



# Welcome

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**Te Hopai Trust Board  
Public Board Meeting  
Wednesday 2<sup>nd</sup> July 2025**



# Chairperson's report



# Chairperson's report

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# Chairperson's report



# Chief Executive's report

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# Chief Executive's report

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## Occupancy



- Occupancy – 98.4%
- Average length of residency – 27 months
- 71% Hospital level of care
- 19% Rest home level of care
- 10% Dementia level of care
- 47% of residents with no premium room charges

# Chief Executive's report

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## Staffing



- Total training hours – 3,751 hours
- Total staff numbers –128 FTE
- Staffing head count is over 140 including casual staff
- Average rate of staff tenure – 5.2 years – previously 4.8 years
- Staff survey results – 83% satisfaction – improved from 79%

# Chief Executive's report



## NOK/Relatives survey

There were many similar themes and positive comments about our staff, here are the experience ratings for some specific questions which are important to us:

- “I am treated with respect when visiting” – 99%
- “The nurses and care staff are kind and caring” – 95%
- “The home has a nice atmosphere” – 94%
- “I can be involved in planning my NOK/relative's care” – 82%
- “The home respects my NOK/relative's cultural and spiritual needs” – 89%
- “I trust that my NOK/relative's personal information is kept confidential” – 95%
- “My NOK/relative's privacy is respected” – 92%
- “My NOK/relative is treated with dignity” – 92%

### Experience Rating



82%

YOUR SCORE

-

PREVIOUS

89%

BENCHMARK

Your **Experience Rating** represents the aggregate of the agree percentages. This is the same calculation used in Consumer Experience Reports:  
<http://www.aacqa.gov.au/publications/ConsumerExperienceReportExamplefinal8June2017.pdf>

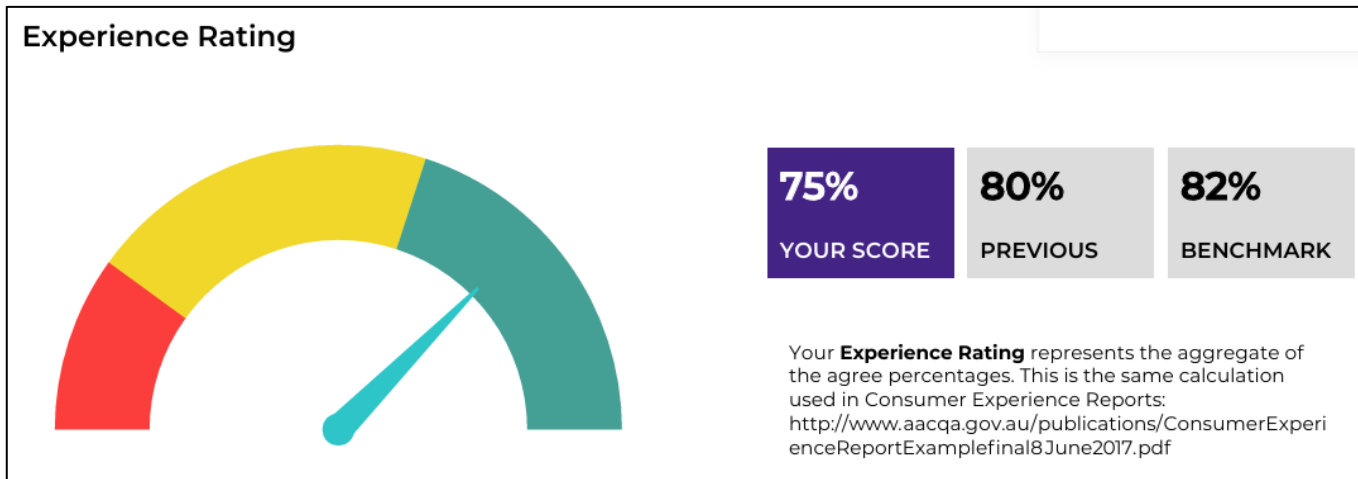
# Chief Executive's report



## Residents survey

There were many differing views and we are working through these, here are the experience ratings for some specific questions which are important to us:

