

ANNUAL REPORT  
2018





# Our vision, goals, strategic themes & Māori principles

## OUR VISION

### *Whānau āwhina*

In the first 1000 days we make the difference of a lifetime

## OUR GOALS

**Healthy tamariki** – We make sure every tamariki/child has the opportunity to be as healthy and well as they can be.

**Confident whānau** – We build the confidence and knowledge of whānau/families across New Zealand.

**Connected communities** – We make sure no whānau/family is left isolated, disconnected or unable to cope.

## OUR STRATEGIC THEMES

**Tamariki, their whānau/family and communities are at the heart of everything we do.**

**High performing Plunket people.**

**Integrated, collaborative and connected approach.**

**Plunket is a learning organisation fuelled by knowledge, data and insights.**

**A bright financial future.**

## OUR MĀORI PRINCIPLES

**Mana Atua** – Mana Atua is the most important foundation pillar, enabling Māori to reconnect to the source of creation, based on their realities as tangata whenua. The disconnection of tangata whenua from their Mana Atua (resulting in a state of Wairua Matangaro) is a source of 'haumate' (unwellness).

**Mana Tūpuna** – Acknowledging the ancestral dimension, a person's connection to their ancestry through whakapapa (genealogy).

**Mana Whenua** – Mana Whenua recognises the physical, spiritual and emotional connection to the land. This includes forests, swamps, pa sites, rivers and other geographical entities, elements each in their own right able to define a person's tūrangawaewae (place of identity).

**Mana Tangata** – Acknowledges the realities of whānau, hapū, iwi, marae, waka, from whom tangata whenua inherit their natural qualities, gifts, skills and abilities through one's ancestry. Mana tangata acknowledges the self, and those connected to the self through whakapapa.



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# From our Board Chairperson

Christine Lake

This year has been one of significant change for Plunket as we work towards achieving our vision of “making the difference of a lifetime in the first 1000 days” for families across Aotearoa New Zealand.

## One Plunket

The significant change was to be expected after the governance consolidation decision made in late 2016 by Plunket’s membership. This year saw the completion of the transition project, as the Royal New Zealand Plunket Trust was officially established in November last year, operating alongside the Royal New Zealand Plunket Society until the Society ceased operation on 1 January of this year.

Consequently this report covers both the final six months of the Royal New Zealand Plunket Society and the first six months of the Royal New Zealand Plunket Trust.

I would like to personally thank the transition project team, and all the Plunket people, past and present who undertook a mammoth task to document and execute the required legal and contract changes in a short timeframe. I would also like to acknowledge the work that the community services teams and finance teams have completed as the volunteer groups moved to a new funding and operating model.

This is my first year as Chairperson of the Plunket Board, and I feel privileged to work with the talented Trustees around our boardroom table, Plunket people who are doing so much to support young families.

My journey with Plunket began in 2000 when I joined as a volunteer in Christchurch. Throughout my time with Plunket I have been privileged to gain different perspectives of families’ and communities’ needs through my volunteer roles.

Seeing Plunket from a national point of view, I remain committed to the work of our volunteers, but equally I recognise the need for Plunket to adapt to New Zealand’s changing economic and societal landscape.

Our focus must be on working together as we reach into so many homes and collaborate with other organisations to better address the issues affecting families.

## Securing a bright financial future

Our Board has a long term financial strategy that will ensure a secure financial future to support the next generations of Plunket babies. Over the past three years, we have continued to invest in the upgrade of Plunket’s technology infrastructure and enhancements to the electronic Plunket Health Record (ePHR) to keep Plunket relevant and ready for the challenges ahead. We have used a combination of borrowing and past reserve balances to fund these investments.

Well Child Tamariki Ora is the foundation of our universal service, which Plunket has provided for over 110 years and this will not change. However, we need to ensure we are delivering this service in ways that meet the needs of today’s families and in ways that are adaptable and sustainable so we can continue to meet them into the future.

The growing costs associated with delivering Well Child Tamariki Ora and shaping our services meant we set a budget deficit. Through a combination of tight financial management and efficiency savings, our reported deficit of \$6.7 million for the Trust was within this budget. Our financial strategy



will see us return to a position of generating a surplus within the next three years.

Since coming together as a single organisation on 1 July 2017, Plunket is now better placed to understand the true costs of delivering our services. This has meant we can make informed decisions about our operations to ensure we deliver our long term financial targets.

