

Annual Report 2016-2017

IHC advocates for the rights, inclusion and welfare of all people with intellectual disabilities and supports them to live satisfying lives in the community.

In its nearly 70 year history IHC has moved and adapted to meet the changing needs of people with intellectual disabilities and autism. Now, more than ever, we must set priorities that meet people's needs today and in the future.

This financial year has seen a period of significant change for the IHC Group with strategic decisions taken to move out of some services where other providers are better placed to provide them.



Chief Executive
Ralph Jones

This allows us to look to the future:

- to refocus on our residential and vocational services in order to make sure they are the best they can be
- to consider new ways of operating in a changing funding environment
- to meet the needs of the people we support who are ageing and have increasingly complex needs

The year ahead will be equally challenging as we continue in our unwavering commitment to supporting people with intellectual disabilities and autism.

Strategy 20/20 - Objectives

1 Leadership



To be recognised as a leader in intellectual disability.

After nearly a decade of legal action to stop disabled children being discriminated against at school, many children are still not getting a fair deal. There has been some progress but it is still not enough – we may yet have our day in court.

Leadership Highlights

- Representative on the sector group advising on Pay Equity
- Accessible Properties completes first major Government state housing transfer in New Zealand
- IHC hosted Make it Work, the IHC Workability International annual conference 2016
- Ralph Jones retires as Secretary General of Inclusion International after 10 years
- Trish Grant appointed as Asia Pacific Regional Representative on Council of Inclusion International
- David Corner continues as Regional Self-Advocacy Representative

Make It Work Conference

The Make it Work Conference was held in Auckland in September 2016, at the SKYCITY Convention Centre and the Auckland Museum.

Make it Work highlighted the clear wellbeing and economic benefits for people with disabilities, communities and countries when all citizens are engaged in work that is paid or unpaid.

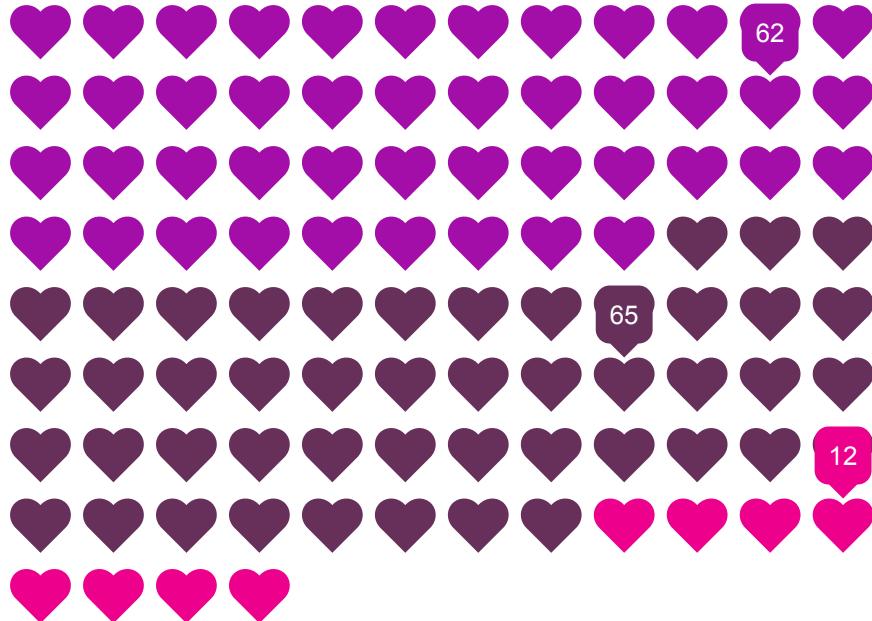
Despite these benefits, people with disabilities across the world continue to experience barriers to employment perpetuating social and economic exclusion and disadvantage.



**Make it Work
Attendees**

362

Advocacy Services



Advocacy
Webinar
Attendees

250

Supported
Decision-
Making
workshops

520

Media and
sector
announcements

50

Media
mentions

974

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Relationships and community connectedness



To be well recognised, highly regarded and sought as an organisation with which people want to engage.

