue to offer low cost rental housing units for older people at Stevenson Village. These rental units are aimed at tenants who cannot afford to pay market rental rates. Rent is set at approximately 80% of the lowest quartile of the market rate. The operational costs of the Village are fully recovered by the rental income, however HBH supports the Village to service its loan.


Despite the challenges mentioned above, our financial position remains solid with net assets of \$34.12M (last year \$33.53M). The increase over

last year is due to the current year surplus which is used to reduce the loan taken from BNZ to acquire Stevenson Village Limited.

There was no major impact of COVID-19 on the group, as we didn't have any infections within the facility. Our occupancy was better than the budget & there were no defaults in any revenue receipts. We had to shut down our Day Programme facility during lockdown but received sustainability funding from the Ministry of Health. Also there were extra costs incurred due to COVID-19 including the special allowance for the staff who came on site to work during lockdown. But again we received the special funding from Ministry of Health to cover these costs and the overall impact was \$18K. No special funding was received during the 2nd lockdown though, hence the total impact increased to \$101k.

Again a big thanks to you, our loyal supporters, for continuing to support our work, and helping us to make a difference to the lives of those we serve.

Please refer to the financial summaries and the Auditor's report on the next five pages for further information. The full financial statements, audited by Crowe New Zealand Audit Partnership, are available on request by writing to: The Finance Manager, Howick Baptist Healthcare Ltd, PO Box 38093, Howick, Manukau 2145.



Sachin Adkar
Accountant & IT Systems Coordinator

FINANCIALS

STATEMENT OF CONSOLIDATED COMPREHENSIVE REVENUE AND EXPENSE

FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
Revenue		
Rendering of services	12,749,358	12,175,734
Rental Income	532,242	499,741
Finance Income	5,357	5,156
Operating Grants and Donations	150,112	618
Other Income	129	2,207
Total Income	13,437,198	12,683,456
Less Expenses		
Salaries, Wages and other employee costs	7,954,414	7,476,736
Service delivery costs	1,295,105	1,306,384
Depreciation	1,400,453	1,419,028
Audit Fees	30,883	29,177
Other overhead and administrative expenses	1,764,852	1,637,496
Finance costs	399,277	423,040
Cost of Providing Services	12,844,984	12,291,861
Total Surplus for the Year	592,214	391,595

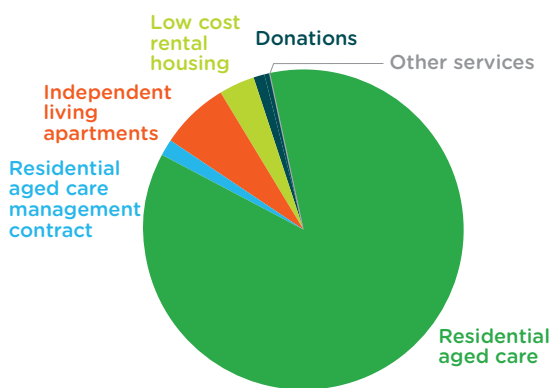
STATEMENT OF CONSOLIDATED FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2020

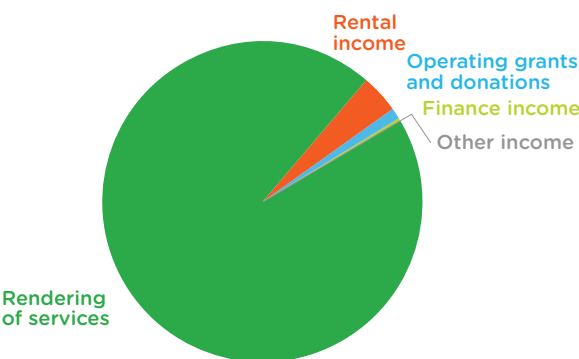
	2020 \$	2019 \$
ASSETS		
Non-Current Assets		
Property, Plant and Equipment	56,326,067	57,630,568
Total Non-Current Assets	56,326,067	57,630,568
Current Assets		
Cash and Cash Equivalent	102,838	70,630
Receivables from Exchange Transactions	912,439	1,059,354
Prepayments	501,851	83,859
Total Current Assets	1,517,128	1,213,843
TOTAL ASSETS	57,843,194	58,844,411
LIABILITIES		
Non-Current Liabilities		
Loans and borrowings	6,052,607	8,402,908
Provisions	902,107	801,717
Other non-current financial liabilities	12,545,825	13,385,818
Total Non-Current Liabilities	19,500,539	22,590,443
Current Liabilities		
Payables from Exchange Transactions	769,006	945,977
Employee entitlements	876,837	524,225
Loans and borrowings	503,889	400,000
Other current financial liabilities	2,068,193	851,250
Total Current Liabilities	4,217,925	2,721,452
TOTAL LIABILITIES	23,718,464	25,311,895
TOTAL NET ASSETS	34,124,730	33,532,516
EQUITY		
Share Capital	10,500,000	10,500,000
Accumulated Funds	6,643,228	6,051,014
Asset revaluation reserves	16,981,502	16,981,502
TOTAL EQUITY	34,124,730	33,532,516

