



New Zealand
Aged Care Association

ANNUAL REPORT 2018/19

**THE VOICE
OF THE AGED
RESIDENTIAL CARE
INDUSTRY**








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**PROMOTING THE ISSUES
THAT ENHANCE AND PROTECT
THE INTERESTS OF NOT ONLY
OUR MEMBERS, BUT THE CARE
AND WELLBEING OF
OLDER NEW ZEALANDERS**

HIGHLIGHTS SNAPSHOT





MEMBERSHIP

NZACA membership has remained stable accounting for more than 91 per cent of the 39,300 aged residential care beds.

FUNDING

We have negotiated a 3.2 per cent increase in Age Related Residential Care (ARRC) funding for the coming year, a \$60 million injection and the best across-the-board lift since 2009.







NURSES

We have advocated strongly for immigration policies that make it easier for members to recruit and retain overseas registered nurses. We succeeded with aged care registered nurses being added to Immigration NZ's Long Term Skill Shortage List.

FUNDING AND NURSES

We negotiated a one-off \$7.8 million contribution from DHBs, equivalent to a 0.43 per cent uplift to service level prices for full year 2018/19, to recognise the impact of the 2018 DHB/NZNO Nursing Multi-Employer Collective Agreement (MECA) on the ARC industry.







TRAINING

We have run a series of successful workshops, including one-day sessions inspiring leaders and managers, as well as workshops for registered nurses on the new Frailty Care Guides, using data, and how to spend less time on documentation.

THE VOICE


We have continued to build our position as the voice of the sector with government, stakeholders and the media, for whom the NZACA is now the first port of call for issues relating to New Zealand's older population.





SUPPORT

We have continued to respond to members' calls and emails for support and information, including via NZACA's 0800 hotline.





FIRE LEVIES

We have successfully lobbied, along with the RVA, against proposed increases to the Fire and Emergency New Zealand levies, now delayed by three years

IMMIGRATION

We have lobbied hard for changes to temporary work visa policy settings to better meet members’ need for migrant workers. Government has responded with a package of proposals, including employer-assisted temporary work visas and sector agreements.






MEDIA

We have an increasingly strong presence across mainstream media, fronting the issues that matter to members, especially valuing our registered nurses, cost pressures, funding and immigration.

AWARDS

We had the highest ever number of exceptional entries to our Excellence in Care Awards programme, which recognise and showcase individuals and members delivering outstanding care and service to their elderly residents.






CONFERENCE

We brought together over 300 industry leaders, national and international speakers and 95 trade exhibitions for our NZACA Conference 2018. Longer sessions on the third day allowed presenters and delegates to workshop topics in a more in-depth and interactive style.

TRAVEL

Our work has involved travelling the country widely, meeting with members on the ground, including presenting to branches on updates and key issues in every one of the 17 regions.





VOCATIONAL EDUCATION

We submitted on the Government’s proposed reforms of the vocational education and training system (ROVE), which will give providers more control over training and qualifications for the industry.

CHAIR'S REPORT

It is my pleasure to present the Chair's report to the Annual General Meeting (AGM) of the New Zealand Aged Care Association (NZACA) for 2018-19.

Without any shadow of a doubt, the past year has been characterised by one matter more than most: a shortage of nurses. The situation in our sector was compounded when the government settled a pay deal with hospital nurses in August last year, with our members losing valued nursing staff to District Health Boards (DHBs). The Association mitigated the impact with a successful lobby to change immigration policy and restore pay rates to pre Multi-Employer Collective Agreement (MECA) levels, but our work is not done, and we have placed nursing matters at the top of our list of priorities again as we go into 2020.

After a couple of very challenging years and despite a few exceptions, pay equity has started to 'bed in' for the membership. The data and insight that NZACA members provided to us this year, and indeed in past years, has been vitally important to securing the right level of funding — not only for pay equity, but also to inform our annual price negotiation.

Against a backdrop of all these and other things, it is the continuing resilience of the membership that never ceases to amaze me, a fact reflected once more in the continued strength of the NZACA. We represent around 36,000 beds or 91 per cent of beds in the sector — a level of penetration matched by very few other peak industry bodies in this country. It also means the Association remains in a sound financial position as it continues its policy, advocacy and lobbying work.

Acknowledgements

Again, I'd like to take this opportunity to thank my colleagues on the NZACA Board for their work in 2018-19.

Our Deputy Chair and Auckland-based director Max Robins' impressive knowledge of the sector was again to the fore with the contributions he made to the Funding Model Review Steering Group, and to the joint work we did with the DHBs and the Ministry of Health (MOH) on the cost pressures for the annual price negotiation. Max, along with Wellington-based director Warwick Dunn, also represented membership interests on the national-level Joint ARC Steering Group.



My other Board members who travel to Wellington for bi-monthly meetings are Ann Coughlan, Brien Cree, Earl Gasparich, David Hall, Malcolm Hendry, Gordon MacLeod, Maggie Owens and Rhonda Sherriff. I'd also like to acknowledge Jan Adams from Bupa, who stepped down from the Board in early 2019. In her three years on the Board, Jan has made a tremendous contribution as an NZACA director, while also making a critical contribution to the ARC Steering Group.

Thank you to the team at the NZACA office in Wellington for their efforts over the past year, which have resulted in some significant wins and progress for members.

The year ahead

The recently released Funding Model Review will be a major work item, as the NZACA, the DHBs and the Ministry of Health (MOH) get down to the next steps of working through the recommendations in detail. A move to a case-mix model is likely, and how that takes shape will be determined in the year ahead. At the same time, workforce shortages, compliance and regulation, and increasing consumer expectations will be front and centre of our work.

I believe as we look into the future, our industry will be required to ensure resident-directed care is to the fore. As the shortages of qualified caregivers and nurses continue, along with ever-increasing pay rates, the need for more sophisticated equipment and technology will become a priority.

Finally, of course, 2020 is election year and you can expect the NZACA to be fronting a campaign to promote the issues that enhance and protect the interests of not only our members, but the care and wellbeing of older New Zealanders.

Thank you for your membership in 2018-19, as we continue to work on your behalf.

Simon O'Dowd
CHAIR

CHIEF EXECUTIVE'S REPORT

Let's begin on a positive note and celebrate some great wins for the Association and its members in the past year.

After an intensive lobby over some 18 months, we were successful in having aged care nurses placed on the Long Term Skill Shortage List (LTSSL) for immigration purposes. As one of only 40 occupations industry-wide to go on the list, this was a big achievement. More importantly, it is now easing the way for NZACA members to recruit internationally qualified nurses.

