



**Aged Care
Association**
NEW ZEALAND

ANNUAL REPORT 2023-24



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This association will continue to advocate on your behalf for the 35,000 residents we care for, and the thousands more who will require our services in the future, to receive the quality care that they deserve.

Simon O’Dowd, Chair

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*Thank you to Vincentian Home, and its staff, residents and families who kindly allowed us into their home to take photographs for this report.
Cover: Resident David Sparkes with Caregiver Imelda Sokkong.*

The sector data in this report is sourced from Aged residential care sector profile 2024 (Berl/ACA, available on nzaca.org.nz) and from ACA surveys, government statistics, and Eldernet.



Resident Malia Daniell

Highlights and achievements



THE DOMINO EFFECT

A powerful, emotive pre-election campaign that highlighted the knock-on effects of ARC bed shortages reached 3.7 million New Zealanders.



RELATIONSHIPS

Strengthened relationships with our stakeholders in parliament and beyond.



2024 AGED RESIDENTIAL CARE SECTOR PROFILE

Published our bi-annual report on all things aged residential care. The report is used extensively by the sector, policy makers and stakeholders.



PAY DISPARITIES

\$200 million ongoing funding to bring registered nurse wages closer to public hospital nurse rates.



CONFERENCE

Our best conference yet at the new Tākina Events Centre in Pōneke, with 362 delegates and 111 trade exhibition stands.



GREW THE TEAM

The ACA office welcomed a new chief executive, senior policy advisor and communications manager (and a new baby, thanks to one of our accounts team colleagues).



PAY EQUITY

Continued to play a key role progressing the claim for pay equity for care and support workers.



DATA

Provided data and insights for Government, Ministries, members and the Te Whatu Ora | Health NZ aged care service and funding model review.



ADVOCACY

Ongoing advocacy and campaigning resulted in kaumātua being prioritised in the NZ First-National coalition agreement.

Chair's report



Tēnā koutou katoa, it is my privilege to present this the Aged Care Association annual report for the year ending 31 July 2024.

This year has been marked by significant achievements, challenges, and progress in our mission to enable a well-functioning sustainable aged residential care sector, where providers are appropriately resourced and incentivised to deliver accessible quality care where and when needed.

The standout initiative this year was the Domino Effect campaign in the lead up to the General Election. The campaign highlighted the connections between aged care services and the broader health system. Through a series of events, advertising opportunities, social media, and partnerships, we successfully raised awareness and garnered significant media coverage, bringing much-needed attention to the challenges and triumphs within the aged care sector.

Seeing aged care related policy in a government coalition agreement as a result of our efforts was a win for the sector, and I plan to acknowledge this achievement with you at our annual conference in October.

Our campaign would have not been the success it was without the contributions of the ACA membership. For that, and for keeping our sector afloat and the people you care for safe and well looked after, thank you.

Securing adequate funding remains a critical issue. We have been working diligently to influence the Government's review of aged care services and funding models. We constantly remind Government and their agencies of the important role aged care providers play in supporting the public hospital system. We are the largest public/private partnership in New Zealand by any measure.

It is important that we continue to mobilise public opinion to recognise this positive value. Even with the redevelopment of a number of our public hospitals, actual hospital bed numbers are not being increased. With investment in aged care beds being stifled by inadequate funding we will see an ever increasing number of frail elderly New Zealanders being confined to their homes and unable to access the care that they need. Whilst we understand the Governments fiscal constraints, it is vital that they acknowledge the increasing demographic of older people who will need our services over the next 20 years.

This association will continue to advocate on your behalf for the 35,000 residents we care for, and the thousands more who will require our services in the future, to receive the quality care that they deserve. I want to acknowledge the approximately 122,000 hours of high-quality care you provide to vulnerable elderly people every day.

“

Securing adequate funding remains a critical issue.

I would like to take this opportunity to extend our heartfelt gratitude to Katherine Rich, who served as our interim chief executive in the lead up to the General Election in 2023. Her leadership and dedication during this transitional period was invaluable. We are deeply appreciative of her contributions and commitment to our mission.

At the same time, we are delighted to welcome the Hon. Tracey Martin as our new chief executive. Tracey brings a wealth of experience and a strong vision for the future of aged care in New Zealand. We are confident that under her leadership, the Aged Care Association will continue to thrive and make significant strides in improving the environment needed by our members to provide quality care.

A big thank you to the head office team who stepped up and kept the office functioning for an extended period while we searched for a new chief executive; it was a busy time, and we appreciate your efforts.

On your behalf I would like to thank my board for their excellent work and guidance over the past year, particularly deputy chair, Warick Dunn, who contributed a significant amount of his time during the transitional period before Tracey started, along with many hours representing your views to Te Whatu Ora | Health NZ. On a personal note, a big thanks to Warick for his support and advice to me in my role as chair.

At our Annual General Meeting last year, we farewelled long time board member and Mid Central representative, David Hall and welcomed Suzanne Lawes. Suzanne was a key player in the Domino Effect campaign and her commitment to the sector is greatly appreciated. Suzanne resigned from the board during the year, as she left the aged care sector. We wish both David and Suzanne all the very best. I also want to thank and acknowledge David Bennett for his contribution to the ACA board. We wish him well in his new role.

A big thank you to the Association's Nursing Leadership Group for their time and professional support. Their work is essential to supporting better health outcomes, complex clinical assessment, professional development and continuous improvement. The Nursing Leadership Group is chaired by ACA board member and clinical advisor, Rhonda Sherriff. I want to acknowledge and thank Rhonda for the many hours she contributes to aged care through her work for this association.

To all of the above mentioned, thank you for your commitment and leadership.

Ngā mihi nui



Simon O'Dowd
CHAIR

Chief executive's report



Tēnā koutou katoa, the last time many of you will have seen or heard anything from me was probably over four years ago when I was still the Minister for Seniors. After the 2020 election I spent a few years doing 'odd jobs'.

I helped redesign the remuneration system for teacher aides, I helped settle the secondary teachers strikes as a member of the arbitration panel, I renovated a caravan and spent a lot of quality time – after years of being away from home – with my husband. I enjoyed those days without politics, without having to get up at an ungodly hour to get in a car or on a plane. I most definitely did not want a job!

Until I saw this job advertised. There are two sections of our community I am passionate about – our children and our elders. There are many parts of life in between the beginning and the end of our lives that vary from person to person, but these two stages happen to us all. So, when I saw that the Aged Care Association was seeking a new chief executive I threw my hat in the ring.