## Thanks

Andr e Talbot’s term as President of the Society finished in November 2017 and I would like to thank Andr e for her strength and leadership during her three year tenure as President. In that period, Andr e led discussion on some hard questions and the best governance framework to meet the challenges of the future.

As a charity we are incredibly grateful for the support we receive from our partners, supporters and funders. Without this support we simply would not be able to achieve so much.

Ng  manaakitanga

*Christine Lake*

Christine Lake, Board Chairperson

# From our Chief Executive

Amanda Malu

Mihimihi  
Ko Aoraki toku Mauka  
Ko Waihao toku awa  
Ko Takitimu toku waka

Ko Kati Huirapa, toku Hapu  
Ko Waihao toku Marae  
Ko Kai Tahu toku iwi  
Ko Amanda Malu toku ingoa

Plunket’s commitment to ensuring every child has the best possible start in life was further reinforced for me this year when I returned to the birthplace of Plunket, Karitane. Reconnecting with Plunket’s whakapapa and the journey that Plunket has taken to become the organisation it is today was incredibly humbling. It was an opportunity to celebrate the founders of Plunket and acknowledge the work that began all those years ago.

Parents in 1907 could not have imagined how different life could be for parents of today let alone being able to access advice through a phone or a computer. However, despite these advances in technology, many of the challenges facing wh nau and families today are as significant as they were 111 years ago.

Today almost 30% of New Zealand children live in poverty. Plunket sees over 30% of families in high deprivation areas and evidence of the impact that poor housing, lack of access to services and the increased cost of living is having on children’s health and development is overwhelming.

As understanding grows of the complexity of parenting today, and the challenges facing some of our families, we understand the need for Plunket to change too, so that we can adapt and respond to these needs. Having a national view of all of our services means we can deliver the right support to wh nau when and where it’s needed most, irrespective of where they live.

Since we launched our strategy in 2016, Plunket’s Board has made some bold and necessary decisions to invest in new ways of supporting families and

become a more modern and relevant organisation, including establishing a national database of volunteers.

## Plunket people

In 2018 we asked our staff how they felt Plunket was doing. I am pleased to say they are committed to our strategy. The next step for us as a leadership team is to continue to work with them, our volunteers and stakeholders to bring this to life.

Every day our people – staff and volunteers – are responding to the needs of wh nau. Increasingly our nurses, kaiawhina and health workers are not just performing core Well Child checks, but are advocating for babies and families needing assistance from other support agencies and addressing broader health issues.

This was highlighted in May when Plunket made a submission to the Government’s select committee on the Child Poverty Reduction Bill. One of our nurses shared her experiences of working at the frontline. Sadly, these experiences are becoming more common for our nurses, and increasingly our community groups provide a vital lifeline for parents and families.

## Investing in Innovation

This year Plunket’s electronic Health Record (ePHR) has taken a leap forward with all Plunket nurses and health workers using a tablet to record the developmental milestones of tamariki during their Well Child Tamariki Ora visits. The migration of our legacy system into the ePHR has meant the end of the paper-based record for all of our current Well Child families.



With 250,000 children enrolled with us we are uniquely placed in the health sector. Consequently, we are able to use this innovative technology to gain rich insights and a single national view of Plunket families and identify where the greatest needs are.

Technology will continue to play a role in how we support families in the future alongside our face-to-face services. For example, video conferencing support services, Facebook chats and Parenting Podcasts are new developments we have been working on this year.

All of this however could not have been achieved without the commitment of our staff and volunteers, and the generous support of our partners, funders, donors and supporters. Thank you for your ongoing commitment to investing in the future of tamariki in New Zealand.

Ng  mihi nui

*Amanda Malu*

Amanda Malu, Chief Executive





WE PUT TAMARIKI, THEIR FAMILIES AND WHĀNAU AT THE HEART OF EVERYTHING WE DO

## Connecting new families to their community

Moving to a new city is challenging enough for new families, but moving to a new country when English may not be your first language and leaving behind your support network means new parents can feel lonely and isolated.

“We know it is important for Asian families to maintain their culture and heritage, but they also want to have a sense of belonging and contribute to their local community”, says Babs Sutherland, Community Support Coordinator for North West Canterbury.

In Canterbury, Plunket offers new families a range of free support groups that help them feel settled and connected in their community as well as more confident as parents in New Zealand.