We work in consultation with government and community and sector organisations.

- We're on 12 working groups or working parties
- Our volunteer programme continues to grow – especially in skill-based volunteering that attracts younger volunteers
- An increase in awareness campaigns and online recruitment drives means that IHC's social media engagement levels have increased significantly
- Library patronage is increasing with the availability of digital e-books
- More positive than negative coverage in media



IHC Members **1,800**

Associations **34**

613
Volunteers **26,000**
hours

IHC Website **61,000**
users

 12,000 views  5,569 likes

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Service Excellence



To be sought as a provider of excellent support and housing services.

Service Satisfaction	83%
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RIDSAS Satisfaction	92%
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Properties Owned and Managed	2701
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IHC Residential Homes	1051
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We provide services that make a difference in people's lives.

IDEA Services

- We are focusing on our core residential (including supported living) and vocational (including supported employment) services to ensure they are the best they can be
- We are considering next steps to support people with complex needs and those who are aging
- More people with intellectual disabilities are choosing where they want to live and who they want to live with
- We have rolled out a Make it Safer programme to all staff
- 50 health and safety representatives have been elected from throughout the country

Accessible Properties

- Accessible Properties is working to ensure the IHC portfolio meets the current and future needs of the people we support through IDEA Services
- Accessible Properties provides social housing and tenancy services to people in need

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Smart business



To be recognised as a smart, modern and efficient business.

We seek modern solutions for our business.

A major project is underway to connect everyone who works for IHC electronically.

A pilot has been completed linking 1300 people with new systems including:

- A new IHC Intranet - for keeping up to date with organisational news and a place where staff can connect and engage
- IHC Email
- IHC Staff - staff can access and update personal details including access to leave balances and applying for leave
- IHC Shifts - for managing shifts and rostering
- IHC Learning - linked to our systems, our policies and procedures and qualifications

These systems will be rolled out to all staff in the year ahead.

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Right people

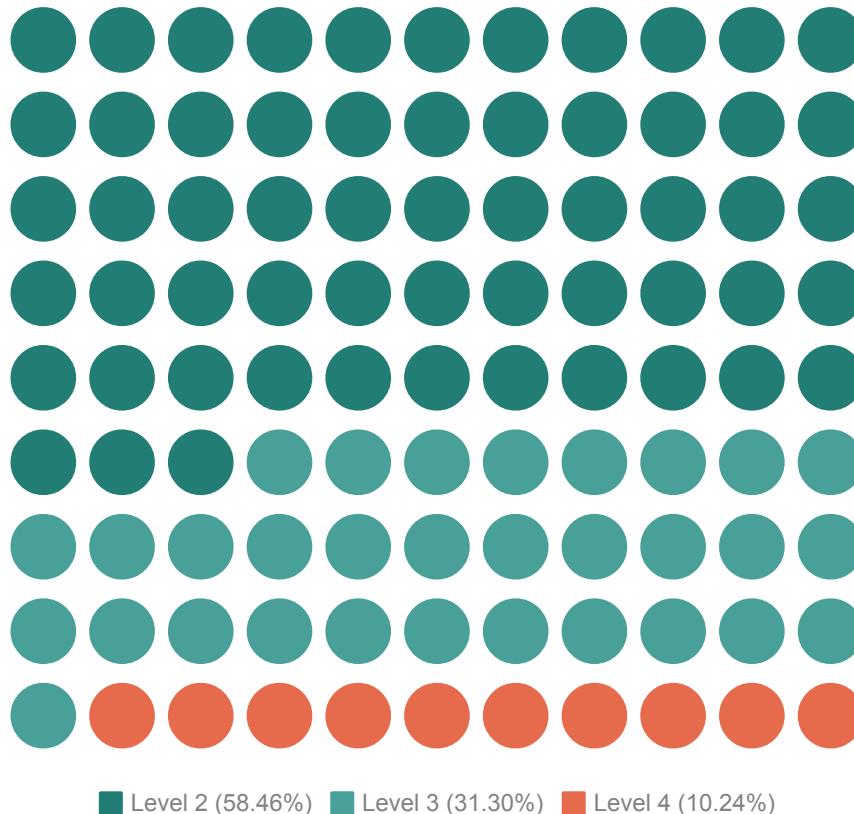


**To offer valued
roles and careers
to the right
people.**

More and more staff are offered full time work.