As the Minister for Seniors who consulted on and developed the Better Later Lives strategy, I was very aware of the size of the challenge facing our country and our elder community created by successive governments avoidance of the unavoidable – our ageing population. I also know those who support our elders on behalf of the government do not receive the recognition or support they have the right to expect from that government. This is what has brought me out of semi-retirement to take this position, to once again advocate for our more mature communities and those who care for them.

Now usually the chief executive's message in an annual report is backward looking, outlining the achievements of the previous financial year. However, it's a bit difficult writing a reflective report for your membership organisation when you only arrive in the job in May, with two months left in that financial year. This means that I can take absolutely no credit for the consistent and considerable support provided to members over the 2023/2024 financial year.

The true heroes were and are:

- » Liz Robinson, previously communications and engagement adviser and now our chief operating officer.
- » John McDougall, our amazing data and insight specialist.
- » Kelly Wallace, my fantastic executive assistant.
- » Lili Bush, our events and marketing coordinator extraordinaire – it takes a very special person to organise a conference while travelling through Europe.

And a real rock in the team – Min Su, and his sidekick, Shreyas Gandhi – accounts marvels.

During what was a difficult transition period without a permanent chief executive your board chair, Simon O'Dowd and deputy chair, Warick Dunn went above and beyond to ensure that what needed to be done got done for you, our membership.

“

To advocate for our more mature communities and those who care for them.

In December 2023 Sneha Pillai joined the team as senior policy advisor, followed in April 2024 by Bronte Dixon, ably taking over the communications advisor role. Last but not least, it has been a real pleasure to welcome the talents of Urvi Gadhia, to support conference preparations.

I want to thank the team for welcoming me into the role. After a few weeks getting on top of the “who does what?” front we hit the ground running. In the first three months we built on the profile lift begun by the very capable Kathrine Rich. We got out and about the country visiting members facilities, listening to the challenges and suggested solutions. We met with multiple Ministers, Ministry chief executives, Unions and Commissioners, advocates for our elders as well as colleagues in Home and Community Care and Palliative Care.

We gained an uplift of 3.2 percent in an extremely hostile financial environment, I learnt that the word “negotiate” means something quite different to Te Whatu Ora than it means to me. I saw the true size of the challenge. But we have a plan. As we head towards the next election we have begun implementing that plan. Hang in there, we are here to help.