- “My visitors are treated with respect” – 97%
- “I have a say in my daily activities” – 93%
- “The staff are kind and caring” – 97%
- “The home knows and respects what is important to me” – 87%
- “The home is run well” – 94%
- “I have enough privacy” – 89%
- “I can be myself here” – 96%
- “My room is kept clean” – 97%
- “I feel safe here” – 100%



# Chief Executive's report

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## Survey results – improvements planned



There are two areas which we continue to focus on:

- There was a lot of feedback in both the NOK/Relative's survey and Resident's survey about the food that we provide – the experience ratings for food related questions ranged from 39% to 86% across both surveys
- Whilst 93% of residents felt they have a say in their daily activities and 79% have leisure activities or hobbies that they enjoy, the experience ratings for activities related questions in the NOK/Relative's survey were lower.



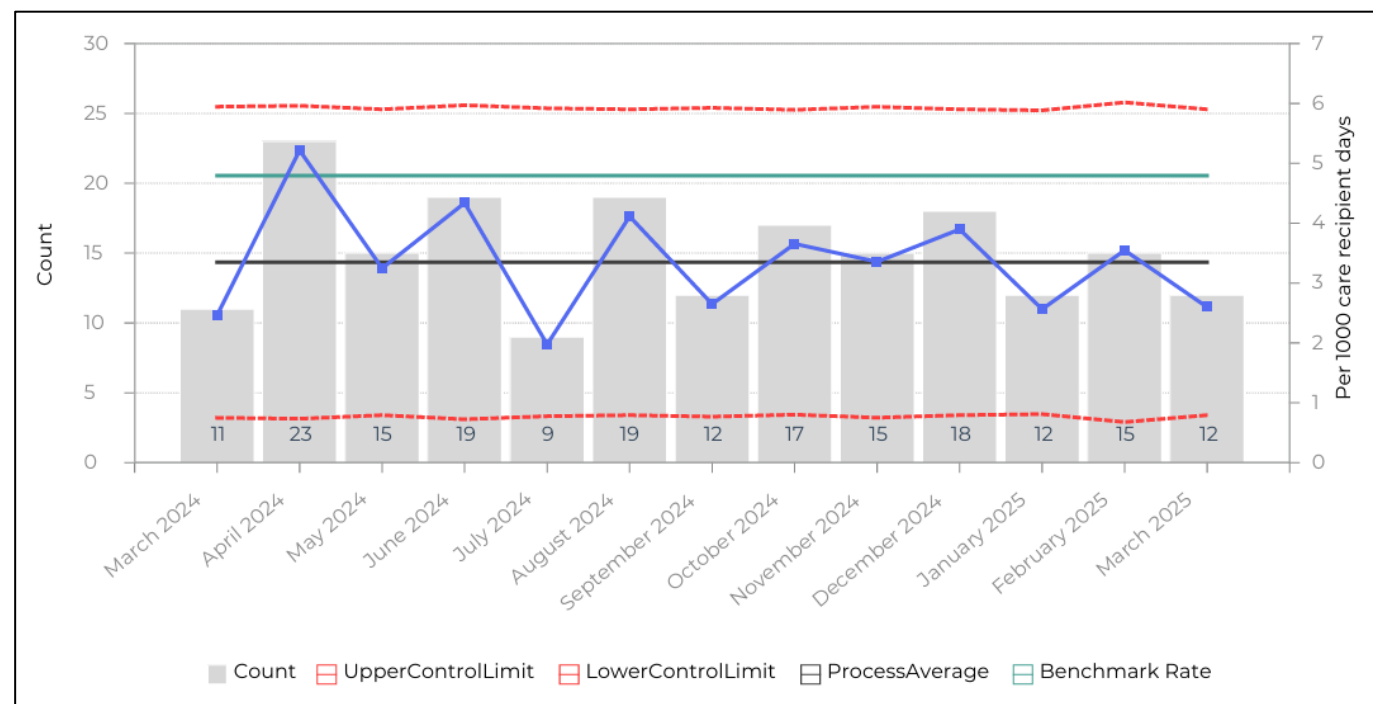
# Chief Executive's report



## Certification audit

- Audited by BSI Group auditors
