



# Annual Report 2020

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### Cover image

Charlie and Betsy Ussher at Movie World on Queensland's Gold Coast.  
Charlie, 11, has autism and his family has a long association with IHC.

## IHC Board Chair Report



### What a year of challenge and change it's been.

When I returned to IHC after a break from governance of nearly 15 years, I could never have imagined that our organisation – and our country – would be thrown into the turmoil of the COVID-19 pandemic.

However, if I had been able to foresee the outbreak, I would have had no doubt that IHC staff would rise to the challenge and meet it.

That's because our teams are committed to the people we support and their families and whānau.

It was incredibly heartening to see the initiatives and innovation that sprang up throughout the organisation during the lockdown period.

Many of them made use of ingenuity, technology and social media, such as Awhi-at-home and wecare.kiwi.

Such creative thinking also enabled people in our services to continue to be well supported by our great staff, who were also balancing the challenges in their own lives. It was with pride that staff and individuals shared hundreds of images and stories of the activities occurring in homes.

The challenge now is for the Government – which I acknowledge for its handling of COVID-19 so far – to continue ensuring proper funding for our sector, while regrowing the economy. The vulnerable amongst us must not be overlooked.

IHC is well placed to weather the storm. Our financial position is strong, as it always is, but even so we face challenges. The gap between the funding we receive, and what we provide, has widened.

The success of the emergency fund appeal we launched during the COVID-19 lockdown is proof of our standing with New Zealanders, who value our work.

After a term as IHC President from 2002 to 2005, I was reticent to return as chair lest it be seen as IHC recycling some of the old guard.

But IHC is a far different organisation now. It's much larger and much more complex.

This is in part because of our property arm, Accessible Properties, continuing to grow as a presence in the community housing sector.

There is still much work to be done to meet the growing need for housing and Accessible Properties will play an important role in housing not only people in our services, but people in the wider community.

As I write this, another significant initiative has just been launched.

IHC is conducting a review of our services and how we can best support, encourage and enrich lives.

Times have changed and we will change with them.

We will not rush to make decisions and will make sure that everyone is considered and consulted.

As we did in lockdown, we will emerge a more enterprising, fast-moving and creative organisation.

I would like to thank IHC Group Chief Executive Ralph Jones and his Executive Group for their strong and inspiring leadership. As always, IHC and the people our organisation support, are in the very best of hands.

Tony Shaw  
**IHC Board Chair**



## Chief Executive Report



### IHC Group - Essential leadership for the future

The year has seen the release of a report on a major review of the health and disability sector that says people with disabilities have not been well served. It comes at the same time as years of underfunding in the disability sector acknowledged by government, and ongoing system transformation that gives people more choice in and control of their services.

An election year is as good as any to be optimistic that the Government will address shortfalls and step up to improve the lives of people with disabilities.

But we cannot and will not wait for others to lead.

In the past year innovative thinking in our newly established company Choices NZ, has allowed us to work differently. We support people to transition from school, pursue employment opportunities, set goals, learn new skills and receive intensive support.

We have also begun thinking about how to support people in IDEA Services to pursue more individualised opportunities and experiences that might differ from the way we have done things in day bases to date. Many people have told us they want change - however we are consulting widely to gather ideas and opinions on the best way forward.

In our charitable programmes we have seen a particular need for connection and information this year and have partnered with others to meet that need online.

Through Accessible Properties we continue to provide property and tenancy services for individuals who need us to be far more than just a landlord. We connect individuals and families with good homes, and support services to improve other aspects of their lives.

### IHC Group - Essential in lockdown

COVID-19 has tested us and changed the ways we work in all parts of the IHC Group, from our advocacy and charitable programmes to our disability support and social housing tenancy and property services.

In March 2020, we went into full lockdown with four days' notice.

No-one could be in any doubt that what we do is essential. In our disability services we support 4000 people with some of the most complex disability support needs in the country, to have good lives, opportunities and experiences. In our social housing portfolio (an additional 1800 homes) most tenants have disability, mental health, addiction, social and/or poverty support needs.