Ngā manaakitanga



Hon. Tracey Martin
CHIEF EXECUTIVE



Residents Warren Stephenson & Arthur Coventry

The year at a glance

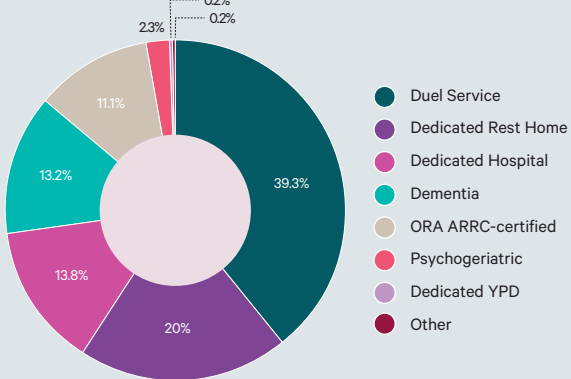
ACA SHARE OF ARC SECTOR BEDS



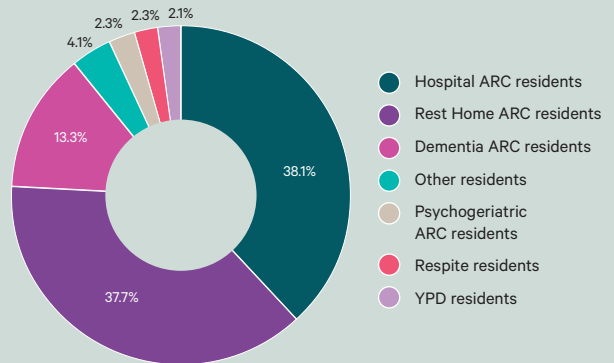
90%



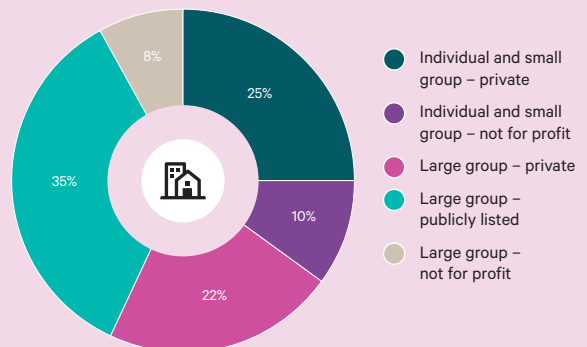
BEDS



RESIDENTS

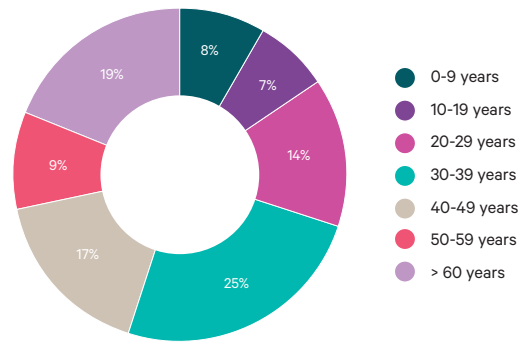


OWNERSHIP

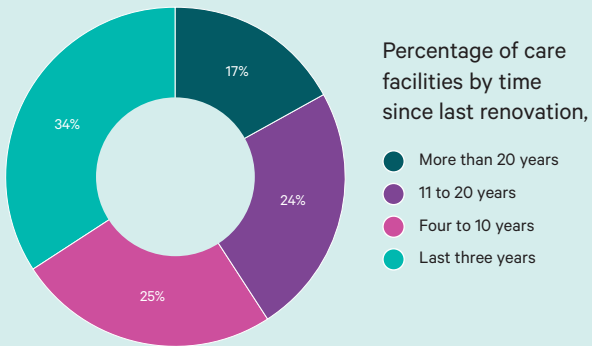




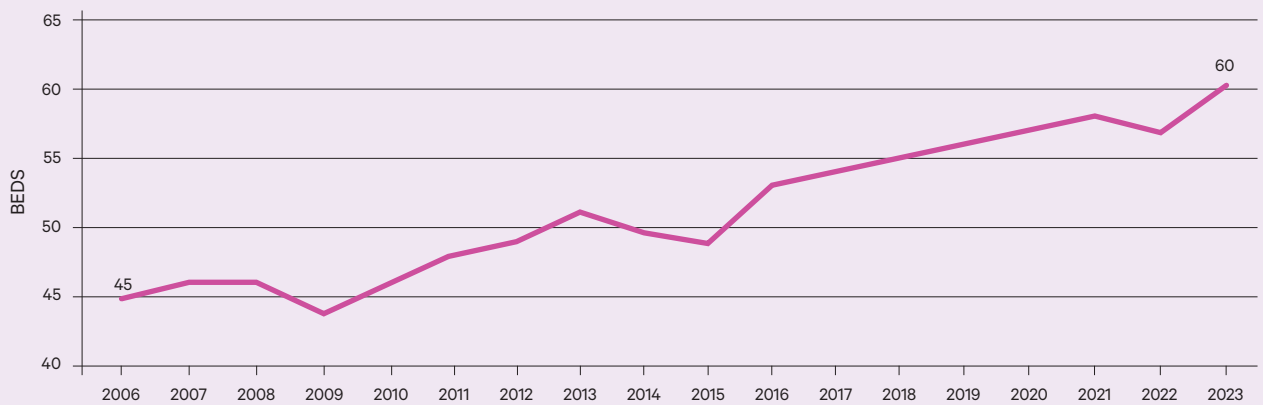
AGE OF FACILITIES (YEARS)



TIME SINCE LAST RENOVATION



MEDIAN FACILITY SIZE (NUMBER OF BEDS)



MEDIAN SIZE OF ROOM



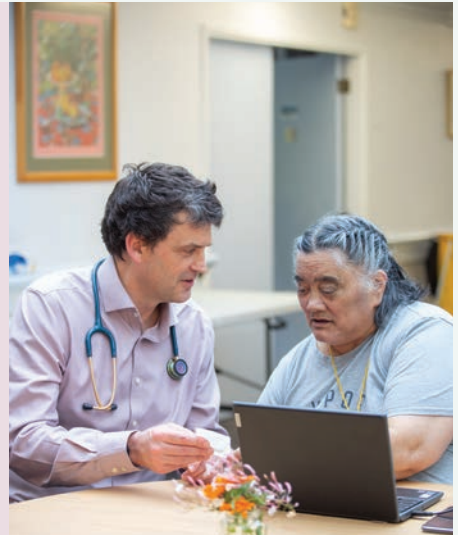
Standard Room



Premium Room
for which accommodation supplement is **not** charged



Premium Room
for which accommodation supplement is charged



MEDIAN ACCOMMODATION SUPPLEMENTS – \$ per day

- \$68** Large room
Ensuite – Premium view
- \$62** Large room
Ensuite – Standard view
- \$28** Large room
No ensuite – Premium view
- \$22** Large room
No ensuite – Standard view

- \$57** Standard room
Ensuite – Premium view
- \$38** Standard room
Ensuite – Standard view
- \$15** Standard room
No ensuite – Premium view

INDEPENDENT LIVING UNITS

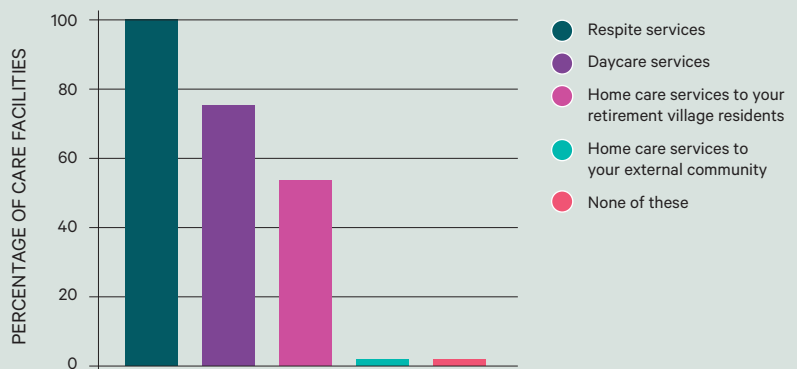


Percentage of care facilities offering independent living

45%



ADDITIONAL SERVICES OFFERED



Conference 2023

Our annual Aged Care Association conference was held from 16-18 August at the new Tākina Wellington Convention and Exhibition Centre.

362 DELEGATES

231 EXHIBITORS

111 STANDS

17 SPONSORS

344 AT GALA DINNER

501 AT WELCOME FUNCTION

26 SPEAKERS

619 TOTAL ATTENDEES



We hosted 344 attendees for the gala dinner, with another successful awards ceremony. Our winners are below.

GILMOURS EXCELLENCE IN FOOD AWARD FOR CARE HOMES AND HOSPITALS AWARD

This award recognises innovation and exceptional efforts made by our members to enhance and improve the excellence of the food service and dining experience they deliver to residents.

WINNER: *Linda Jones Retirement Village*

KALANDRA COMMUNITY CONNECTIONS AWARD

This award recognises exceptional effort by facilities in connecting with their community to enhance resident experience and well-being by creating an environment that promotes inclusion and choice for older New Zealanders.

WINNER: *Cantabria Lifecare*

HCSL INNOVATION AWARD

This award recognises exceptional effort by organisations and facilities to enhance the excellence of the care they deliver to residents. This may be through innovation, creativity or re-design of the delivery of services in order to provide a true continuum of care options for residents.

WINNER: *Beach Haven Care home*

LEECARE SOLUTIONS AWARD

This award recognises the commitment and achievements of a stand-out individual in a care facility, or facilities, and is open to anyone who is a volunteer, employed at, or contracted to an aged residential care facility that positively influences resident care outcomes.

WINNER: *Lynette Stankovich (Te Wiremu Lifecare)*

SPACEWORKS ENVIRONMENT AWARD

This award celebrates organizations or individuals who have demonstrated exceptional sustainability practices through innovative design and/or construction techniques in their new or refurbishment projects. The award aims to highlight those who have successfully integrated sustainable principles into their construction projects while also demonstrating a high level of design and innovation.