- Received another four years certification with full achievement with the Ngā Paerewa Health and Disability Services Standard and two continuous improvement ratings related to:
  - Pacific peoples health
  - Falls prevention

## Unobserved falls without injury



# Clinical Advisory Committee

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## Supported by:


- Meets regularly and as required with our purpose to:
  - Provide clinical governance advice to the Board.
  - Support, monitor and ensure safe, high quality care.
  - Report to and offer advice to the Board on clinically related matters.
- Pakize Sari and Jill Kerridge
- Our General Practitioners Dr Dave Pickett and Dr Andrea Crichton

# Clinical Advisory Committee



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## Overview of responsibilities

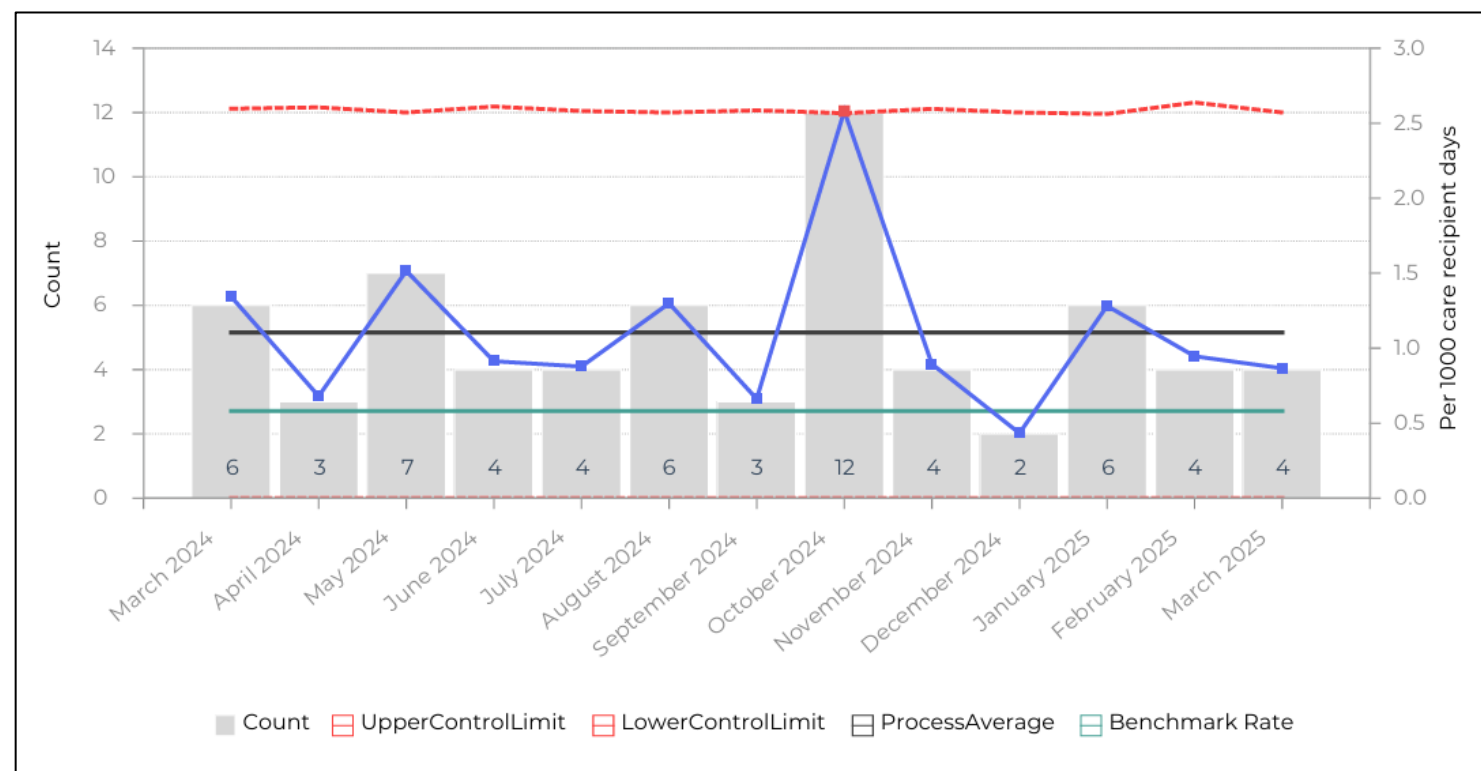
- Review compliance with clinical governance and regulatory responsibilities.
  - Review resident/whānau satisfaction surveys, incidents and feedback.
  - Review workforce recruitment, engagement and retention.
  - Provide clinical guidance for acute incidents, for example, during the Covid outbreak.
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# Clinical Advisory Committee