While most people in New Zealand went home when lockdown was announced, our staff in residential disability services and social housing tenancy services remained on the front line.

We battled with supermarkets and even funders, to secure supplies and the funding to cover significant additional costs.

We briefly quarantined more than 200 homes while people were tested for COVID-19, with staff sometimes unable to return to their own families for several days.

Like the rest of us, the people we support had to stay home and could not have visitors. This was hard on families and individuals, so we made sure our services were a hive of activity and fun and that families and friends could be connected online as much as possible. We received hundreds of photos of baking, crafts, work-out groups and parties and we shared those images and stories in our updates to anxious families and friends.

We know that when times are tough, they're toughest on the most vulnerable. We delivered food parcels to tenants and connected them

with support services and financial assistance. We launched an emergency fundraising appeal and new initiatives providing resources, connections and support to isolated individuals and families.

I have always had pride in our extraordinary workforce and our commitment to the people we support, but even with that high level of confidence, this year our staff have exceeded expectations.

We ended the financial year no longer in lockdown, and it's great to see people out and about, at work and united with family and friends. Throughout IHC we have not talked about returning to normal but rather are looking to the future determined to do even better for our staff, families and the people we support.

Ralph Jones

**IHC Group Chief Executive**



## Member Council Chair Report



The Member Council was set up five years ago to be a link between the IHC Board and IHC members, to support membership development and carry out other tasks at the request of the Board.

The IHC Board set an ambitious target to increase member numbers by 500. The target was exceeded and membership totalled 2417.

Around 300 members are actively involved in Associations. A forum for Association Chairs was hosted by the Member Council in September 2019. During lockdown Association Chairs were invited to join an online forum every two weeks, which created a strong sense of community among Associations and ensured they were fully informed on developments.

During the lockdown period staff phoned 600 members to check and ensure they were getting the support and help they needed.

Prior to lockdown, a survey of members was conducted. Members indicated they were keen for more regular updates on what was happening in the organisation and in the wider sector.

Consequently, we sent out two updates and contributed to the review of the Community Moves magazine to highlight what members indicated they were seeking. We plan to send more regular updates in the next year.

This year's AGM will consider an option for members to pay three years of fees in one payment. This will make it easier for all parties.

During the year, Vicki Owen and Mark Campbell were appointed to the Council, and Robyn Stark resigned. Both Vicki and Mark have young daughters with intellectual disabilities. Vicki has her own legal practice specialising in public law and Mark is an experienced general manager who has worked for multinationals locally and internationally.