The ground breaking process introduced this year between the NZACA, District Health Boards (DHBs) and the Ministry of Health (MOH) to model cost pressures in the industry resulted in the best across-the-board increase (3.2 per cent) to our annual contract for ten years. It also demonstrated how the Association is increasingly bringing an evidence-based approach to our advocacy efforts.

The recently announced reforms to the vocation educational system indicate more industry influence in shaping qualifications and training is on the horizon. This is something the NZACA has been lobbying for strongly for several years. We will continue to be engaged as these reforms are implemented over the next 12 to 24 months.

Our collegial work with the Retirement Villages Association (RVA) to oppose proposals that would have significantly increased fire levies saw the government back down and scrap the increases.

These were all achievements to be proud of.

But there are some headwinds too, and the new dementia monitoring role assigned to the Office of the Chief Ombudsman is now underway. The NZACA has repeated its concerns at the duplication in functions with HealthCERT, the extra compliance and potential cost it will force on members, but also the disruption for our residents and staff. We will keep a close eye on this in the interests of members.

The Funding Model Review that was carried out over the past 18 months has just been released. At the heart of the review is a move to a case-mix model for assessing eligibility for care, to better reflect an individual resident's needs. On the face of it, this is welcome, but in not recognising that the increased acuity of our residents requires a quantum lift in funding, the Review has to be viewed as a reallocation exercise. We are committed to working with the DHBs and the MOH on the next phase of work, which is likely to focus on how the case-mix model could be best implemented.



As you would expect, the Association is involved, boots and all, in a range of other policy, advocacy and lobbying work to both advance and protect the interests of members. Not all these matters have a high profile, but our presence ensures the voice of the aged residential care (ARC) sector is heard.

In the past year, the Association has further strengthened its position with national and local media as the trusted voice for matters relating to older people. It means we are well known and therefore well placed going into next year's general election, when we will be running a campaign to highlight to the political parties the challenges and opportunities facing our industry.

In addition to our central advocacy role, the NZACA's event portfolio continues to gain strength. It includes our annual conference, the Excellence in Care Awards, regional leadership and management workshops and branch visits. The two-day format that we introduced for trade exhibitors at last year's conference was well received, while delegates enjoyed the new and more focused sessions on the third day. With nearly 60 entries, the 2018 Awards were the biggest and best yet in showcasing the great work done by the membership. I particularly enjoy getting out to the regions and meeting members for our industry updates.

In conclusion, thank you again for your support in 2018/19 that allows us to be a strong and unified for voice for the ARC sector and we hope that we can continue to enjoy your loyalty and trust again in the coming year.

Simon Wallace
CHIEF EXECUTIVE

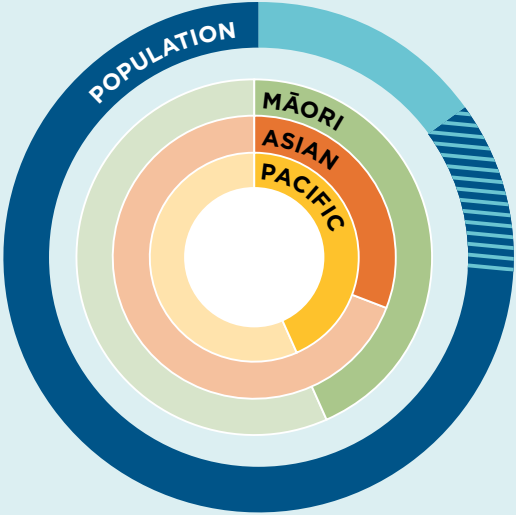
DEMOGRAPHICS OF THE AGEING POPULATION



Population of NZ as at March 2019:
4,957,400

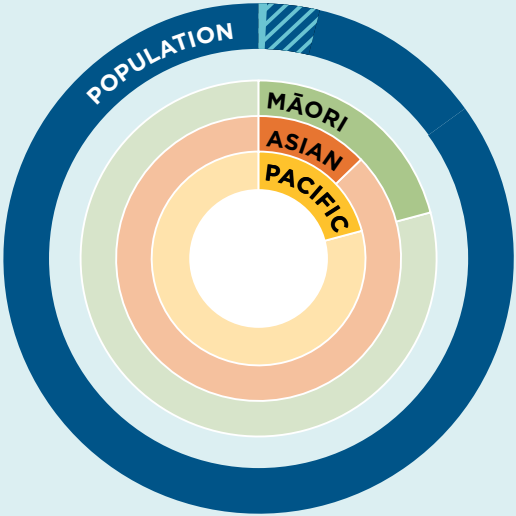
AGED 65+		
	2019	2039 ESTIMATED
Population	773,300	1,330,300

ETHNIC CHANGE		
	2019	2039 ESTIMATED
Māori	51,200	130,700
Asian	64,900	212,200
Pacific	22,300	56,700



AGED 85+		
	2019	2039 ESTIMATED
Population	89,100	224,400

ETHNIC CHANGE		
	2019	2039 ESTIMATED
Māori	2,900	13,900
Asian	3,900	31,000
Pacific	1,300	6,100



NUMBER OF DEATHS

Increase from 32,000 deaths per annum to 46,000 deaths per annum in 2039.
Currently some 37% of deaths are in the 85+ group, and in 20 years this will rise to over 50%.



AGED RESIDENTIAL CARE BEDS

June 2019: 39,299
Estimated needed in 2029: 52,000

ADVOCATING FOR MEMBERS

The NZACA is an increasingly powerful advocacy force, using our rich database to present evidence-based campaigns, working collaboratively with government and stakeholders to achieve outcomes that support our members.

We provide leadership on issues that affect the success of members. We also provide support for individual members on issues ranging from cost pressures, pay disparities and employing foreign staff to overall funding.

ARRC increase

This year for the first time, the NZACA, the District Health Boards (DHBs) and the Ministry of Health (the Ministry) agreed to work together on establishing and modelling the cost pressures as they affect members.

The conclusion of this groundbreaking process was an agreement on the cost pressures resulting in members receiving an across-the-board increase of 3.2 per cent to the ARRC Services Agreement.

This is the highest ARRC negotiations outcome since 2009 – a welcome \$60 million injection into the sector. It also demonstrates that adopting an evidence-based and collaborative approach can be an effective tool in achieving desired outcomes.

With pay equity, the data collection process used in 2018 was used again this year to inform discussions with the Ministry and DHBs, resulting in more sustainable funding. However, challenges do remain for some members, and the NZACA continues to support those members in the best way we can.

Immigration

Immigration and the workforce remain a strategic focus of our advocacy work. And over the last year we achieved some important wins.

Most pleasing was seeing aged care nurses put on Immigration NZ's Long Term Skill Shortage List (LTSSL). We lobbied hard. Our voice was loud and clear. Government listened, and aged care nurses were the only one of 40 occupations industry-wide across New Zealand that made it on the LTSSL this year.