- As many staff as possible are offered 60 hours or more a fortnight in order to ensure secure income
- Targeted recruitment campaigns including networks and social media have been run in three regions
- Staff are given opportunities to gain qualifications
- A memorandum of understanding for free support worker qualifications is signed with the Open Polytechnic of New Zealand

Staff Qualification Levels



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Diversification and Sustainability



To succeed in the pursuit of new opportunities and be proactive in ensuring the sustainability of existing business.

Our housing portfolio is changing to reflect a growing appetite for independent living.

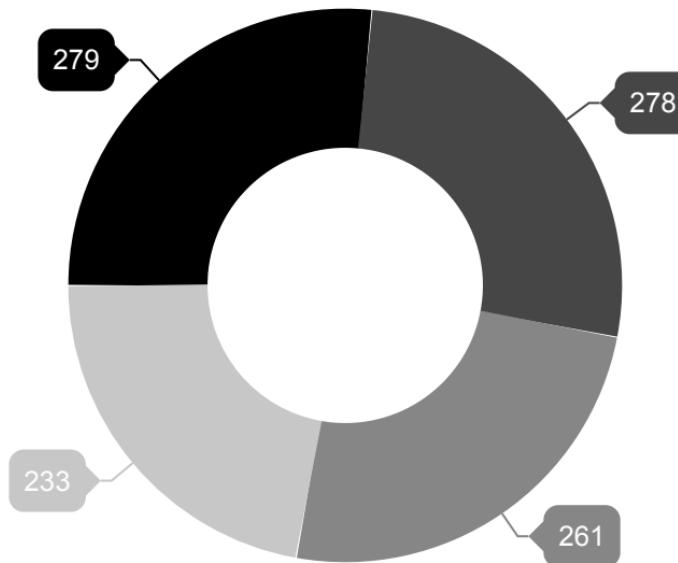
Accessible Properties has extended the social housing part of its business acquiring and managing 1138 former Housing New Zealand homes from 1 April 2017.

Accessible Properties manages IHC's portfolio of 1051 properties, of which 726 are owned by IHC. Of these, approximately 80 per cent are residential homes and units, with the other 20 per cent either vocational daybases, offices, lifestyle blocks or vacant sites.

Property Types



Property Locations



■ Residential (82.02%) ■ Vocational (11.23%) ■ Offices (4.47%)
■ Other (2.28%)

■ Upper North (26.55%) ■ Mid North (26.45%)
■ Lower North (24.83%) ■ South Island (22.17%)

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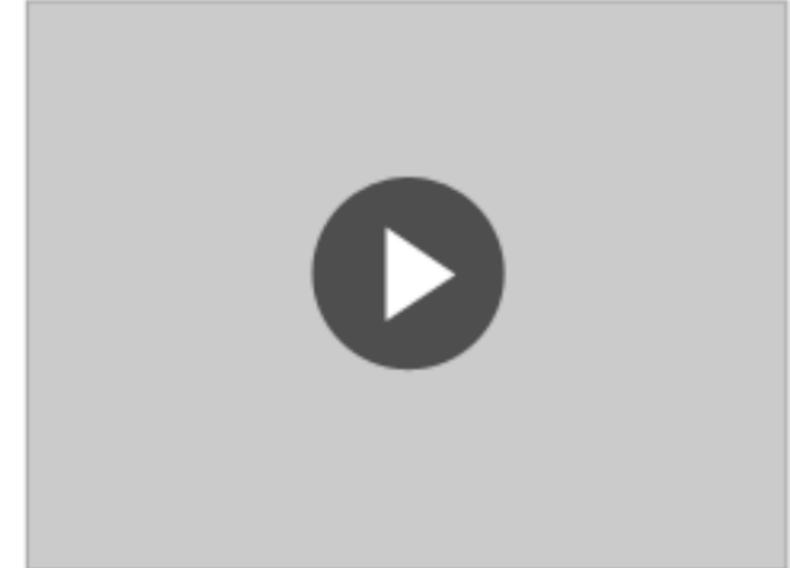
Partnerships and Collaboration



To be a valued partner across a range of initiatives.