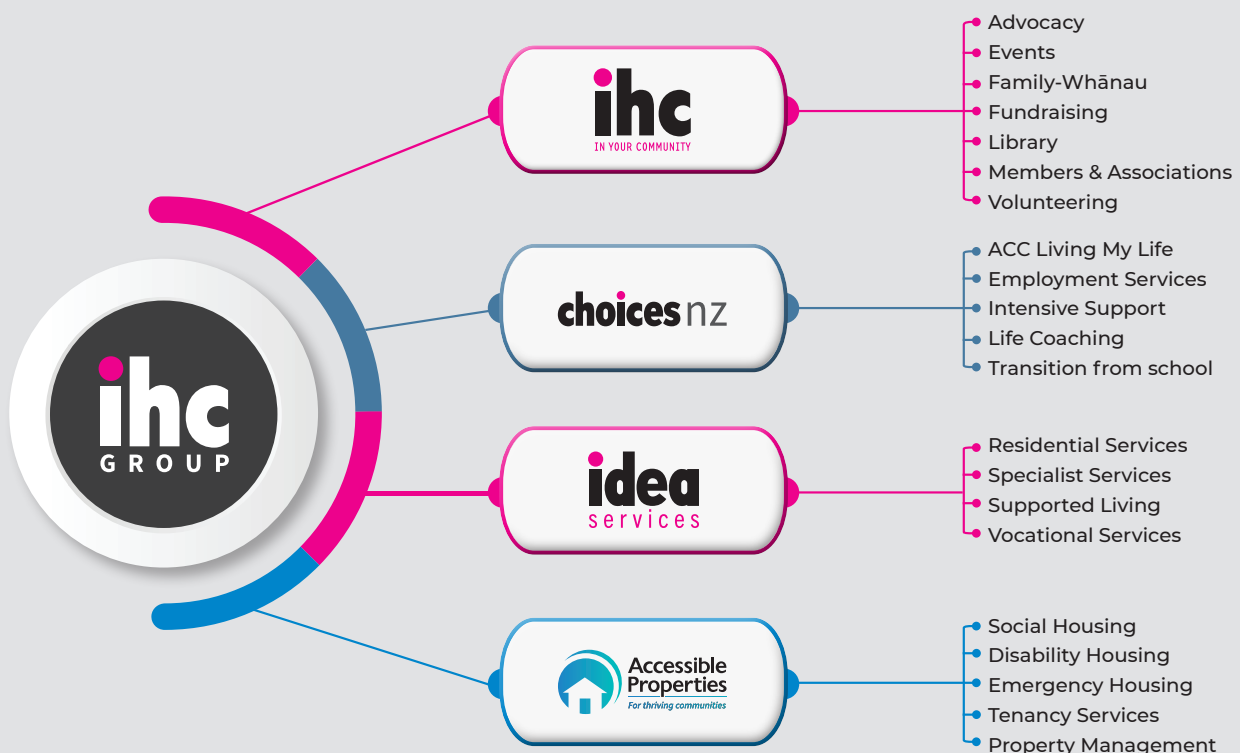
We believe it is timely to consider whether the Member Council has lived up to expectations. We will be seeking feedback from the Board and expect to canvass members for their input.

Barbara Rocco,  
**IHC Member Council Chair**

## IHC Group Functions

The IHC Group includes IHC's charitable programmes and three wholly owned subsidiaries – Accessible Properties, Choices NZ and IDEA Services. All work with a commitment to the IHC Mission and their own strategic objectives aimed at improving the lives of individuals. A key strength of the IHC Group is its ability to leverage and share expertise, including in disability services and housing, across the group.

Our corporate support staff (including in administration, communications, finance, human resources, information and technology, risk and safety and service development and strategy) deliver expertise and support services throughout the IHC Group.





Sir Robert Martin was made a Knight Companion of the New Zealand Order of Merit in the New Year Honours for services to people with disabilities.



IDEA Services is New Zealand's largest provider of services to people with intellectual disabilities and their families.

## **Our values are:**

- Empowerment
- Inclusion
- Responsiveness
- Support.

In October 2019, 46 people in four areas were interviewed about their experiences of IDEA Services. The interviews were flexible and let people talk about what was most important to them, but focused on where they lived and their flatmates, whether they felt safe and comfortable, what they did during the day, and what their goals and dreams were.

Overall, we found that most people were happy, and that we didn't need to change everything, but that people have individual needs and preferences that should inform how they live their lives. This can mean different things to different people. Being heard and given the flexibility to live the way they want, is important to people.

There is strong support within IDEA Services and among the people we support, for person-centred services for the future. COVID-19 provided an opportunity to roll out and evaluate new ways of supporting people.

These met the principles of Enabling Good Lives – choice, control and flexibility – and what people with disabilities want.

Many of the people we support are aging and have increasingly complex needs. Our 'one team' approach will see a renewed focus on quality of life for the people we support.

We are consulting widely with individuals, staff and families for input and feedback on changes to vocational and residential service delivery.

The IDEA Services Collective Employment Agreement for Support Workers and Administration Coordinators was ratified throughout the country, with 83 per cent of people voting in support of accepting the agreement.

COVID-19 caused significant disruptions to the services and support provided by IDEA Services. Vocational services were forced to close temporarily, and Supported Living services were reduced to the essential with many people being supported by phone or online.

IDEA Services staff modified support for people who were unable to attend day bases or do their usual activities.

The 'Fun at Home' programme enabled us to provide activities and daytime support to people in their homes, with ideas and resources for service users.