Immigration Minister Iain Lees-Galloway set in motion a suite of policy proposals this year, including employer-assisted temporary work visas designed to ensure access to work visas is better matched to where there are genuine shortages.

It also includes introducing sector agreements. The Minister has indicated aged care will be one of two sectors that are the first cabs off the rank in negotiating industry agreements – a strong acknowledgement of the significant supply issues we face.

Our advocacy work will now ramp up on reversing the three-year stand-down period, which, as is, will see a first wave of committed migrant caregivers having to leave New Zealand in 2020, interrupting continuity of care, creating significant employer strife and devastating these migrants' lives.

Reform of vocational education

The NZACA is supportive of the government's proposed reforms to the vocational educational system.

Reforms are urgently needed to ensure the aged residential care sector can meet the changing needs of its residents, who are increasing in number, age and acuity.

We have made it clear to government that we need greater control and influence over training and qualifications in the industry. We also need a vocational education system that is flexible – able to respond to the changing needs of our residents, focusing not only on training young people, but also reskilling and upskilling people throughout their work life.

While the NZACA is not wedded to any specific structure for vocational education, it must serve the learner and the business employing them. And small business must not be ignored, because, as employers in the aged care sector, they too need to be embraced in any model.

Funding Model Review

The NZACA and its members provided input into the Aged Residential Care Funding Model Review being carried out by consultants Ernst & Young on behalf of the Ministry of Health and the District Health Boards.

Simon Wallace, Chief Executive, Simon O'Dowd, Chair and Max Robins, Deputy Chair of the NZACA were members of the steering committee for the review process. The report was released in September 2019.

Optional Protocol to the Convention against Torture (OPCAT)

The Ombudsman has been allocated \$29 million over four years to fulfil additional UN monitoring obligations, including monitoring dementia facilities. This will include both announced and unannounced in-depth inspections and shorter ad-hoc visits to these facilities.

The NZACA has expressed concern that this will not only disrupt residents and business but duplicate the existing HealthCERT audits that work well. Taxpayers' money would be better spent on other areas, such as bringing aged care nurses to pay parity with those in public hospitals.

The NZACA is advocating for the Ombudsman to work with HealthCERT and to be consulted on what form the investigation process will take.

Qualification Pathway Review

The NZACA has been involved in the Qualification Pathway Review of the New Zealand Certificates in Health and Wellbeing Levels 2, 3 and 4 Advanced Support that has been carried out by Careerforce. With support from the Association, Careerforce has recommended to the NZQA that the Level 4 Advanced Support be increased in breadth and depth of competencies for graduates. We are currently waiting to hear from the NZQA on this outcome.

Complaints process group

The Ministry of Health, in partnership with NZACA representatives, consumers and agencies, has developed an easy-to-use suite of resources to help people navigate the aged residential care complaints process.

A new residential care complaints information webpage has been developed, with important information for residents, whānau and providers. In addition, it contains new resources to help residents and their whānau identify and work through the most appropriate method for making a complaint if they are dissatisfied with the care they are receiving in their residential care facility. For staff who have received feedback or a complaint, the process also gives reassurance that it will be managed systematically, with appropriate training in place.

The resources can be found on the Ministry of Health website by searching using the term 'rest home complaints'.

Fire levies review

The NZACA and the Retirement Villages Association (RVA) joined forces to oppose proposals to substantially increase levies on our members from Fire and Emergency New Zealand.

We are pleased to say that our advocacy, along with that of many others, saw the Minister of Internal Affairs Tracey Martin scrap the increases. The Minister has asked officials to go back to the drawing board and redesign a funding model beyond an insurance-based regime. This means the current levy regime will stay in place for another three or four years.

Submissions

The NZACA has made many submissions in the past year on issues that are important to members and the operation of their businesses. Submissions have been made to:

- » Ministry for Business Innovation and Employment on a new approach to employer-assisted work visas and regional workforce planning
- » Review of Essential Skills in Demand List on moving nurses to the Long Term Skills Shortages List
- » Office of Seniors on Ageing Population Strategy
- » Reform of Vocational Education
- » ANZSCO skills refresh
- » Nursing Council's review on fees for internationally qualified nurses registering in New Zealand.

Building relationships

The NZACA continues to put significant energy into building constructive relationships that will benefit members, their staff and residents.

In 2018/19 we advanced relations with key Ministers: Immigration Minister Iain Lees-Galloway and Senior Minister Tracey Martin, and with Associate Health Minister Jenny Salesa – who is now meeting with us on a quarterly basis.

We also continue to meet regularly with a wide range of public and private sector organisations including DHBs, the Ministry of Health, the Ministry of Primary Industries, the Ministry of Social Development, the Ministry of Business, Innovation and Employment, Immigration New Zealand, government and opposition politicians, research providers, suppliers, benefit providers, and other stakeholders. We also make connections with international agencies, so we can leverage their knowledge, insight and expertise.

Influence

As the sector's lead independent member association, we are asked to represent members on a range of government working groups, advisory boards and negotiating teams. The most important of these is the ARC Steering Group that the NZACA co-chairs. Others include the Healthworkforce NZ Nursing Advisory Group, Kaiāwhina Taskforce, ARC Funding Model Review Steering Group, interRAI Software User Group, , Funding Review Model Project Reference Group, Joint ARC Steering Group's Technical Working Group, Primary Care Working Group, Health and Disability Sector Standards Review Operative Alliance, the Joint provider-DHB-MOH complaints group, Ministry of Health's Advisory Panel: Assessment Software Services, MBIE's Reference Group for Labour Supply and Demand Modelling for the Aged Care Sector and the Palliative Care Advisory Panel.

SUPPORTING MEMBER PERFORMANCE

Support for members also includes our 0800 helpline, Q & A service, training and professional development workshops and information on the industry and NZACA issues and initiatives.

In 2018/19, workshops to help build the capabilities of members and their staff included.

- » leadership and management workshop for managers
- » professional development for registered nurses and enrolled nurses focusing on the new Frailty Care Guides, leveraging data and how to reduce time spent on documentation.

In June 2019, the NZACA also ventured into the realm of webinars. Our first webinar presentation was held by Professor Heather McLeod on the trajectories of care at the end of life in New Zealand. This webinar was very successful. The NZACA will be further exploring the use of webinars in the coming year to provide training opportunities that are accessible for all members.

We travel throughout the country regularly updating and consulting with members on important issues. We have a network of 17 branches from Whangarei to Invercargill, all of which we have visited in the past year.

These forums are invaluable for our members. They are also vital to help us understand the issues that really matter to members.

Better communication

We communicate with members through a variety of channels, including in person, by phone and email, and through our website, magazine and weekly newsletter and the email tool to send email blasts to members on important issues, along with updates that cannot wait until the Friday to be included in our newsletter.