Plunket has established a breastfeeding support group for Chinese mothers which is run by health worker Jenny Saito, along with trained volunteers. “Jenny understands the needs of these families and provides support about breastfeeding their babies as well as other important health information.”

“We also have a group of mothers trained to provide peer support and encourage families to join playgroups and develop a support network.”

Plunket coordinates international playgroups and tailored parenting education programmes that help families adjust to life in New Zealand. Programmes that have traditionally only been delivered in English are now offered in Mandarin and English, with an onsite health worker supporting the delivery.

“These programmes are offered free to families and we seek donations from the community to help run them. It is amazing to get the feedback from families as they become more confident and connect with others in the community. We even have some mothers who have come back and are volunteering to help new families in the area,” says Babs.

In New Zealand, 12% of the under-5 population is Asian and is forecast to grow to 22% in 2038.\*

*\*Elsie Ho, Vivian Cheung and Robert Didham, Starting Strong: Nurturing the potential of our Asian under-fives, November 2017*

## Flexibility key to educating and empowering expectant parents

Becoming a parent for the first time is an exciting time but can also be filled with trepidation and uncertainty, so providing help to navigate the pathway is an important step to becoming confident parents.

That's what Plunket's Pregnancy and Parenting Education (PPE) Programme delivers. Run in the South Island under contract to the Canterbury, South Canterbury (Waimate only), Southern and West Coast DHBs, the programme supported almost 2,500 parents in 2017 as they started on their journey, providing information about labour, the birthing process and what to expect in the first six weeks.

“For me, it is about Plunket being a part of a parents' journey from the very beginning. We give them all the information they need as new parents in a safe and welcoming environment, so they can make informed choices for their family,” says Tessa Barnes, PPE Manager.

The programme is offered as evening or weekend sessions, with some programmes available that are tailored to specific groups, including Asian families, Youth (under 24 years) and a 1:1 service for those where a class setting may not be appropriate for their personal circumstances.

The PPE team is currently developing a new model of delivery to support Māori whānau. “We knew the name of our service was a barrier when engaging with Māori. Working with two iwi providers in the Southern DHB, we are very proud to be gifted a name by them – Kōpūtanga. Kōpū meaning Pepi growing in a safe environment and Tanga meaning a passive ending,” says Tessa.

Feedback from parents is overwhelmingly positive and there are plans to increase the tailored programmes through collaboration with other community groups. However, this is dependent on the programme securing additional funding.

“Of course you're never going to know where and when people are going to become pregnant, but now our systems are integrated and we have feedback about the programme, we are able to be more flexible and understand where those needs may arise and can adapt.”

Tessa is particularly proud of the way the team of qualified facilitators work together. “They all have different backgrounds and perspectives, but it's great to see how they come together to support each other and share their knowledge.”





## PLUNKET PEOPLE



### Dale Snell

Community Support Coordinators like Dale play a vital role in connecting whānau with their local community.

Dale joined Plunket in 2017, based in Te Puke, and quickly began establishing strong relationships with families and local community groups and support agencies.

“It was important for me to share my own kaupapa and show how building strong relationships is what makes connected communities.”

Working with the President of the Te Puke Toy Library, public forums were held and attended by almost 50 local agencies all keen to collaborate to support families. Collaboration is now stronger than ever.

Dale has been instrumental in establishing large community events that bring whānau together in the wider Bay of Plenty area, including community expos in Katikati, Welcome Bay and Te Puke.

She is working with groups to support new migrants and local Plunket playgroups, and has a key role in supporting and working with local volunteers.

“I believe that everything I do should be community-led. It is heart-warming to have parents and organisations coming together to ensure our tamariki, whānau and communities thrive.”

Plunket acknowledges the support of the Tauranga Energy Consumers Trust (TECT) who help fund Dale’s role in the Bay of Plenty area.



### Jacquie Taleni

During Jacquie’s 20 years with Plunket much of her time has been spent supporting mothers with maternal mental health issues.

Jacquie is the Clinical Leader for the Maternal and Infant Mental Health Services team in the Southern Region. “I’m blessed to have such a great team supporting families”, says Jacquie. Plunket’s Postnatal Adjustment Programme (PPNAP) is for mothers experiencing anxiety, distress or depression during pregnancy or following birth.