We commissioned a report that looked to understand the experiences of people living in IDEA Services homes. Twenty-eight people from eight areas were interviewed in their homes.

## **The key findings:**

- People missed their families and friends and were keen to get back to being out and about.
- They felt safe
- They were busy and learnt new things
- It was relaxing – some people enjoyed being at home.

IDEA Services' response to the pandemic provided a unique opportunity to review our operations and service delivery model, with a focus on the quality of service, increased choice and flexibility for the people we support, and ongoing financial sustainability.

We continue to ensure the voice of the people we support is central to our quality programme. Two surveys based on people's experiences were published this year; they are now forming part of ongoing improvement work, and are feeding into the National Services Review.

People felt they had choices about how they interacted and talked of doing things together and also having time alone in their rooms. Slowing down was a regular theme; people enjoyed not rushing out the door in the mornings and taking time to do things at home – an insight shared by many New Zealanders.

## Clinical Support

### More Important Than Ever

The national clinical team has been focused on COVID-19 support. The Director of Nursing has led the national clinical team to remain focused on rapid responses to COVID-19 queries. This has included managing the logistical supply and distribution of all personal protective equipment.

We have three registered nurses working full time managing clinical support, including one nurse seconded from the Choices NZ team. They have been responsible for all COVID-19-related clinical support, including advising on isolating employees, the people we support and services. The centralised wellbeing email box received more than 6000 emails requesting support.

We quarantined more than 200 houses with no positive cases of COVID-19.

District health board (DHB) infection-control audits were undertaken across New Zealand, including through Zoom meetings, to view the preparedness of our residential services. Feedback was very positive.

We continue to take a vigilant response to COVID-19 testing and symptom assessment. We are prepared and ready should a community outbreak occur.

We continue to work with Learning and Development to develop new modules in response to the health and wellbeing queries and trends we are seeing.

The Director of Nursing and the Clinical team continued to engage in national disability initiatives. The Ministry of Health requested our engagement in COVID-19 planning. We are presenting at a number of conferences this year and have initiated a national Disability Health and Wellness Group across the national provider network.

The National Advisory Group for Restraint Minimisation and Safe Practice has led the development of a new database that will align with an updated policy in relation to restraint and enablers. This will ensure a greater oversight of and a committed focus on minimising the use of restrictive practices.

The Regional Intellectual Disability Supported Accommodation Service provided by IDEA Services has undergone a period of review and revision. The aim of the review was to ensure that the services provided in Auckland and Wellington were based on a comprehensive approach to the provision of care and rehabilitation for clients with intellectual disabilities who presented with high and complex needs. The model that has been developed draws on the strengths of clients and all staff disciplines, while also recognising and responding effectively to the risks that are inherent in working with the people we support.

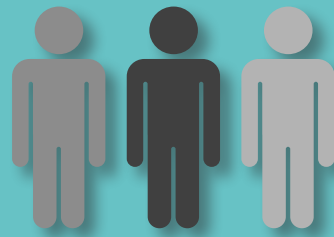
Providing people with choice, especially when it comes to who they live with, is important in improving their quality of life. A 'Compatibility Toolkit' has been developed that focuses on the importance of compatibility and choice for people and those they live with. The toolkit includes guided information for planning and supporting new living arrangements and may be used in a variety of ways, including entry into service (new referral), moving between services, service reviews in relation to compatibility, and finding the right flatmate for a vacancy.

## IDEA Services



**3153**

People in vocational services



**4188**

Current staff



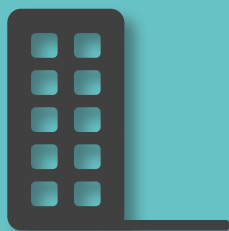
**899**

People in supported living



**3588**

Support workers



**2267**

People in residential services

Choices NZ facilitates flexible support relationships and access to community services to help people achieve their goals.