NZACA's Facebook page, launched in the previous year, has proven to be a useful platform for posting and sharing media articles and industry relevant updates, as well as following and promoting the posts of members with their own Facebook pages. The page now has around 250 followers.

Member benefits

This year, the NZACA welcomed a new member benefit for registered nurses who work at member care facilities. We have an agreement with the College of Nurses Aotearoa (NZ) to offer nurseportfolio.nz to member organisations. Nurseportfolio.nz is a flexible electronic portfolio that allows registered nurses to provide evidence of continuing competence to support the Annual Practicing Certificate declaration for a recertification audit by the Nursing Council.

We have preferred supplier agreements with ASB Bank, EBOS Healthcare, Goodman Fielder, AON Insurance, Mobil, Whiteley Medical and Taxi Charge – all of whom provide benefits and savings to members and their staff.

The Association has continued to offer nurses liability insurance packages. The NZACA has formed a partnership with insurance and risk advisers Aon New Zealand to provide a range of insurance packages to NZACA members, and to nurses working for member entities under a special liability insurance package.



VALUING OUR NURSES

How New Zealand values registered nurses working in aged care has been a prevailing issue over the last year.



Successive governments have enabled a growing pay disparity between nurses who care for people in public hospitals and those who care for people in aged care facilities.

The gap was further widened by the 2018 DHB/NZNO Nursing Multi-Employer Collective Agreement (MECA) – which also required DHBs to recruit 500 more nurses. This has accelerated losses of nurses from aged care facilities seeking the higher pay offered by DHBs.

A few larger aged residential care providers have been able to match the DHB rates, but the vast majority, not-for-profit organisations and smaller providers, are simply not funded to compete.

The NZACA was able to negotiate a one-off \$7.8 million contribution from DHBs, equivalent to a 0.43 per cent uplift to service level prices for full year 2018/19, to be used to help mitigate the impact of the settlement.

This is a welcome contribution but does not solve the wider issue of pay disparity between nurses in aged care and those in DHBs, who now earn on average \$5 an hour less, or \$10,000 less per year.

This has had a significant impact on our members' ability to recruit and retain registered nurses. Our Registered Nurse in ARC Pay and Turnover Survey for May 2019 shows that in the previous 12 months, members experienced a 50 per cent increase in turnover of registered nurses, with 73 per cent stating better pay at DHBs as the reason. Likewise, 73 per cent experienced increased difficulty recruiting nurses with, 43 per cent citing the DHB pay offer as the reason.

We have been vocal in the media and in our advocacy about nursing shortages and pay disparity. A welcome outcome has been getting aged care nurses added to Immigration NZ's Long Term Skill Shortage List, making it easier to recruit overseas nurses.



However, we will be ramping up our activity over the next year and into the Election 2020 campaign, advocating for support to fund pay parity for nurses across aged care and DHBs.

It is critical that New Zealanders understand that aged care nurses enable our sector to perform its mainstream function in the public health system – delivering high-quality care to our most vulnerable New Zealanders. In doing so, our sector is helping limit admissions to public hospitals, where there is not only a shortage of beds, but they come at a higher cost. On average per day, a hospital bed costs \$600 – compared to \$200 for an aged care bed.

With around 11,000 hospital beds versus 39,000 beds in aged care facilities, it is clear that aged care nurses perform a critical function in the public health system, and it is time to see them valued as such.

Until New Zealand pays aged care nurses the same as hospital nurses, no matter how much training we provide, we will never attract a strong workforce of Kiwi nurses.

2018 NZACA/ EBOS Healthcare Excellence in Care Awards

Every year, we are thrilled by the number of entries we receive – demonstrating the pride, passion and commitment to excellence in care across our sector.

This year was no exception, with the highest ever number of exceptional entries, showing the exemplary work being done by our members to look after residents in our care and the staff that care for them.

These are the sector's most prestigious awards, recognising and showcasing outstanding individual and business performance.

2018 NZACA/EBOS HEALTHCARE EXCELLENCE IN CARE AWARD WINNERS

Congratulations to our 2018 award winners, presented at the Gala Dinner and Awards Ceremony during the NZACA annual conference in September at the SKYCITY Convention Centre, Auckland.

Wyndham & Districts Community Rest Home Inc in Wyndham took out the *EBOS Health Care Overall Excellence in Aged Care Award* and the *Invacare Small Operator Industry Award*.

Wharerangi, Oceania Healthcare in Taupō won the care home categories *Bidfood Excellence in Food Award for Care Homes and Hospitals*.

Village at the Park, Arvida in Wellington won the *Medi-Map Community Connections Award*.

Iona Enliven Care Home, Presbyterian Support Otago in Oamaru won the *Arjo Training and Staff Development Award*.

Lady Allum Rest Home, Oceania Living in Auckland won the *QPS Benchmarking Innovative Delivery Award*.

Metlifecare Greenwich Gardens Care Home, Metlifecare in Auckland won the *Jackson Van Interiors Built and Grown Environment Award*.

Aditi Arora, Village at the Park in Wellington won the *Leecare Solutions Stand-out Individual Award*.

Cecily Munro, Malyon House in Mt Maunganui and **Noeline Whitehead, Metlifecare in Auckland** were joint recipients of the *VCare Legendary Service to the Aged Residential Care Sector Award*.

EMBRACE
THE NEW
NORMAL

CONFERENCE 2018

In 2018, we welcomed 302 delegates to the New Zealand Aged Care Conference at the Auckland SKYCITY Convention Centre from 11-13 September.

Many of our previous events have tackled the future. But in the wake of the pay equity settlement and other changes impacting the sector in 2018, we focused three thought-provoking days on *Embracing the New Normal*, how to survive and move forward in the face of new challenges.

With 95 exhibiting companies, some new to the industry, our trade exhibition showcased the latest range of products and services for use in the aged care industry.

The networking and social events are always a highlight of the conference, with a record 420 attendees at the gala dinner, where the *NZACA/EBOS Healthcare Excellence in Care Awards* were also celebrated.



BOARD OF DIRECTORS

The New Zealand Aged Care Association is governed by a Board of Directors that represents our diverse industry.

We would also like to acknowledge and thank Board member Jan Adams, who stepped down this year from her role as a larger member representative. As Managing Director, Bupa Healthcare Jan brought significant expertise to the Board with her many roles at the Waikato District Health Board, including Director of Nursing and Midwifery and Chief Operating Officer. She also served on the Nursing Council of New Zealand and has been a member of several government working parties. We welcome Maggie Owens, Chief Operating Officer of Bupa New Zealand, who is profiled below.