WINNER: *Elizabeth Knox Home and Hospital*

VCARE 2023 LEGENDARY SERVICE TO THE AGED RESIDENTIAL CARE SECTOR AWARD

This award recognises the longevity of service, commitment and outstanding contribution of someone who has been part of and promoted the aged residential care industry for more than ten years.

WINNER: *Therese Jeffs*

EBOS HEALTHCARE 2023 OVERALL EXCELLENCE IN AGED CARE AWARD

One winner from the below categories will be selected by the judging panel as worthy of the title of EBOS Healthcare Overall Winner.

OVERALL WINNER: *Cantabria Lifecare*



I am appreciative of all the hard work that went in to creating this event.

Conference attendee



We would like to acknowledge the sponsors who supported the conference in Wellington.

CONFERENCE SPONSORS



AWARDS SPONSORS



Aged care service and funding review

Te Whatu Ora completed the first phase of a review of aged care services and funding models, which includes home and community-based care as well as residential aged care.


The review confirmed the core challenges and concerns raised by the Aged Care Association in recent years, and identified five pressing issues where policy and service delivery reform is required.

- » Funding levels for ARC and HCSS need to be increased
- » The funding models used to distribute funding to the sector are no longer fit for purpose
- » There are material ethnic inequities in accessing aged care services
- » The aged care sector continues to face significant workforce pressures
- » Issues with aged care are exacerbated in regional and rural New Zealand

The second phase of the review entails the development of new ways of providing aged care services and a new funding model.

Workshops were held around the country in early 2024.

An expert advisory group was formed soon after that, with ACA board chair, Simon O'Dowd chairing the group, with other ARC representation ably provided by ACA clinical adviser, Rhonda Sherrif and chief executive of CHT, Carrian Hall.

A photograph showing occupational therapist Cathy Liew in profile, speaking to a group of people. She is wearing glasses and a grey textured sweater. In the background, several other people are seated, including a man in a yellow t-shirt. The setting appears to be a community or care facility.

Occupational therapist Cathy Liew

Pay equity

The peak bodies ACA, NZDSN, Platform and HCHA are continuing to work closely with the employer and union parties in all three pay equity claims for care and support workers.

Things are moving and changing fast in the pay equity space, with Te Whatu Ora | Health NZ working quickly to pivot from the previous “Funded Framework” approach to the new approach announced by the Government in May 2024.

Te Whatu Ora | Health NZ is developing a model for pay equity to take to Cabinet at the end of October, requesting a “contribution” from the pay equity contingency fund for an overall sector solution.

Changes at Te Whatu Ora | Health NZ, including the removal of the board, the appointment of a commissioner, and a directive to find \$1.4 billion in savings within a year mean that we cannot assume that progress will be steady.

Te Whatu Ora | Health NZ’s key focus when considering how to develop any proposed funding contribution is the need to manage risk to service disruption and its intention is to implement a solution across the entire care and support worker workforce at the same time.

Meanwhile, the union parties in the original pay equity claim have filed an application in the Employment Relations Authority to fix remuneration. Whether the application is successful is yet to be seen.



The Domino Effect



Our campaign in the lead up to the 2023 general election was to drive politicians to acknowledge, accept and intervene to create a sustainable aged residential care sector.

With the assistance of marketing agency, Anthem and creatives, Chemistry we designed a three-pronged campaign to get the change we need.

What we came up with was “The Domino Effect” – a campaign to illustrate how neglecting the aged care sector causes flow on effects in every other part of the health sector.

The creative concept shows beds falling like dominos to illustrate how a broken funding system would negatively impact New Zealand’s seniors and the entire country.

We focussed on four cohorts – an older New Zealander unable to access the aged care he needs, a burnout, underpaid and overworked health worker, a child unable to get the treatment she needs in a timely way and a woman in the “sandwich” generation, juggling a career whilst also raising children and caring for elderly parents.

We chose to make our spending as effective as possible by hosting a large billboard close to parliament in Wellington and another on the way to Wellington airport, and at Wellington and Auckland airports. These smart billboards were programmed to show only when they detected the proximity of a mobile phone that had been clocked entering parliament grounds three times or more in the previous week.

We focussed on journalists who had previously covered aged care issues by sending them media kits filled with bespoke domino packs to drive the messaging and increase coverage.

The advertising was seen by well more than 14 million sets of eyes over a two-month period, reaching more than 3.7 million New Zealanders.

We secured 31 top tier media stories during the duration of the campaign, and an additional 15 pieces of secondary coverage, which showed an ongoing interest and visibility of the issues plaguing the sector.

ACA members provided third-party endorsement and powerful advocacy for the campaign.

During a busy lead up to the 2023 General Election, the aged care crisis was front and centre of the media agenda. There were very few New Zealanders who are not aware of our key messages or the outcomes we were seeking.

Our campaign had some of the political results we were hoping for. NZ First included funding for aged care in its manifesto, and when the coalition government was confirmed in late 2023 the following policies were agreed:

- » Investigate the funding formula for new residential care beds.
- » Engage openly and constructively with the aged-care sector.
- » Undertake a select committee inquiry into aged care provision to include supporting people with early onset conditions and what asset thresholds are appropriate in 2023/24.
- » Work on establishing bipartisan agreement to fund both care and dementia beds that New Zealand needs now and with a focus on the long-term needs by 2040.

Board chair, Simon O’Dowd said the result was “the most that has ever appeared in a new government’s aims and objectives for aged care”.

Our work now is to cement the progress we have made and work towards a healthy and sustainable aged residential care sector, where every New Zealander who needs aged care can access it, where and when they need it.