## Summary of activity

- Advice on the appropriate Te Hopai responses to ongoing clinical challenges, for example, Flu outbreaks.
- Review Te Hopai's focus on resident safety and quality measures.
- Compliance with Ngā Paerewa Health and Disability Services Standard 2022.
- Focus on workforce.

## New fungal infections



# Cultural Safety Committee

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## Supported by:

- The Cultural Safety Committee was established to ensure that Te Hopai provides culturally safe and respectful care to all residents, whānau (family), kaimahi (staff), and visitors. The Committee will promote cultural awareness, sensitivity, and inclusivity within the facility, with a specific commitment to upholding the principles of Te Tiriti o Waitangi and supporting the health and well-being of Māori residents.
- We have nearly finalised our Terms of Reference which will guide how we will achieve this.

- Pakize Sari and Amy Fanning
- Several of our staff members



# Cultural Safety Committee

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- We are grateful to have had two hui (meetings) so far with our kaimahi (staff) to talk through their aspirations for Te Hopai.
- We were proud to celebrate Matariki with the Te Hopai family who held a special event with live music in the rest home lounge, followed by a 'Reach for the Stars' themed lunch.



# Cultural Safety Committee

- We will be supporting Te Wiki o Te Reo Māori (Māori language week) in September, any ideas please let us know!
- We encourage you to attend the Te Reo classes run by our resident Lillie every Thursday and Friday at 10.30am on Owen Level 2 – all are welcome.



# Property Committee

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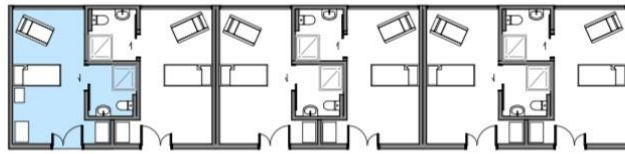


## Supported by:

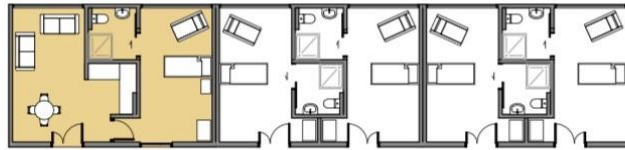
- Pakize Sari and Amy Fanning
- Various consultants including architects, engineers and valuers