CHAIR
Simon O'Dowd
Managing Director, Qestral Corporation Ltd, Christchurch

As Managing Director of Qestral Corporation, Simon has been working in the sector for more than 30 years and is a long-standing member of the NZACA. In addition to his role as NZACA Chair, he is involved in many aspects of the sector, including the ARRC negotiations, training and the Funding Model Review.



NORTHERN 1 REPRESENTATIVE AND DEPUTY CHAIR
Max Robins
Chief Executive, CHT, Auckland
Max is Chief Executive of CHT, an independent healthcare trust which provides residential care facilities, dementia, hospital and home care services from 15 different locations in the Auckland and Bay of Plenty regions.



NORTHERN 2 REPRESENTATIVE
Ann Coughlan
Chief Executive, Mercy Parklands Ltd, Auckland
Ann has worked in the New Zealand healthcare sector for almost 40 years, holding operational, project management and senior executive roles. For the past 17 years, she has been Chief Executive of Mercy Parklands Ltd, a private hospital with 97 hospital-level care beds.



MIDLAND REPRESENTATIVE
David Hall
Chief Executive, Cambridge Resthaven Trust, Cambridge
David was appointed Chief Executive of Cambridge Resthaven Trust in 2001. The Trust provides rest home and hospital care, together with a retirement village.



CENTRAL REPRESENTATIVE

Warick Dunn

Chief Executive, The Masonic Villages Trust, Wellington

Warick has been Chief Executive of the Masonic Villages Trust since 2004. The Trust operates eight care facilities in Lower Hutt, Palmerston North, Levin, Napier, Marton, Wanganui and Masterton.



UPPER SOUTHERN REPRESENTATIVE

Rhonda Sherriff

Director, Chatswood Rest Home and Retirement Village, Christchurch

Rhonda is the co-owner of Chatswood Rest Home and Retirement Village and oversees it operationally on a part-time basis. Rhonda has worked in the industry for over 25 years in quality coordination, management and operational management roles. She is also the NZACA's Clinical Advisor.



LOWER SOUTHERN REPRESENTATIVE

Malcolm Hendry

Chief Executive, Birchleigh Residential care and Chatsford Lifestyle Community, Mosgiel, Dunedin

Malcolm became Chief Executive of Birchleigh Residential Care and Chatsford Lifestyle Community in 2007. Both businesses are located in Mosgiel. Birchleigh is an 83-bed care facility, offering rest home and hospital and specialist dementia care. Chatsford is a 267-unit resort-style retirement community.



LARGE PROVIDER REPRESENTATIVE

Maggie Owens

Chief Operating Office, Bupa Healthcare

Maggie Owens is part of the Executive Leadership team that runs Bupa Villages and Care in Australasia – a portfolio of 121 care facilities, eight rehabilitation sites and 35 retirement villages. A registered nurse, she has held management roles in the retirement village sectors since 1990 and is Past President of the Retirement Villages Association of New Zealand.



LARGE PROVIDER REPRESENTATIVE

Earl Gasparich

Chief Executive, Oceania Healthcare

Earl is Chief Executive at Oceania Healthcare, which operates 39 aged care and retirement village facilities across New Zealand. He joined Oceania in August 2014, following previous experience in the aged care sector in his role as Chief Financial Officer of Qualcare, which was sold into the Oceania Group in early 2008.



LARGE PROVIDER REPRESENTATIVE

Gordon MacLeod

Chief Executive, Ryman Healthcare

Gordon is Chief Executive at Ryman Healthcare, which he joined in 2007. He was previously a Corporate Finance Partner with Pricewaterhouse Coopers and a Finance Director of a London-listed high-tech engineering company. Gordon holds a Bachelor of Commerce from the University of Canterbury and is a Chartered Accountant.



LARGE PROVIDER REPRESENTATIVE

Brien Cree

Managing Director, Radius Care

Brien is the Managing Director of Radius Care, which has 22 aged care facilities across New Zealand. He is the majority shareholder in Radius Care, having started the company in 2003. With more than 25 years' experience in the aged care sector, Brien has an in-depth knowledge of the market and issues affecting the elderly.

BOARD MEETING ATTENDANCE REGISTER FOR 2018/19

DIRECTOR	NOVEMBER 2018	DECEMBER 2018	MARCH 2019	APRIL 2019	JUNE 2019	AUGUST 2019
Jan Adams/ Maggie Owens from April 19	Yes	No	Yes	Yes	Yes	Yes
Ann Coughlan	Yes	Yes	Yes	Yes	Yes	Yes
Brien Cree	No	Yes	No	Yes	Yes	No
Warick Dunn	No	Yes	Yes	No	Yes	Yes
Earl Gasparich	Yes	Yes	Yes	No	Yes	Yes
David Hall	Yes	No	No	No	Yes	Yes
Malcolm Hendry	Yes	Yes	Yes	Yes	Yes	No
Gordon MacLeod	Yes	Yes	Yes	Yes	Yes	Yes
Simon O'Dowd	Yes	Yes	Yes	Yes	No	Yes
Max Robins	Yes	Yes	Yes	Yes	Yes	Yes
Rhonda Sherriff	Yes	Yes	Yes	Yes	Yes	Yes

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED
SPECIAL PURPOSE CONSOLIDATED STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2019

	NOTES	GROUP 2019* \$	ASSOCIATION 2018 \$
REVENUE			
Trading Revenue	1	655,374	605,970
Member Subscriptions		710,836	653,810
Preferred Supplier Rebates		42,743	45,120
Interest Revenue		22,026	34,816
Sundry Income		5,115	5,116
Total Revenue		1,436,094	1,344,833
EXPENSES			
Trading Expenses	2	650,697	494,739
AGM Costs		10,082	4,683
Audit Fees		18,881	8,590
Bad Debts		2,458	2,392
Branch Costs		7,436	6,813
Executive Expenses	2	68,922	77,582
Communications	2	23,807	23,089
Depreciation	3	12,898	12,355
Employee Related Costs	2	351,812	429,203
Insurance		8,508	8,144
Media and Public Relations		35,010	26,973
Member Survey Costs		17,525	14,130
Office Expenses	2	37,217	28,221
Office Rent		59,000	59,000
Professional Fees	2	94,437	117,490
One Off Expenditure			118,028
Total Expenses		1,398,690	1,431,433
Surplus/(Deficit) before Taxation		37,404	(86,600)
Income Tax Expense	6	4,777	-
NET SURPLUS/(DEFICIT) FOR THE PERIOD		32,627	(86,600)

* The financial statements presented here are for the New Zealand Aged Care Association Incorporated and its subsidiary the New Zealand Aged Care Association Education Trust, together "the Group".