## Highlights during the period included:

- Establishment of a legal entity for Choices NZ
- Contract acquisition with Ministries of Health and Social Development for Choices NZ
- Development and implementation of service delivery models and processes for Choices NZ, including Employment Services, Transition from School Services, Life Coaching and Flexible Disability Supports
- Development and implementation of corporate systems and processes to support Choices NZ
- Recruitment, employment and orientation of the Choices NZ team
- 102 people enrolled with Choices NZ Employment Services
- Nine people employed, of whom three secured employment with assistance of our Employment Service during Alert Level 3 lockdown
- Reached 90% capacity for the Transition from School contract
- Contract for an Intensive Support Service in the MidCentral DHB area was obtained in August 2019 and has since had 16 referrals requiring intensive coordination and management of cross-agency service provision and personal plan establishment
- 22 people are receiving personalised, one-to-one services from life coaches in the MidCentral DHB region (total of 113 hours).

The Choices NZ Life Coaching and Facilitator team demonstrated their flexibility, adaptability and commitment to the IHC Group throughout the COVID-19 lockdown. Although unable

to carry out their usual face-to-face services, the team continued to engage with and support the needs of people who had chosen employment, Transition, Living My Life and Life Coaching services through Choices NZ.

Regular weekly or bi-weekly contact was made with people to ensure they were coping at home in their bubbles and to support their individual mental health and wellbeing. In some Life Coaching situations, daily or twice-daily contact was made. Life coaches and facilitators were able to continue developing their relationships with the people choosing Choices NZ services as well as encouraging them to maintain ongoing and appropriate contact with people, and, for those people enrolled with Employment Services, their 'work readiness'.

The Choices NZ team also provided support to IDEA Services during the COVID-19 lockdown.

The Facilitator Team Manager worked as a Project Lead on the grocery team, collaborating with Regional Managers and Area Managers to ensure their safe grocery shopping needs were met.

Choices NZ staff became dedicated shoppers for IDEA Services' residential homes, completing individual house grocery shops in store and delivering the groceries to the homes.

Choices NZ assisted IHC Programmes in identifying and collating information for the Treat, Pamper and Activity packages that were organised and delivered to all IDEA Services homes with the support of the IHC Associations. Choices NZ staff assisted in carrying out shifts where staffing levels required bolstering.

Choices NZ produced a weekly newsletter - 'Fun at Home and Out and About' that was sent to all IDEA Services staff to support home-based and community activities and opportunities.





Keen drummer and Michael Jackson fan Courtney plays in a band organised by Choices NZ. "We aim to provide a space for people to socialise with like-minded people, develop personal skills, and a fun, stimulating environment," says Life Coach Anri Dreyer.

## Accessible Properties

Accessible Properties is a leading provider of social housing in New Zealand.

IHC and Accessible Properties own and manage more than 2750 properties throughout the country, with 1700 available for social housing.

More than 750 properties are used for supported accommodation by IDEA Services.

Accessible Properties continues to work closely with IDEA Services to ensure the homes and services it provides to tenants and people it supports are safe, suitable and meet their needs now and in the future.

In October 2019, Associate Housing Minister Hon. Kris Faafoi opened the first development of six homes in Tauranga – part of Accessible Properties' plan to help address the chronic Tauranga housing shortage.

**Accessible Properties wants to replace 140 former state homes in Tauranga with more than 400 new townhouses and apartments.**

A four-storey apartment building in Manurewa, Auckland consisting of 23 two-bedroom units and one single-bedroom unit was also opened.

The complex is designed to suit and support elderly tenants at home and in the local community.

Other properties were completed in Tauranga and Auckland.

Accessible Properties responded to the COVID-19 lockdown to ensure the safety and wellbeing of tenants and staff.

Staff worked from home, with functions and services conducted remotely. Accessible Properties was recognised as an essential service by government agencies.

Support for tenants during the lockdown period included assisting with benefits and financial support, and delivering food and care packages to tenants who had difficulties shopping.

When lockdown eased, protocols were introduced to ensure staff, contractors and tenants followed Ministry of Health guidelines.

The annual survey of tenants revealed that 95% of tenants approved of their homes.