FINANCIAL SUMMARY

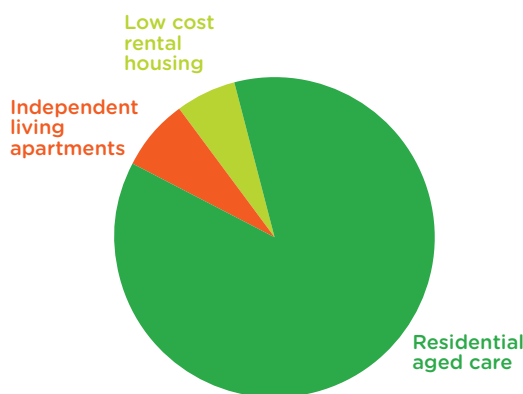
Income Centres



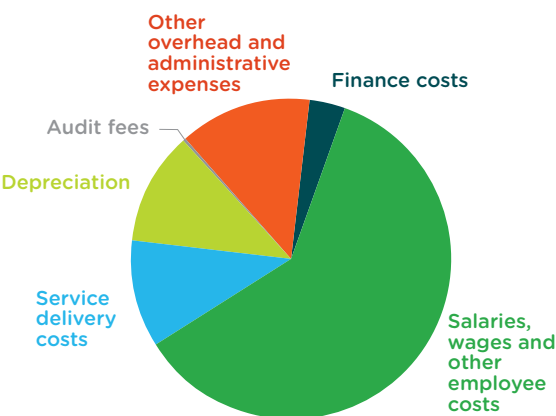
Sources of Income



Cost Centres



Use of Funds



INDEPENDENT AUDITOR'S REPORT

Opinion

We have audited the financial statements of Howick Baptist Healthcare Limited and Group on pages 2 to 25, which comprise the consolidated and separate statements of financial position as at 30 June 2020, and the consolidated and separate statements of comprehensive revenue and expenses, statements of changes in net assets and statements of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of Howick Baptist Healthcare Limited and Group as at 30 June 2020, and their financial performance and cash flows for the year then ended in accordance with Public Benefit Entity Standards Reduced Disclosure Regime issued by the New Zealand Accounting Standards Board.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Group in accordance with Professional and Ethical Standard 1 International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, the Company or its subsidiaries.

Emphasis of Matter - COVID-19

We draw attention to Note 27 of the financial statements, which describes the effects of the World Health Organisation's declaration of a global health emergency on 31 January 2020 relating to the spread of COVID-19. Our opinion is not modified in respect of this matter.

Responsibilities of the Directors for the Financial Statements

The Directors are responsible on behalf of Howick Baptist Healthcare Limited and Group for the preparation and fair presentation of the financial statements in accordance with Public Benefit Entity Standards Reduced Disclosure Regime issued by the New Zealand Accounting Standards Board, and for such internal control as the Directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Directors are responsible for assessing the Company and the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Company and Group or to cease operations, or have no realistic alternative but to do so.

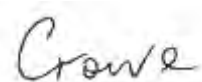
Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (NZ), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Company and Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the use of the going concern basis of accounting by the Directors and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company and Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company and Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Directors, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Crowe New Zealand Audit Partnership
CHARTERED ACCOUNTANTS

Dated at Auckland this 21st day of October 2020

Thank you for caring, in every little way.

As we celebrate a successful year, despite the challenges, we're immensely grateful to all of our volunteers, staff, families and community for your support. Your dedication and care makes a difference: helping our residents to live life to the full, every day, in every little way.



☎ 09 538 0800

✉ enquiries@hbh.org.nz

🌐 hbh.org.nz

📍 139 Union Road, Howick, Auckland 2014



A member of the Retirement Village Association of NZ

Howick Baptist Healthcare Limited (CC20592) is a registered charity under the Charities Act 2005.