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED
SPECIAL PURPOSE CONSOLIDATED STATEMENT OF MOVEMENTS IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2019

	NOTES	ACCUMULATED SURPLUS \$	RESERVES \$	TOTAL \$
Opening Equity 1 July 2017		829,191	404,347	1,233,537
Surplus/(Deficit)		(86,600)	-	(86,600)
Transfers - Reserves	5	5 47,384	(47,384)	-
Closing Equity 30 June 2018 - Association		789,974	356,963	1,146,937

Opening Equity 1 July 2018		789,974	356,963	1,146,937
Surplus/(Deficit)		32,627	-	32,627
Transfers - Reserves	5	24,922	(24,922)	-
Closing Equity 30 June 2019 - Group		847,523	332,041	1,179,564

This financial statement should be read in conjunction with the accompanying notes.

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED
SPECIAL PURPOSE CONSOLIDATED STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019

	NOTES	GROUP 2019 \$	ASSOCIATION 2018 \$
ASSETS			
Current Assets			
Cash and Cash Equivalents	3	1,283,812	953,003
Accounts Receivable	3	174,444	121,226
Interest Receivable		1,723	1,663
Prepayments	3	50,432	151,679
Term Investments		160,000	315,642
Total Current Assets		1,670,412	1,543,212
Non Current Assets			
Plant and Equipment	3	23,402	28,690
Capital Projects		6,525	-
Total Non Current Assets		29,927	28,690
TOTAL ASSETS		1,700,339	1,571,902
LIABILITIES			
Current Liabilities			
Accounts Payable	4	62,699	64,402
Income in Advance	4	364,696	289,675
Loan from Branches		4,966	-
GST Payable		29,680	22,343
PAYE		13,168	11,283
Provision For Tax		3,832	-
Holiday Pay Accrual		36,428	32,269
Other Current Liabilities	4	5,306	4,993
Total Current Liabilities		520,775	424,965
TOTAL LIABILITIES		520,775	424,965
NET ASSETS		1,179,564	1,146,937
Represented by:			
ACCUMULATED FUNDS			
Accumulated Surplus	5	847,523	789,974
Reserves	5	332,041	356,963
TOTAL ACCUMULATED FUNDS		1,179,564	1,146,937

For and on behalf of the Board:



Simon O'Dowd
CHAIR
1 October 2019

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED

STATEMENT OF ACCOUNTING POLICIES

FOR THE YEAR ENDED 30 JUNE 2019

Reporting Entity

The financial statements presented here are for the New Zealand Aged Care Association Incorporated (NZACA Inc.) and its subsidiary the New Zealand Aged Care Association Education Trust (NZACAE Trust), together "the Group".

NZACA Inc. was incorporated under the Incorporated Societies Act 1908 on 4 March 2005 and was previously a registered charity. However as Charities Services did not consider all of the Society's activities to be of a 'charitable' nature, NZACA Inc. was deregistered as of 1 July 2018 but remained operational as an incorporated society.

The NZACAE Trust was established as a registered Charity with Charities Services in May 2018. (Reg. No. CC55451).

The Trust took over the educational activities of the Society on 1 July 2018. In relinquishing its charitable status, NZACA Inc. donated net assets valued to be \$1,146,937 at 30 June 2018 to the Trust. The Society has controlling interest in the Trust and the financial statements are presented in a special purpose consolidated group format.

Basis of Preparation

STATEMENT OF COMPLIANCE

The special purpose consolidated financial statements have been prepared in accordance with generally accepted accounting practice in New Zealand and is intended for presentation to members of NZACA Inc. as required by the Association's rules, and for taxation purposes using the Inland Revenue minimum financial reporting requirements.

CHANGE IN ACCOUNTING FRAMEWORK / POLICIES

The NZACA Inc. previously prepared financial statements in accordance with Tier 3 PBE SFR-A (NFP). NZACA Inc. has elected to adopt a Special Purpose Financial Reporting Framework following its deregistration as a charity from 1 July 2018. There have been no significant changes in accounting policies during the reporting period.

FUNCTIONAL AND PRESENTATION CURRENCY

The special purpose consolidated financial statements are presented in New Zealand Dollars rounded to the nearest whole dollar.

MEASUREMENT BASIS

The special purpose consolidated financial statements have been prepared on the historical cost basis.

Specific Accounting Policies

REVENUE

Revenue is accounted for as follows:

Trading Revenue

Conference, Seminar and Advertising revenue is recognised when the events take place.

Membership Subscriptions

Revenue from membership subscription is recognised in the year it relates to.

Preferred Supplier Rebates

Preferred Supplier Rebates are sub-agent fees or commission received and is recognised on an accruals basis.

Interest Income

Interest income is recognised on an accruals basis.

Sundry Income

All other income is accounted for on the accruals basis in accordance with the substance of the transaction.

Expenses

Expenses are accounted for as follows:

Trading Expenses

Conference, Seminar and Advertising costs are recognised when the events take place.

Sundry Expenses

All other expenses are accounted for on an accruals basis.

Income Tax

The Income Tax expense is calculated on the surplus achieved for NZACA Inc. prior to consolidation with NZACAE Trust accounts. Income Tax has been calculated using the taxes payable method.

Cash and Cash Equivalents

Cash and Cash Equivalents comprise of cash balances and bank balances, including short term deposits with original maturities of 90 days or less.

Goods and Services Tax (GST)

The Consolidated Statement of Financial Performance has been prepared so that all components are stated exclusive of GST. All amounts in the Consolidated Statement of Financial Position are stated net of GST with the exception of accounts receivable and accounts payable.

Debtors

Debtors are carried at estimated realisable value after providing against debts where collection is doubtful. Debts considered uncollectable are written off as bad debts.

Plant and Equipment

Plant and equipment are shown at cost less any accumulated depreciation and impairment losses. Depreciation has been calculated using the diminishing value method based on their estimated useful lives.

The depreciation rates associated with major classes of asset areas are as follows:

PLANT AND EQUIPMENT	DEPRECIATION
Computers (including software)	48% - 50% DV
Office Equipment	14% - 67% DV
Furniture and Fixtures	8% - 18% DV

Basis for Consolidation

The controlled entities are consolidated from the date on which control is transferred and are de-consolidated from the date that control ceases. NZACA Education Trust meets the definition of a controlled entity and NZ Age Care Association Inc. is required to consolidate the financial statements of NZACA Inc. and NZACA Education Trust. In preparing the special purpose consolidated financial statements, all inter-entity balances and transactions and unrealised gains and losses arising within the consolidated entity are eliminated in full. The accounting policies of the controlled entities are consistent with the policies adopted by the Group and all entities within the Group have a 30 June reporting date.