Accessible Properties' commitment to staff health and wellbeing was recognised with WorkWell Bronze Standard accreditation.

The WorkWell programme has been running for 10 years in most of the country, and its developer Toi Te Ora Public Health is recognised by the Ministry of Health as a leader in workplace wellbeing.

The Bronze Standard accreditation has been awarded in recognition of the work Accessible Properties has undertaken on staff wellbeing since July 2018.





Raymond stands in his new home at Accessible Properties' Cameron Road development in Tauranga. "It's a new lease of life," he says.

IHC Programmes has a long history of community, volunteering and advocacy work that is not supported by Government funding, but through fundraising.

## Advocacy

Advocacy engaged energetically with the coalition Government's extensive system-reform process aimed at transforming or making substantive changes to the education, health and disability, housing and income support systems.

The Advocacy team met with key Ministers, made a total of 12 submissions, initiated and reported on surveys of families and professionals and reported on achieving quality-of-life outcomes for people with intellectual disabilities.

Details of the 2019 report card on government action can be found at <https://ihc.org.nz/2019-report-card>.

Education survey results can be found at [ihc.org.nz/survey-students-disabilities-face-discrimination-bullying](https://ihc.org.nz/survey-students-disabilities-face-discrimination-bullying).

The Advocacy team also continued to collaborate with others in the disability and human rights sectors through our leadership and participation in campaigns and initiatives aimed at improving systemic (laws and policies) response to the health and legal safeguarding of people with intellectual disabilities, redress for historical abuse and access to justice, the unmet housing needs of disabled people, carers and disabled children, and youth protection and wellbeing.

Ensuring the voices of people with intellectual disabilities and their families are heard by decision-makers in Parliament, the courts, communities and support services remains at the core of IHC's advocacy mission. In the past year this has been reflected in shared projects with IDEA Services, the New Zealand Disability Support Network, People First and the Personal Advocacy and Safeguarding Adults Trust.

The Advocacy team continues to respond to the increasing number of complex individual situations intensified during the COVID-19 lockdown, caused by a lack of integrated, across-government policy and resourcing frameworks.

## Fundraising

IHC's donors responded generously throughout the year and especially so during the COVID-19 emergency to ensure IHC could react immediately and effectively.

In an uncertain and difficult year for many New Zealanders, IHC's supporters gave generously to help some of the most vulnerable people in our communities by donating more than \$10 million - exceeding expectations.

IHC is incredibly grateful for the 16,951 monthly Smile Club donors, who collectively donated almost \$5.4m in the course of the year. This group of wonderful donors helped ensure IHC could respond immediately to the COVID-19 crisis, setting up essential support for families of children with intellectual disabilities and connectivity and support for adults with intellectual disabilities.

IHC also launched an emergency fundraising appeal to our donors and the general public to help ensure we could respond to this emergency, and \$279,000 was generously donated and used.

The IHC Calf & Rural Scheme raised \$886,000 thanks to a generous and loyal group of farmers who care about people with intellectual disabilities and their families in their communities. This is a great result considering the impacts of COVID-19 on sale yards at such a crucial moment in the activity of the scheme.





Tim convinced the Government to give early access to KiwiSaver savings of people like him with life-shortening conditions. "My dream is to travel," he told MPs in a submission he made at Parliament.



## Library

The IHC Library provides quality, reliable information on intellectual disabilities, autism and associated conditions to anyone who needs it. The library has an up-to-date collection of resources, both in hard copy and electronically, that can be accessed at any time through the online catalogue.

The library team answers requests for information. They work with individual members to determine exactly what information they need, then source, evaluate and send out information to answer their enquiries.

The majority of IHC Library members are parents or primary caregivers for people with intellectual disabilities, and they were also the majority of the 1072 new members who joined the library in 2019. Other groups included educational and care professionals and researchers. Each parent joining the library also receives one of several pre-selected books to support their parenting.

In the last quarter of the year the library was part of the Awhi-at-home team that provided quality information to support parents of disabled children during the COVID-19 Alert Level 4 lockdown.