Webinars and workshops

WEBINARS

- » Recent changes to the Accredited Employer Working Visa, in partnership with Aims International
- » The decarbonisation journey for aged care providers, in partnership with EECA
- » The Green House Project – building empowering eldercare communities everywhere

WORKSHOPS

WORKSHOP FOR MANAGERS AND ASPIRING LEADERS

211 attendees November 2023

- » Building a positive work culture
- » Disciplinary procedures
- » Navigating the immigration system
- » Te Pūkenga interactive workshop
- » Emotional intelligence

WORKSHOP FOR REGISTERED NURSES

128 attendees March 2024

- » Leadership for registered nurses
- » What you need to know about ACC
- » interRAI getting the best for your residents
- » Update from the ACA team



WORKSHOP FOR MANAGERS AND ASPIRING LEADERS

207 attendees June 2024

- » Outcomes of Ngā Paerewa Standards audits
- » Healing, learning and improving from harm: National adverse events policy
- » Health and Disability Commission: Complaints management
- » Quality care for LGBTIQ+ residents in aged residential care
- » Update from the ACA team



546

TOTAL WORKSHOP ATTENDEES



Communication

COMMUNICATING WITH OUR MEMBERS

96

Email campaigns

140,153

Emails sent to members

39.5%

Open rate



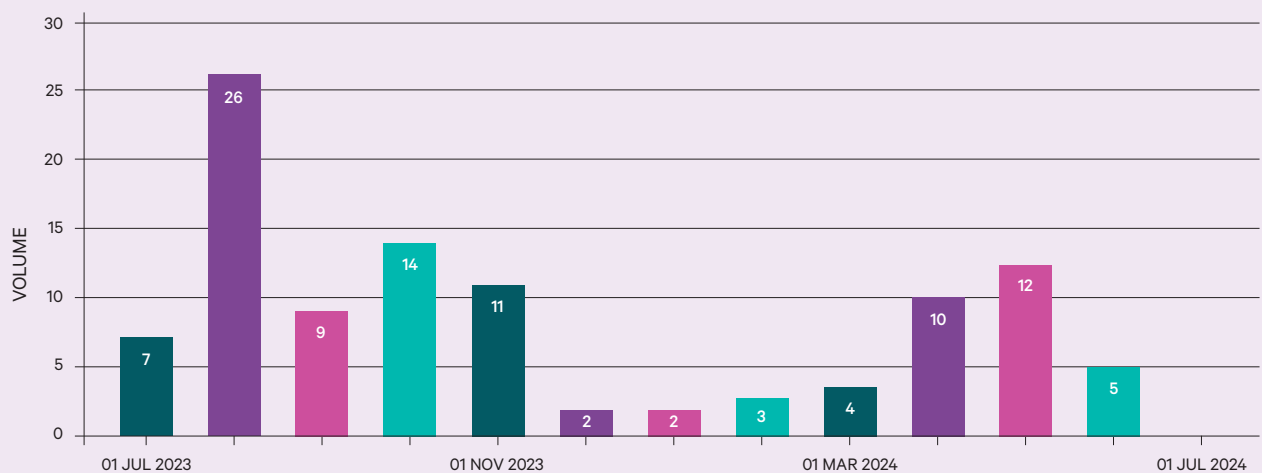
COMMUNICATING WITH NEW ZEALANDERS

A peak of 26 in August 2023 and a low of 2 each in December 2023 and January 2024.



105

Total media stories



Nursing leadership group

The ACA Nursing Leadership Group (NLG) consists of senior nursing leaders from the aged residential care sector. This group supports the sector and contributes to the association's efforts through policy development, clinical advice, and guidance.

Focused on ensuring that the clinical perspective of the sector is heard, the NLG works to recognise and value the nursing role for its significant contribution to delivering quality care to New Zealand's seniors.

The group also engages with a broader range of health and nursing education bodies, including the Ministry of Health, Te Whatu Ora, Te Pūkenga, the Nursing Council, MBIE, and others.

In 2024, the NLG has continued to play a vital role in shaping and supporting the aged residential care sector through their extensive involvement in policy development, clinical guidance, and advocacy. Our senior nursing leaders have been actively engaged in a range of significant initiatives, reflecting their commitment to enhancing the quality and safety of care for New Zealand's seniors.

Key activities and achievements:

- » **Scope of practice feedback:** The NLG provided crucial feedback on proposed changes to the Enrolled Nurse scope of practice, ensuring that the updates align with the needs and realities of aged care settings.
- » **Palliative models of care:** The group participated in a working party focused on developing and refining palliative care models, contributing their expertise to improve end-of-life care across the sector.
- » **Deteriorating Early Warning System (DEWS):** Feedback was provided into the DEWS for aged care, aimed at enhancing early detection and response to patient deterioration.
- » **Adverse event reporting:** The NLG engaged in discussions regarding Adverse Event reporting to HQSC, raising awareness of double reporting issues with Section 31 notifications and providing feedback on Severity Assessment Code (SAC) examples for aged residential care.
- » **interRAI group:** Ongoing participation in the interRAI group continued, with the NLG working to refine assessment processes and improve the tool's efficiency for the sector.
- » **ARC Quality Open Leads forum:** Attendance at the ARC Quality Open Leads forum enabled the NLG to stay current with best practices and quality improvement initiatives in aged residential care.
- » **VRE guidance:** Collaboration with Tanya Jackways on guidance for Vancomycin-resistant Enterococci (VRE) demonstrated the group's commitment to addressing multi-drug resistance challenges.



- » **COVID Inquiry submission:** The NLG prepared and submitted a comprehensive response to the COVID Inquiry, reflecting on the pandemic's impact on aged care and suggesting measures for future preparedness.
- » **Draft 111 Contact Code Feedback:** The group reviewed and provided views on the draft amended 111 Contact Code, ensuring it meets the needs of the aged care sector.
- » **Nursing Pipeline Group:** Continued involvement in the Nursing Pipeline Group, focusing on building a robust and valued aged care workforce.
- » **Redefining Care workshop:** Attendance at the "Redefining Care Amidst COVID-19" workshop in Wellington provided insights into promoting health and wellbeing for older adults in aged residential care.
- » **Clinical Governance workshop:** Participation in a Meso-level clinical governance workshop helped enhance the group's understanding of governance structures and practices.
- » **Senior Nurse Leadership roles:** NLG members remain active in various senior leadership groups, including the NZ Nurse Executives (NEA), National Nursing Leadership Group (NNLG), College of Nurses, and NZNO Nursing Leaders, further extending their influence and advocacy within the broader nursing and health care communities.

The NLG's contributions throughout 2024 underscore their dedication to advancing aged care practices, improving clinical standards, and advocating for the sector's needs at both national and sectoral levels. Their ongoing efforts ensure that the nursing voice remains a powerful force in shaping the future of aged residential care in New Zealand.



Registered Nurse Diviya John

Submissions

- » Submission to the Ministry of Housing and Urban Development on the Review of the Retirement Villages Act 2003.
- » Submission to the Law Commission on the review of Adult Decision-Making Capacity Law.
- » Submission to the Commerce Commission on the review of the 111 contact code.
- » Submission on the Royal Commission of Inquiry into Covid-19 Lessons Learned.
- » Submission to the Commerce Commission regarding a merger application by St John to acquire Securely.
- » Submission to the Ministry of Business, Innovation and Employment on an application to extend schedule 1A of the Employment Relations Act.