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED

NOTES TO THE SEPCIAL PURPOSE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2019

Note 1 – Analysis of Revenue

	GROUP 2019 \$	ASSOCIATION 2018 \$
TRADING REVENUE		
Conference Revenue	526,553	540,321
Seminar Revenue	113,443	51,948
Advertising Revenue	15,378	13,701
Total	655,374	605,970

Note 2 – Analysis of Expenses

	GROUP 2019 \$	ASSOCIATION 2018 \$
TRADING EXPENSES		
Conference Costs	363,251	310,327
Conference Salaries	129,996	95,000
Seminar Costs	91,694	40,905
Seminar Salaries	56,513	-
Advertising Costs	9,242	10,623
Pay Equity Costs	-	12,844
Media Campaign Costs	-	25,040
Total	650,697	494,739

	GROUP 2019 \$	ASSOCIATION 2018 \$
EXECUTIVE EXPENSES		
CEO Expenses	6,107	7,712
Board Expenses	32,063	38,827
Honorary & Board Meeting Fees	30,751	31,043
Total	68,922	77,582

	GROUP 2019 \$	ASSOCIATION 2018 \$
COMMUNICATIONS		
Telephone & Internet	6,777	7,925
Website & IT Costs	17,030	15,164
Total	23,807	23,089

	GROUP 2019 \$	ASSOCIATION 2018 \$
EMPLOYEE RELATED COSTS		
ACC	1,397	916
Staff Training & Recruitment	20,132	7,453
Salaries	330,283	420,833
Total	351,812	429,203

	GROUP 2019 \$	ASSOCIATION 2018 \$
OFFICE EXPENSES		
Bank Fees	358	598
Loss on Sale of Assets	59	1,368
Office Expenses	13,634	9,309
Power		1,702
Postage & Courier	5,171	1,464
Printing & Stationery	9,898	7,188
Subscriptions	4,133	3,243
Sundry Expenses	2,461	3,350
Temporary Staff	1,504	-
Total	37,217	28,221

	GROUP 2019 \$	ASSOCIATION 2018 \$
PROFESSIONAL FEES		
Accounting Fees	43,000	61,600
Legal & Consulting Fees	51,437	55,890
Total	94,437	117,490

Note 3 – Analysis of Assets

CURRENT ASSETS		
	GROUP 2019 \$	ASSOCIATION 2018 \$
Cash and Cash Equivalents		
Cheque Accounts	195,291	214,874
Savings Account	287,954	737,965
Short Term Deposits & Other	800,568	164
Total	1,283,812	953,003
	GROUP 2019 \$	ASSOCIATION 2018 \$
Accounts Receivable		
Trade Debtors	174,378	120,755
Sundry Debtors	67	471
Total	174,444	121,226
	GROUP 2019 \$	ASSOCIATION 2018 \$
Prepayments		
Conference Prepayments	6,559	7,855
Other Prepayment	43,873	143,824
Total	50,432	151,679

NON CURRENT ASSETS

Plant and Equipment

GROUP 2019	OPENING CARRYING AMOUNT	PURCHASED	SALES/ DISPOSALS	CURRENT YEAR DEPRECIATION & IMPAIRMENT	CLOSING CARRYING AMOUNT
Asset Class					
Computers (including software)	21,310	7,669	59	11,352	17,568
Office Equipment	2,868	-	-	785	2,084
Furniture and Fixtures	4,512	-	-	762	3,750
Total	28,690	7,669	59	12,899	23,402

ASSOCIATION 2019	OPENING CARRYING AMOUNT	PURCHASED	SALES/ DISPOSALS	CURRENT YEAR DEPRECIATION & IMPAIRMENT	CLOSING CARRYING AMOUNT
Asset Class					
Computers (including software)	19,451	12,978	918	10,201	21,310
Office Equipment	4,434	-	453	1,113	2,868
Furniture and Fixtures	5,553	-	-	1,041	4,512
Total	29,438	12,978	1,371	12,355	28,690

Note 4 – Analysis of Liabilities

	GROUP 2019 \$	ASSOCIATION 2018 \$
ACCOUNTS PAYABLE		
Trade Creditors	34,915	30,856
Sundry Creditors	27,784	33,546
Total	62,699	64,402

	GROUP 2019 \$	ASSOCIATION 2018 \$
INCOME IN ADVANCE		
Subscriptions In Advance	-	144
Conference Income In Advance	364,696	283,611
Seminar Income in Advance	-	5,920
Total	364,696	289,675

	GROUP 2019 \$	ASSOCIATION 2018 \$
OTHER CURRENT LIABILITIES		
Nurses Liability Insurance	3,647	2,572
ASB Credit Cards	1,659	2,421
Total	5,306	4,993

Note 5 - Breakdown of Reserves

	GROUP 2019 \$	ASSOCIATION 2018 \$
Legal & Consulting Reserve	-	73,300
Media Campaign Reserve	-	55,051
Equal Pay Case Reserve	-	28,612
Canterbury Education Reserve	332,041	200,000
Total	332,041	356,963

Note 6 - Taxation Expense

	GROUP 2019 \$	ASSOCIATION 2018 \$
Surplus/(Deficit) Per Consolidated Statement of Financial Statements	37,404	-
Less NZACAE Trust Surplus/(Deficit)	(57,726)	-
Gross Surplus/(Deficit) for NZACA Inc.	95,130	-
Less NZACA Inc. Non Taxable Items	(77,068)	-
Taxable Surplus/(Deficit) for the Year	18,062	-
Less Not for Profit Income Tax Rebate	(1,000)	-
Net Taxable Surplus/(Deficit) for the Year	17,062	-
Taxation Expense at 28%	4,777	-

Note 7 – Commitments and Contingencies

	GROUP 2019 \$	ASSOCIATION 2018 \$
COMMITMENTS TO LEASE OR RENT ASSETS		
Office Rental (Lease to 15 December 2019)	27,042	86,042
CAPITAL COMMITMENTS		
There were no capital commitments at the reporting date.		
CONTINGENT LIABILITIES & GUARANTEES		
There were no contingent liabilities or guarantees at the reporting date.		

Note 8 – Related Party Transactions

Rhonda Sherriff is a board member who receives fees in exchange for providing consulting services to NZACA members and for educational presentations in seminars run by NZACA Education Trust.

VALUE OF TRANSACTIONS GROUP 2019	VALUE OF TRANSACTIONS ASSOCIATION 2018	AMOUNT OUTSTANDING GROUP 2019 \$	AMOUNT OUTSTANDING ASSOCIATION 2018 \$
37,825	27,040	-	-

Note 9 – Events After the Reporting Date

No events occurred after the balance date that would have a material impact on the Special Purpose Consolidated Financial Statements.