We serve on the boards, provide strategic and professional advice and share information and expertise with other organisations.

- Hell Pizza partnership Active in Hell
- 82 trainees have now completed training (8 are now in permanent roles)
- The programme aims to have one trainee in every one of Hell Pizza's 69 stores by the end of 2017



IHC is proud to support the following organisations



DONALD BEASLEY
INSTITUTE

Inclusion
international



Nothing About Us, Without Us



Māori Responsiveness Strategy



To support Māori people with intellectual disabilities and their families.

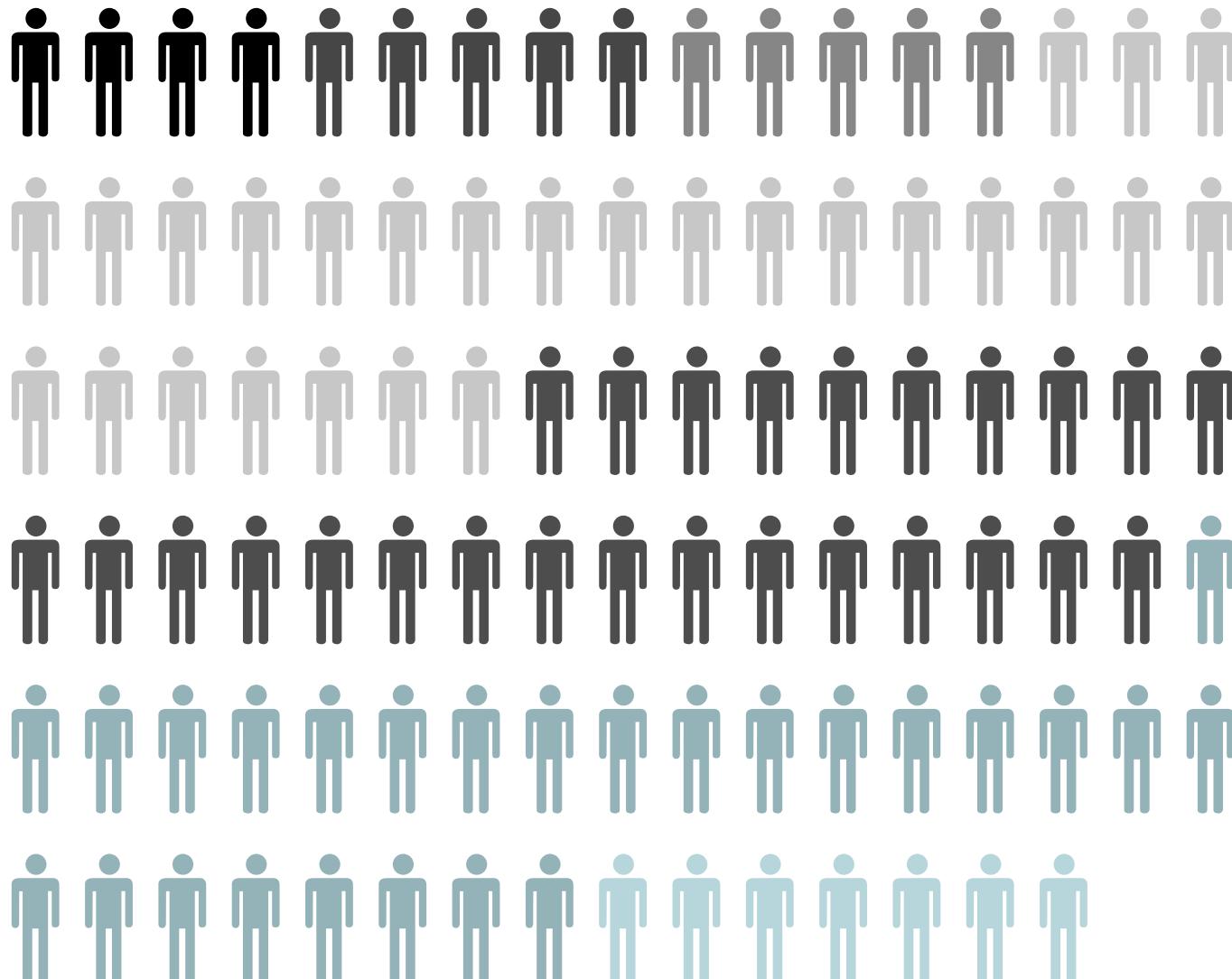
The National Māori Advisory Group is leading the National Māori Responsiveness Strategy, Te Rautaki-Urupare Māori O IDEA Services.