## Awhi-at-home

Awhi-at-home is a support page developed for parents of disabled children during the COVID-19 emergency. The page prompts resources, tips and videos and refers parents to one-on-one support, live Q&A sessions and other online tools.

## Volunteering and Family-Whānau Liaison

COVID-19 provided the opportunity opportunity for IHC to look at new ways to work.

Two days after New Zealand moved into the Alert Level 4 lockdown, IHC and Carers NZ launched wecare.kiwi - a free support network for people living on their own or caring for vulnerable people. IHC fielded calls from people seeking advice, arranged for the pickup of prescriptions and groceries, and connected people with other services they needed.

wecare.kiwi quickly adapted processes and developed resources to ensure easy access and connection online. wecare.kiwi received 158 requests for help.

The Take a break with us programme continued to provide welcome respite for families. There were 153 registrations and 135 hotel nights provided during the year. During lockdown, families were offered a \$200 gift card in lieu of accommodation. This experience has shown that further respite options for families should be explored.

The future direction for Volunteering and Family-Whānau is positive. We are committed to being of service to the people we support and their families. The move to include Community Development will provide greater opportunities for further partnerships. Liaison will have respite options available for families that are funded by community organisations and trusts.

## IHC Programmes

How Programmes supports the community

Number of times Awhi-at-home posts were seen by a visitor:

**157,907**

Number of times a post was engaged by someone:

**9085**



Total followers:

**1297**

Total likes:

**1123**

Video views:

**5337**



**2417**  
members



**34**  
Associations



**350**  
Association  
volunteers



**1072**

New IHC Library members

**4053**

Physical items (books, DVDs, kits) issued

**542**

ebooks borrowed

**4,932**

Electronic articles accessed

**552**

Free books given



**624**  
volunteers  
contributed  
**27,358**  
hours of  
service



**39**  
years remains the  
average age of  
volunteers, with  
the youngest  
being 18 and the  
oldest 86



**143**  
new friendship  
matches and 21 new  
skill-based learning  
assignment hours  
of service

# IHC Art Awards

The IHC Art Awards is an annual highlight for artists with intellectual disabilities and art lovers alike. The event showcases the talents of artists with intellectual disabilities, giving them opportunities to have their talents recognised, their voices heard and to sell their work. All proceeds of the artworks sold go directly to the artists. The event is generously supported by the awards' major sponsor, the Holdsworth Charitable Trust.

A national exhibition of the Top 100 entries was run out of IDEA Services' art studio in Wellington, Arts on High, as well as on the IHC website. Our IHC Art Awards Gala event for finalists was well attended, with more than 300 guests having the opportunity to meet the artists, view their works up close and get involved in the live auction event.

In 2019 we received 393 entries from artists around the country. The artwork sales totalled \$25,690 for the artists, with the winning artwork, 'Lost in Space' selling for \$4400. Almost 1700 votes were received for the People's Choice category.

## WORLD Loves IHC

This year, New Zealand fashion brand, WORLD, chose to support the IHC Art Awards with a special limited-edition project as part of its 30th-birthday celebrations.

Dame Denise L'Estrange-Corbet (WORLD co-founder) has been involved with the IHC Art Awards since 2009 and became an IHC Art Awards Ambassador in 2017.

Four artworks chosen from the 2019 IHC Art Awards were reproduced on reusable bags and sold throughout New Zealand, with artists being paid for their work and the \$7000 profit going to the IHC Art Awards.

WORLD co-founder Dame Denise L'Estrange-Corbet (left) has been involved with the IHC Art Awards since 2009 and became IHC Art Awards Ambassador in 2017. Four artworks chosen from the 2019 IHC Art Awards were reproduced on reusable bags.





# Financial Statements

The summarised financial statements on the following two pages have been extracted from the audited Group Financial Statements.