INDEPENDENT AUDITOR'S REPORT



Grant Thornton New Zealand Audit Partnership
 L15, Grant Thornton House
 215 Lambton Quay
 P O Box 10712
 Wellington 6143
 T +64 4 474 8500
 F +64 4 474 8509
www.grantthornton.co.nz

To the Members of New Zealand Aged Care Association Incorporated

REPORT ON THE AUDIT OF THE SPECIAL PURPOSE CONSOLIDATED FINANCIAL STATEMENTS

OPINION

We have audited the special purpose consolidated financial statements of New Zealand Aged Care Association Incorporated (The Association or Group) on pages 16 to 26 which comprise the special purpose consolidated statement of financial position as at 30 June 2019, and the special purpose consolidated statement of financial performance and special purpose consolidated statement of movements in equity for the year then ended, and notes to the consolidated special purpose financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying consolidated special purpose financial statements present fairly in all material respects, the consolidated financial position of New Zealand Aged Care Association Incorporated as at 30 June 2019, and of its financial performance for the year then ended, in accordance with the stated accounting policies.

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 Consolidated Special Purpose Financial Statements* section of our report. We are independent of the Group in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* 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.

Our firm carries out other assignments for the Group in the area of taxation advice. The firm has no other interest in the Group.

EMPHASIS OF MATTER

We draw attention to the Basis of Preparation within the consolidated special purpose financial statements, which describes the basis of accounting. The special purpose financial statements are prepared in accordance with a special purpose framework and, therefore, may not be suitable for another purpose. Our report is intended solely for the Group and should not be distributed to or used by parties other than the Group. Our Opinion is not modified in respect of this matter.

THE BOARD'S RESPONSIBILITIES FOR THE CONSOLIDATED SPECIAL PURPOSE FINANCIAL STATEMENTS

The Board is responsible on behalf of the Group for the preparation and fair presentation of these consolidated special purpose financial statements in accordance with the stated accounting policies and for such internal control as those charged with governance determine is necessary to enable the preparation of consolidated special purpose financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated special purpose financial statements, those charged with governance are responsible for assessing 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 Board either intends to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE CONSOLIDATED SPECIAL PURPOSE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the consolidated special purpose 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 economic decisions of users taken on the basis of these consolidated special purpose financial statements.

A further description of the auditor's responsibilities for the audit of the special purpose financial statements is located on the External Reporting Board's website at: <https://www.xrb.govt.nz/assurance-standards/auditors-responsibilities/audit-report-7/>

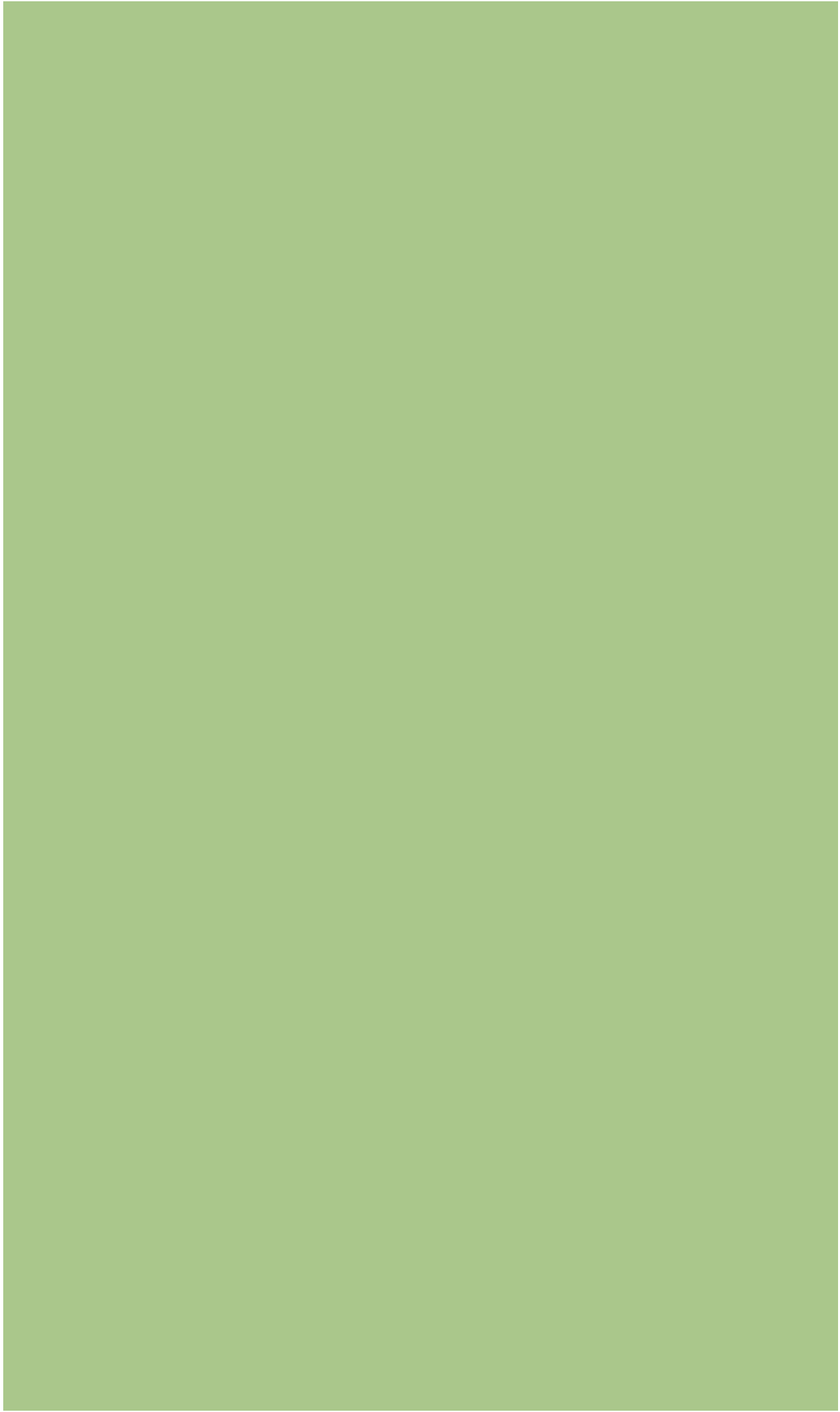
RESTRICTION ON USE OF OUR REPORT

This report is made solely to the Members, as a body. Our audit work has been undertaken so that we might state to the Members, as a body, those matters which we are required to state to them in an auditor's 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, and the Association for our audit work, for this report or for the opinion we have formed.

Grant Thornton New Zealand Audit Partnership



WELLINGTON
3 October 2019



CONTACT NZACA

Level 11, Petherick Towers
38-42 Waring Taylor Street
PO Box 12481
Wellington 6144
New Zealand

P/ 04 473 3159
E/ office@nzaca.org.nz
W/ nzaca.org.nz