The groups' priorities are:

- To establish Regional Advisory Groups
- To develop a toolkit of resources for each area
- To increase our visibility in the Māori Community
- To establish accurate ethnicity data for staff

A recent staff survey identified the following levels of knowledge in:

■ Advanced Te Reo Māori (3.55%) ■ Intermediate Te Reo Māori (4.73%) ■ Basic Te Reo Māori (5.32%)
■ Marae Kawa (27.22%) ■ Waiata (26.04%) ■ Marae Tikanga (26.04%) ■ Whaikorero or Karanga (7.10%)



Fundraising



Smile Club

17,079
supporters

\$5.4m

Calf Scheme

4,164
pledges

\$1.4m

Bequests

74

\$2m



Financial Statements

The summarised financial statements have been extracted from the audited Group Financial Statements.

INCOME STATEMENT for the year ended 30 June 2017

	2017	2016
SERVICES	\$000	\$000
Revenue		
Government contracts	249,559	252,535
Fees charged for services	26,253	26,897
Other revenue	1,451	1,997
	277,263	281,429
Expenses		
Personnel	222,644	221,829
Accommodation	44,249	45,094
Other	15,332	14,265
	282,225	281,188
Net surplus/(deficit) from Services	(4,962)	241
PROPERTY DIVISION		
Revenue	27,774	20,206
Expenses	22,587	14,970
Net surplus from Property Division	5,187	5,236
MEMBERS CONTRIBUTION		
Revenue		
Fundraising revenue	8,482	7,603
Legacies received	2,428	3,023
	10,910	10,626
Less direct Fundraising expenses		
Fundraising Investment and Marketing Expenses (13.9%)	1,517	2,046
Fundraising Administration (17.8%)	1,943	1,613
	3,460	3,659
Net surplus from Fundraising Activities	7,450	6,967

IHC Programme expenses	2,861	3,072
Service development programmes	1,676	1,252
	4,537	4,324
Net surplus from Fundraising	2,913	2,643
Gain on sale of property	3,433	3,169
Government property grants	574	2,724
Other non operating	(6,343)	(551)
NET SURPLUS	802	13,462

BALANCE SHEET as at 30 June 2017

ASSETS		
Current Assets	28,494	39,636
Non Current Assets	396,406	243,296
TOTAL ASSETS	424,900	282,932
LIABILITIES		
Current Liabilities	63,324	51,552
Non Current Liabilities	177,250	47,856
TOTAL LIABILITIES	240,574	99,408
NET ASSETS	184,326	183,524
EQUITY	184,326	183,524

STATEMENT OF CASH FLOWS for the year ended 30 June 2017

Net Cash Inflow from Operating Activities	17,758	26,300
Net Cash Outflow from Investing Activities	(160,569)	(24,137)
Net Cash Inflow/(Outflow) from Financing Activities	130,189	(34)
	(12,622)	2,129
Add Opening Cash Brought Forward	26,164	24,035
Ending Cash Carried Forward	13,542	26,164