## INCOME STATEMENT for the year ended 30 June 2020

	2020	2019
	\$000	\$000
<b>SERVICES</b>		
<b>Revenue</b>		
Government contracts	284,787	274,163
Fees charged for services	24,360	23,950
Other revenue	2,087	398
	<u>311,234</u>	<u>298,511</u>
<b>Expenses</b>		
Personnel	(265,934)	(250,946)
Accommodation	(43,585)	(42,670)
Other	(16,811)	(15,486)
	<u>(326,330)</u>	<u>(309,102)</u>
Net surplus/(deficit) from Services	<b>(15,096)</b>	<b>(10,591)</b>
<b>PROPERTY DIVISION</b>		
Revenue	48,478	45,228
Expenses	(39,184)	(39,053)
Net surplus from Property Division	<b>9,294</b>	<b>6,175</b>
<b>MEMBERS CONTRIBUTION</b>		
<b>Revenue</b>		
Fundraising revenue	8,075	7,746
Legacies received	2,850	4,189
	<u>10,925</u>	<u>11,935</u>
<b>Less direct Fundraising expenses</b>		
Fundraising investment and marketing expenses <b>(13.1%)</b>	(1,935)	(1,566)
Fundraising administration <b>(14.6%)</b>	(1,671)	(1,739)
	<u>(3,606)</u>	<u>(3,305)</u>
Net surplus from Fundraising Activities	<b>7,319</b>	<b>8,630</b>

IHC Programme expenses	(2,896)	(3,048)
Service development programmes	(1,415)	(1,550)
	<u>(4,311)</u>	<u>(4,598)</u>
Net surplus from Fundraising	<b>3,008</b>	<b>4,032</b>
Gain on sale of property	1,116	155
Government property grants	6,045	3,638
Other non Operating	(14,701)	(17,123)
<b>NET SURPLUS</b>	<b>(10,334)</b>	<b>(13,714)</b>

## BALANCE SHEET as at 30 June 2020

<b>ASSETS</b>		
Current Assets	42,381	40,537
Non Current Assets	440,723	419,022
<b>TOTAL ASSETS</b>	<b>483,104</b>	<b>459,559</b>
<b>LIABILITIES</b>		
Current Liabilities	135,729	68,715
Non Current Liabilities	179,559	212,694
<b>TOTAL LIABILITIES</b>	<b>315,288</b>	<b>281,409</b>
<b>NET ASSETS</b>	<b>167,816</b>	<b>178,150</b>
<b>EQUITY</b>	<b>167,816</b>	<b>178,150</b>

## STATEMENT OF CASH FLOWS for the year ended 30 June 2020

Net Cash Inflow from Operating Activities	41,328	24,958
Net Cash Outflow from Investing Activities	(29,259)	(25,276)
Net Cash Inflow/(Outflow) from Financing Activities	803	4,841
	<u>12,872</u>	<u>4,523</u>
Add Opening Cash Brought Forward	15,475	10,952
Ending Cash Carried Forward	28,347	15,475

# Governance and Leadership

## IHC Board

*All members of the IHC Board are also members of the IDEA Services Board.*

Tony Shaw | Chair (joined the board September 2019 and became Chair in February 2020)

Ralph Jones | Chief Executive

Lynne Lane

Michael Quigg (resigned March 2020)

Barbara Rocco

Neil Taylor (completed term as Chair in February 2020, remains on the Board)

Suzanne Win | IDEA Services' Board Chair

Pauline Winter

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## Member Council

Barbara Rocco | Chair

Mark Campbell (joined October 2019)

Janet Derbyshire

David Howorth (resigned July 2020)

Diane Mara

Pip O'Connell (resigned September 2019)

Vicki Owen (joined December 2019)

Kay Pearce

Robyn Stark (resigned March 2020)

Danny Tauroa (resigned November 2019)

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## IHC Executive Group

Ralph Jones | IHC Group Chief Executive

Joan Cowan | Chief Operating Officer, IDEA Services and Choices NZ

Donna Mitchell | General Manager Service Development and Strategy, General Manager Human Resources

Greg Orchard | Accessible Properties Chief Executive Officer

Andrew Procter | General Manager Corporate Services

Gina Rogers | General Manager Communications

Janine Stewart | General Manager IHC Programmes