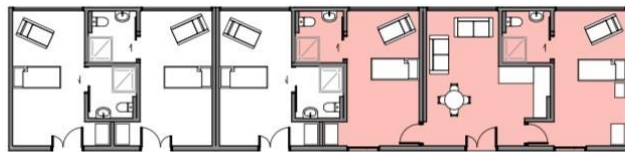




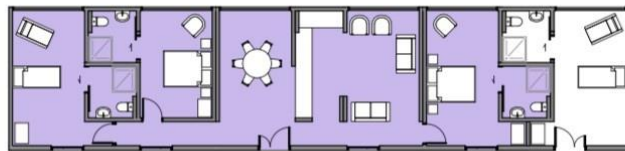
1 bedroom (bedsit) 22.1m<sup>2</sup> / 22.5m<sup>2</sup>



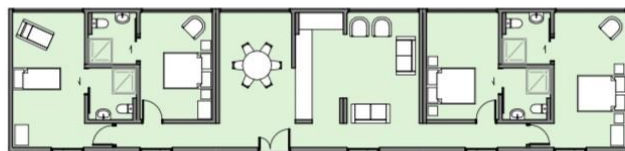
1 bedroom (apartment) 44.6m<sup>2</sup>



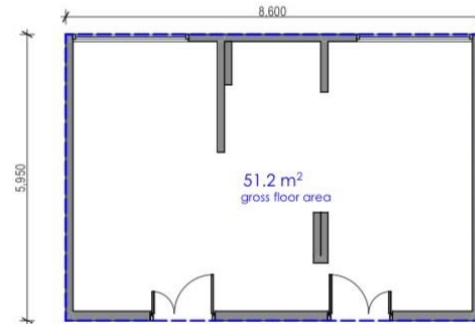
2 bedroom unit 67m<sup>2</sup>



3 bedroom unit 111.3m<sup>2</sup>



4 bedroom unit 133.8m<sup>2</sup>



concept "unit module" - base layout



proposed bedsit layout



proposed 1 bedroom apartment



existing Owen Street bedsit

Project:

## Te Hopai - Stage 1 Concept

For: Te Hopai Trust

At: Owen Street, Newtown



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ISSUE:	Date:	Comments:
01	6/03/2024	Presentation to Board
02	20/03/2024	VE Review
03	2/04/2024	For revised estimate

Scale:

Original size: A3

Designed | Drawn:

File Reference:  
N:\3023\2314 Owen Street Apartments - Te Hopai\3.0 Drawings\3.1  
APR\CAD\POS\4402 2314 Te Hopai - BL Concept - Stage 1 V01.dwg

Drawing:

Unit Plan configurations

Stage of Documentation:  
Concept Design

Printed: 3/04/2024

Project number:

**2316**

Drawing number / Revision:

**BL.7/03**

# Finance and Audit Committee

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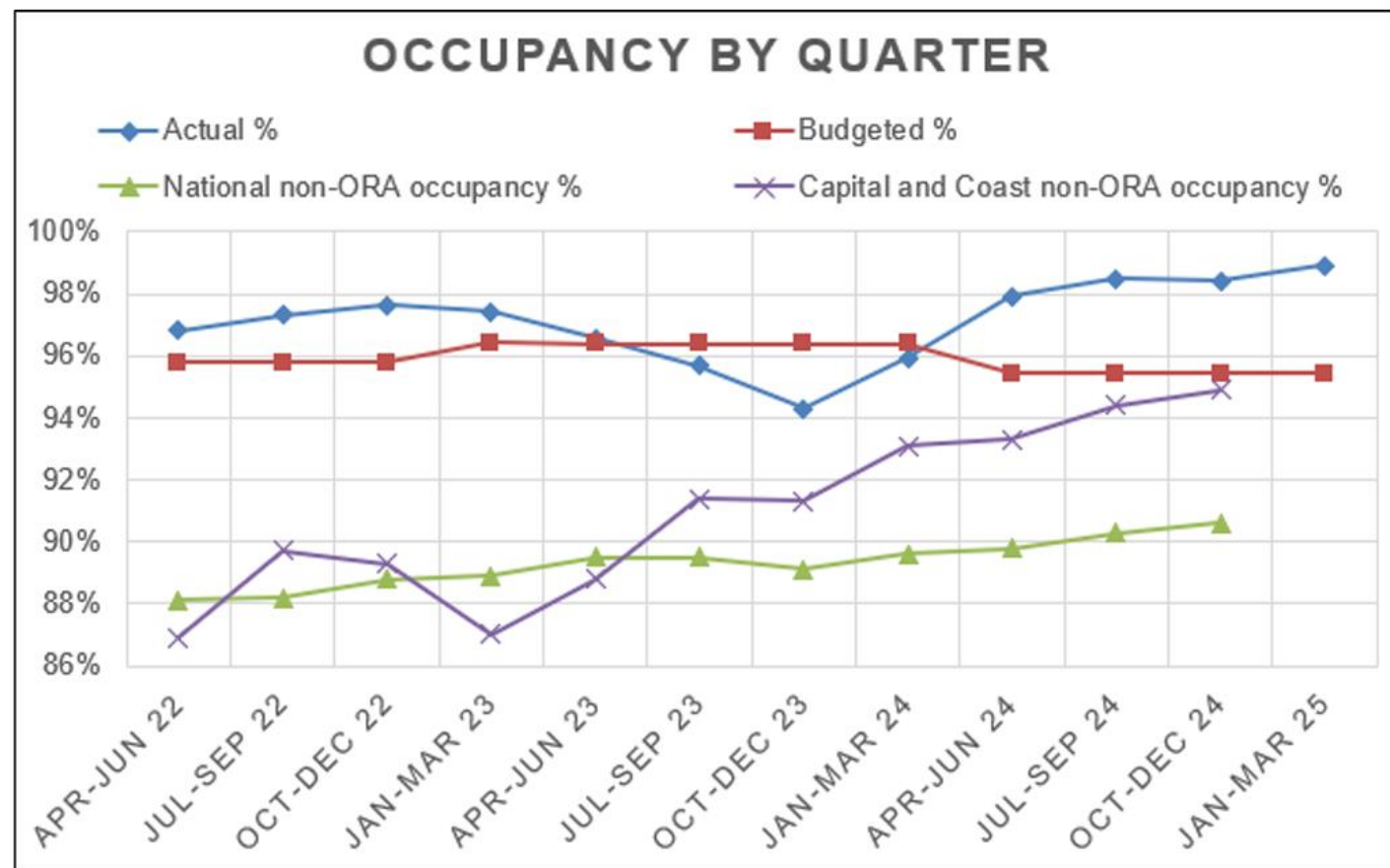


## Supported by:

- Provides advice and information to the Board on financial related matters, such as:
  - Reviewing and recommending the annual budget and insurance coverage.
  - Reviewing and approving the annual accounts, including the annual audit report provided by BDO.
  - Monitoring regular financial reporting and KPIs.
- Pakize Sari, Dean Riddell and Amy Fanning
- External auditors BDO

# Finance and Audit Committee


- Our turnover for FY2025 was \$16.1m and our strong occupancy levels (98.4% for FY2025) are key to our financial viability.
- There are increasingly less charitable organisations in the aged care environment as recent funding increases have not kept up with cost increases, especially not the capital costs required to enable development of facilities.



# Finance and Audit Committee



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- Our biggest asset and taonga are our staff and volunteers, \$9.9m was spent in FY2025 directly on wages and staff related costs.
  - We have a dedicated and stable staff and volunteer base, highlighted by the average length of our staff's employment being 5.2 years at the close of the 2025 financial year (31 March 2025).
  - Demand for our services will continue to grow, and we will stay focused on supporting those in our community who need it most.
  - As at 31 March 2025 the average age of our residents is 86, 45% of our residents are fully or partly subsidised by Health New Zealand | Te Whatu Ora, and 47% of our residents have no premium room charge.
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# General business and questions

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Thank you for joining us for  
our annual public Board  
Meeting

Please join us now for  
drinks and kōrero