Board of Directors



SIMON O'DOWD
CHAIR

Managing Director, Qestral Corporation Ltd, Christchurch

Managing Director of Qestral Corporation, Simon has been working in the sector for more than 40 years and is a long-standing member of ACA. In addition to his role as ACA Chair, he is involved in many aspects of the sector, including the ARRC negotiations, training, and several reviews of the Funding Model.



WARICK DUNN
DEPUTY CHAIR AND
CENTRAL REPRESENTATIVE

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.



ANN COUGHLAN
NORTHERN REPRESENTATIVE

Former CEO, Mercy Parklands, Auckland

Ann was the CEO of Mercy Parklands for 21 years, until its closure in 2023. She is the Board Chair of CMA (companionship and morning activities for seniors) and has recently been involved in the research of services available for elders on the North Shore.



ANDREW JOYCE
NORTHERN REPRESENTATIVE

Chief Executive, St Andrew's Village, Auckland

Andrew is the CEO of St Andrew's Village in Glendowie, which is one of the largest single site not-for-profit villages in the country. Andrew also has an interest in dementia, with St Andrew's having provided specialised care to residents with dementia for over 20 years.



RHONDA SHERRIFF
UPPER SOUTHERN REPRESENTATIVE

Director, Chatswood Rest Home and Retirement Village, Christchurch

Rhonda is the co-owner of Chatswood Rest Home and Retirement Village and oversees its operations on a part-time basis. Rhonda has worked in the aged care sector for over 25 years. She is the ACA's Clinical Advisor.



MALCOLM HENDRY
LOWER SOUTHERN REPRESENTATIVE

Chief Executive, Birchleigh Residential Care and Chatsford Lifestyle Community, Dunedin

Malcolm became Chief Executive of Birchleigh Residential Care and Chatsford Lifestyle Community in 2007. Birchleigh offers rest home, hospital and specialist dementia care, while Chatsford is a resort-style retirement community.



DAVID BENNETT
LARGE PROVIDER REPRESENTATIVE

Chief Financial Officer, Ryman Healthcare

David joined Ryman in 2013 and is responsible for ensuring Ryman's strong financial performance. David has a Bachelor of Commerce degree and is a chartered accountant. Before joining Ryman, he worked as an accountant and auditor.



BRIEN CREE
LARGE PROVIDER REPRESENTATIVE

Executive Chairman, Radius Care

Brien is the Executive Chairman 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 older people.



NORAH BARLOW
LARGE PROVIDER REPRESENTATIVE

Chief Executive Officer, Heritage Lifecare
Norah joined Heritage Lifecare in 2018, bringing her extensive experience and in-depth knowledge of the aged and health care sector on both sides of the Tasman. Norah is a pioneer of retirement village and aged care sectors. Norah was also the President of the Retirement Villages Association for six years.



JULIE SELLAR
LARGE PROVIDER REPRESENTATIVE

Deputy Managing Director, Bupa
Julie joined Bupa in 2013 and was appointed Deputy Managing Director in June 2023. In this role, Julie supports the Managing Director in the delivery of strategy and leads the operations of Bupa's Village and Aged Care business in New Zealand.

STAFF



HON. TRACEY MARTIN
CHIEF EXECUTIVE



LIZ ROBINSON
CHIEF OPERATING OFFICER



JOHN MCDUGALL
DATA AND INSIGHT SPECIALIST



KELLY WALLACE
EXECUTIVE ASSISTANT



SNEHA PILLAI
SENIOR POLICY ADVISOR



LILI BUSH
EVENTS AND MARKETING COORDINATOR



RHONDA SHERRIFF
CLINICAL ADVISOR



BRONTË DIXON
COMMUNICATIONS ADVISOR



URVI GADHIA
CONFERENCE COORDINATOR



MIN SU
ACCOUNTS



SHREYAS GANDHI
ACCOUNTS

Financial Statements

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED

SPECIAL PURPOSE CONSOLIDATED STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2024

	NOTES	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Revenue					
Trading Revenue	1	1,241,275	1,284,966	5,068	13,199
Member Subscriptions		1,223,488	1,081,203	1,223,488	1,081,203
Election Campaign Levy		11,479	666,060	11,479	666,060
Preferred Supplier Rebates		18,508	29,507	18,508	29,507
Interest Revenue		119,010	56,599	44,752	14,402
Sundry Income		2,450	–	2,450	–
Secretarial Fee		–	–	312,035	406,839
Total Revenue		2,616,209	3,118,335	1,617,779	2,211,210
Expenses					
Trading Expenses	2	690,045	713,882	2,616	3,248
AGM Costs		5,189	4,167	5,189	4,167
Audit Fees		31,865	19,425	18,045	11,760
Bad Debts		(5,022)	34,843	(5,022)	34,843
Branch Costs		656	1,418	656	1,418
Executive Expenses	2	64,328	64,087	64,328	64,087
Communications	2	18,383	23,471	18,383	23,361
Depreciation	3	12,705	13,277	12,705	13,277
Employee Related Costs	2	648,884	956,856	648,884	956,790
Insurance		8,130	7,125	5,642	4,938
Media and Public Relations		20,691	25,386	20,691	25,386
Media Campaign Costs		387,868	284,369	387,868	284,369
Member Survey Costs		15,915	550	15,915	550
Office Expenses	2	43,283	65,760	42,442	64,925
Office Rent		76,632	58,984	76,632	58,984
Pay Equity Project		79,810	100,986	79,810	100,986
Pay Parity Costs		4,000	59,102	4,000	59,102
Professional Fees	2	193,570	201,382	188,570	197,399
Total Expenses		2,296,930	2,635,070	1,587,351	1,909,589
Surplus before Taxation		319,280	483,265	30,428	301,621
Income Tax Expense	6	9,376	4,558	9,376	4,558
Net Surplus for the Period		309,904	478,707	21,052	297,063

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

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED
SPECIAL PURPOSE CONSOLIDATED STATEMENT OF MOVEMENTS IN EQUITY
 For the year ended 30 June 2024

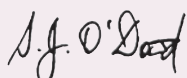
	NOTES	RESERVES \$	ACCUMULATED SURPLUS \$	TOTAL EQUITY \$
Group				
Opening Equity 1 July 2022		308,387	859,505	1,167,892
Surplus		–	478,707	478,707
Transfers – Reserves		(3,254)	3,254	–
Closing Equity 30 June 2023	5	305,133	1,341,466	1,646,600
Opening Equity 1 July 2023		305,133	1,341,466	1,646,600
Surplus		–	309,904	309,904
Transfers – Reserves		(10,193)	10,193	–
Closing Equity 30 June 2024	5	294,941	1,661,563	1,956,503
Association				
Opening Equity 1 July 2022		–	174,956	174,956
Surplus		–	297,063	297,063
Closing Equity 30 June 2023	5	–	472,019	472,019
Opening Equity 1 July 2023		–	472,019	472,019
Surplus		–	21,052	21,052
Closing Equity 30 June 2024	5	–	493,071	493,071

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED
SPECIAL PURPOSE CONSOLIDATED STATEMENT OF FINANCIAL POSITION
As at 30 June 2024

	NOTES	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Assets					
Current Assets					
Cash and Cash Equivalents	3	1,198,283	2,565,744	648,480	1,755,890
Accounts Receivable	3	202,148	772,277	88,098	628,683
Interest Receivable		18,645	13,014	684	-
Prepayments	3	94,336	225,975	16,924	11,698
Term Investments		900,376	850,376	-	-
Total Current Assets		2,413,788	4,427,387	754,187	2,396,271
Non Current Assets					
Plant and Equipment	3	38,632	42,698	38,632	42,698
Total Non Current Assets		38,632	42,698	38,632	42,698
Total Assets		2,452,420	4,470,084	792,818	2,438,969
Liabilities					
Current Liabilities					
Accounts Payable	4	127,406	377,351	172,428	361,137
Income in Advance	4	331,911	2,119,433	600	1,235,957
Loan from Branches		4,680	4,569	4,680	4,569
Loan from NZACA Education Trust	4	-	-	100,000	100,000
GST Payable		5,428	296,485	(4,451)	239,640
Provision For Tax		1,547	1,994	1,547	1,994
Holiday Pay Accrual		19,834	17,402	19,834	17,402
Other Current Liabilities	4	5,111	6,250	5,111	6,250
Total Current Liabilities		495,916	2,823,485	299,747	1,966,950
Total Liabilities		495,916	2,823,485	299,747	1,966,950
Net Assets		1,956,503	1,646,600	493,071	472,019
Represented by:					
Accumulated Funds					
Accumulated Surplus		1,661,563	1,341,466	493,071	472,019
Reserves	5	294,941	305,133	-	-
Total Accumulated Funds		1,956,503	1,646,600	493,071	472,019

For and on behalf of the Board:

Chairman:



Date: 26 September 2024

NEW ZEALAND AGED CARE ASSOCIATION INCORPORATED
STATEMENT OF ACCOUNTING POLICIES
 For the year ended 30 June 2024

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 specific accounting policies set out below 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

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.

GOING CONCERN

The special purpose consolidated financial statements have been prepared under the assumption that NZACA Inc. is a going concern.

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.

ELECTION CAMPAIGN LEVY

Revenue from the Election Campaign Levy is recognised in the year it was invoiced as explicit return obligation was not specified with the non-exchange transaction.

PREFERRED SUPPLIER REBATES

Preferred Supplier Rebates are sub-agent fees or commission received and are 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.

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% – 67% DV
Office Equipment	10% – 40% DV
Furniture and Fixtures	13% – 16% 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 NZACA 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 SPECIAL PURPOSE CONSOLIDATED FINANCIAL STATEMENTS

For the year ended 30 June 2024

NOTE 1 – ANALYSIS OF REVENUE				
	GROUP	GROUP	ASSOCIATION	ASSOCIATION
	2024	2023	2024	2023
	\$	\$	\$	\$
Trading Revenue				
Conference Revenue	1,046,790	1,035,950	–	–
Seminar Revenue	189,417	235,817	–	–
Advertising Revenue	5,068	13,199	5,068	13,199
Total	1,241,275	1,284,966	5,068	13,199
NOTE 2 – ANALYSIS OF EXPENSES				
	GROUP	GROUP	ASSOCIATION	ASSOCIATION
	2024	2023	2024	2023
	\$	\$	\$	\$
Trading Expenses				
Conference Costs	574,431	609,269	–	–
Seminar Costs	112,999	101,365	–	–
Advertising Costs	2,616	3,248	2,616	3,248
Total	690,045	713,882	2,616	3,248
	GROUP	GROUP	ASSOCIATION	ASSOCIATION
	2024	2023	2024	2023
	\$	\$	\$	\$
Executive Expenses				
CEO Expenses	1,533	5,178	1,533	5,178
Board Expenses	34,233	26,508	34,233	26,508
Honorarium & Board Meeting Fees	28,563	32,401	28,563	32,401
Total	64,328	64,087	64,328	64,087

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
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Communications

Telephone & Internet	5,947	6,287	5,947	6,177
Website & IT Costs	12,435	17,184	12,435	17,184
Total	18,383	23,471	18,383	23,361

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
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Employee Related Costs

ACC	1,442	1,286	1,442	1,286
Staff Training & Recruitment	46,408	39,375	46,408	39,308
Staff Travel	751	33	751	33
Salaries	600,282	916,163	600,282	916,163
Total	648,884	956,856	648,884	956,790

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
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Office Expenses

Bank Fees	591	456	149	270
Loss on Sale of Assets	605	1,727	605	1,727
Office Expenses	16,923	27,066	16,799	26,953
Postage & Courier	21	3,483	21	3,483
Printing & Stationery	11,494	17,854	11,494	17,854
Subscriptions	13,322	12,942	13,322	12,942
Sundry Expenses	328	2,231	52	1,695
Total	43,283	65,760	42,442	64,925

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
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Professional Fees

Accounting Fees	53,000	48,983	48,000	45,000
Legal & Consulting Fees	140,570	152,399	140,570	152,399
Total	193,570	201,382	188,570	197,399

NOTE 3 – ANALYSIS OF ASSETS

CURRENT ASSETS

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Cash and Cash Equivalents				
Cheque Accounts	357,144	2,118,872	157,204	1,549,049
Savings Account	491,139	446,872	391,276	206,841
Short Term Deposits & Other	350,000	–	100,000	–
Total	1,198,283	2,565,744	648,480	1,755,890

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Accounts Receivable				
Trade Debtors	200,731	772,277	88,098	628,683
Sundry Debtors	1,417	–	–	–
Total	202,148	772,277	88,098	628,683

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Prepayments				
Conference Prepayments	75,124	212,117	–	–
Seminar Prepayments	–	435	–	–
Other Prepayment	19,212	13,423	16,924	11,698
Total	94,336	225,975	16,924	11,698

NON CURRENT ASSETS

PLANT AND EQUIPMENT 2024

ASSET CLASS	OPENING CARRYING AMOUNT	PURCHASED	SALES/ DISPOSALS	CURRENT YEAR DEPRECIATION & IMPAIRMENT	CLOSING CARRYING AMOUNT
Computers (including software)	13,335	9,244	606	8,534	13,439
Office Equipment	4,913	-	-	921	3,992
Furniture and Fixtures	24,450	-	-	3,250	21,200
Total	42,698	9,244	606	12,705	38,632

PLANT AND EQUIPMENT 2023

ASSET CLASS	OPENING CARRYING AMOUNT	PURCHASED	SALES/ DISPOSALS	CURRENT YEAR DEPRECIATION & IMPAIRMENT	CLOSING CARRYING AMOUNT
Computers (including software)	15,679	8,385	6	10,723	13,335
Office Equipment	2,561	3,477	106	1,020	4,913
Furniture and Fixtures	5,217	22,382	1,615	1,534	24,450
Total	23,457	34,244	1,727	13,277	42,698

NOTE 4 – ANALYSIS OF LIABILITIES

	GROUP 2024	GROUP 2023	ASSOCIATION 2024	ASSOCIATION 2023
	\$	\$	\$	\$

Accounts Payable

Trade Creditors	45,098	287,620	30,038	276,317
Sundry Creditors	82,308	89,731	65,588	77,370
Funds owed to Trust	-	-	76,802	7,450
Total	127,406	377,351	172,428	361,137

	GROUP 2024	GROUP 2023	ASSOCIATION 2024	ASSOCIATION 2023
	\$	\$	\$	\$

Income In Advance

Subscriptions In Advance	-	1,235,224	-	1,235,224
Conference Income In Advance	331,311	883,475	-	-
Seminar Income In Advance	-	-	-	-
Other Income In Advance	600	733	600	733
Total	331,911	2,119,433	600	1,235,957

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Other Current Liabilities				
ASB Credit Cards	5,111	5,506	5,111	5,506
Nurses Liability Insurance	-	744	-	744
Total	5,111	6,250	5,111	6,250

LOAN FROM NZACA EDUCATION TRUST

In June 2021 NZACA Education Trust gave NZACA Incorporated Society a loan of \$100,000. The purpose of the loan was to assist the society with its working capital requirements for future years. The loan is repayable on demand as set out in the Deed of Acknowledgment of Debt.

NOTE 5 – BREAKDOWN OF RESERVES

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Canterbury Education Reserve	294,941	305,133	-	-
Total	294,941	305,133	-	-

NOTE 6 – TAXATION EXPENSE

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Surplus Per Consolidated Statement of Financial Statements	319,280	483,265	319,280	483,265
Less NZACAE Trust Surplus	288,852	181,644	288,852	181,644
Gross Surplus for NZACA Inc.	30,428	301,621	30,428	301,621
Less NZACA Inc. Non Taxable Items	4,059	(284,342)	4,059	(284,342)
Taxable Surplus for the Year	34,487	17,279	34,487	17,279
Less Not for Profit Income Tax Rebate	(1,000)	(1,000)	(1,000)	(1,000)
Net Taxable Surplus for the Year	33,487	16,279	33,487	16,279
Taxation Expense at 28%	9,376	4,558	9,376	4,558

NOTE 7 – COMMITMENTS AND CONTINGENCIES

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Commitments To Lease or Rent Assets				
Office Rental (Lease to 31 March 2028)	308,174	361,293	308,174	361,293

Capital Commitments

There were no capital commitments at the reporting date. (2023: \$nil)

Contingent Liabilities & Guarantees

There were no contingent liabilities or guarantees at the reporting date (2023: \$nil)

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.

	GROUP 2024 \$	GROUP 2023 \$	ASSOCIATION 2024 \$	ASSOCIATION 2023 \$
Value of transactions	62,500	62,500	62,500	62,500

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

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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 ("Association") and New Zealand Aged Care Association Education Trust (the "Trust") (together referred to as the "Group") on pages 24 to 34 which comprise the special purpose consolidated statement of financial position as at 30 June 2024, and the special purpose consolidated statement of financial performance and special purpose consolidated statement of movement in equity for the year then ended, and notes to the special purpose consolidated financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying special purpose consolidated financial statements present fairly in all material respects, the consolidated financial position of New Zealand Aged Care Association Incorporated as at 30 June 2024, and of its consolidated financial performance for the year then ended, in accordance with the Accounting Policies set out in the notes to the consolidated financial statements.

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 special purpose Consolidated Financial Statements* section of our report. We are independent of the Group in accordance with Professional and Ethical Standard 1 International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter

We draw attention to the Statement of Compliance within the consolidated financial statements, which describes the basis of accounting. The consolidated 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 Members and the Board of Directors and should not be distributed to or used by parties other than the Members and the Board of Directors. Our opinion is not modified in respect of this matter.

Board of Directors Responsibilities for the Special Purpose Consolidated Financial Statements

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

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In preparing the special purpose consolidated financial statements, those charged with governance are responsible on behalf of the Group 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 of Directors either intend 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 Special Purpose Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the special purpose consolidated 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 special purpose consolidated financial statements.

A further description of the auditor's responsibilities for the audit of the consolidated financial statements is located on the External Reporting Board's website at: <https://www.xrb.govt.nz/standards-for-assurance-practitioners/auditors-responsibilities/audit-report-8/>

Restriction on use of our report

This report is made solely to the Group's Members and Board of Directors, as a body. Our audit work has been undertaken so that we might state to the Group's Members and Board of Directors, 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 Group and the Group's Members and Board of Directors, as a body, for our audit work, for this report or for the opinion we have formed.

Grant Thornton New Zealand Audit Limited



B Kennerley

Partner

Wellington

26 September 2024

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