“We spend about two hours with each mum assessing their mental health needs and assisting with referral to other agencies, specialised CBT (Cognitive Behavioural Therapy) programmes or providing support groups.”

Contracted by the Canterbury, South Canterbury and Southern DHB’s to deliver this programme, the team receives up to 800 referrals each year.

As part of Canterbury DHB’s Oranga Whakamomori programme, the PPNAP team also assist Māori whānau by providing support services for an extra year.

In Canterbury, Plunket’s Parent and Infant Relationship Service (PPAIRS) team also support parents to build strong parent-child relationships.

“Sadly the number of mothers experiencing anxiety or depression is increasing. So it’s important we can provide a holistic approach to their care,” says Jacquie.



### Mary Fenton

Mary is a very special person in the Kerikeri community, especially for new parents. She volunteers for Plunket and runs the new parents’ group every Wednesday.

“Mary has such a warm, friendly presence and the parents just love her. She is a cornerstone in the community and just having her here consistently means the mums feel safe and supported”, says Toni Yarrow, Plunket’s Community Services Coordinator Team Leader, Upper Northland.

A former Plunket Nurse, Mary has continued her passion to support new parents and whānau by volunteering for Plunket. “Parents need to connect and build networks, and that’s what the group does. It is a way for them to share their experiences and learn together,” says Mary.

“Having someone that is so positive about Plunket and supporting whānau means so much to us. She always goes the extra mile to help me, the local Plunket Nurses and Kaiawhina by washing blankets and checking the toys are safe for tamariki,” says Toni.

Plunket has over 1700 amazing volunteers like Mary throughout New Zealand who provide support to families in playgroups, parent support groups, education in schools programmes and help to fundraise for vital community services.



## National Education Team

Having high performing Plunket people is one of Plunket’s strategic objectives. The National Education Team plays a key role in providing pathways for nurses and health workers, and in the future will support educational outcomes for other Plunket staff and volunteers.

“We want to support all Plunket people to be the best they can be,” says Jane MacGeorge, Head of Organisational Capability.

This year Plunket started work on a People Strategy that will set a clear direction for how Plunket will develop and support its people – staff and volunteers – into the future.

The National Education Team currently provides a range of education pathways to support nurses and health workers to be innovative in their practice.

“It is important that they are given a comprehensive orientation into Plunket so they get a greater understanding of the impact of health outcomes in

the communities they work in,” says National Educator Anne Hodren.

The team work in partnership with Whitireia Polytechnic to deliver the Post Graduate Certificate in Primary Health Care Specialty Nursing to nursing graduates. This qualification assists Plunket and Well Child nurses to assess the needs of their local communities and develop important skills that will enable them to collaborate and build relationships that will support families.

All Plunket nurses are now using tablets to record the health and development milestones of Plunket-enrolled children. Jayne Burch, Plunket’s Nursing Training and Information Consultant, provides the technology training to ensure Plunket’s frontline staff are supported in the use of ePHR (electronic Plunket Health Record).

The National Education Team also supports the delivery of Professional Development to the frontline and facilitates Plunket’s Professional

Development and Recognition Programme (PDRP), a NZ Nursing Council approved programme that encourages nurses and health workers to reflect on their practice and set goals to plan for their future in Well Child care delivery and leadership.

In 2017, Plunket began work on an online Learning Management System that will enable even greater access to learning and development pathways for all of its staff. “It is important that staff and volunteers can get access to interactive and engaging learning opportunities that will support them and also benefit Plunket and its families,” says Jane.

The education team is accredited to deliver the Level 3 National Certificate in Early Childhood Education and Care. Last year 5,834 secondary school students completed units towards the qualification.



## OUR APPROACH IS INTEGRATED, COLLABORATIVE AND CONNECTED

### Whānau-led design puts families first

Lots of parenting takes place outside the home in Manurewa, that's why it was important to involve whānau when Plunket was looking to develop a warm and welcoming space at the Manurewa Family Centre.

Plunket teamed up with The Southern Initiative (TSI), an Auckland City Council place-based regeneration programme that aims to create, foster and support innovative social change, to create a welcoming space designed by and for whānau in Manurewa.

Plunket Community Development Manager Clare Green says the project to renovate the Manurewa Clinic to better meet community needs began in 2017.

"It's not really about how can you engage with local families, but how can we get to a point where they want to engage with us."

Clare says many families have "layers of toxic stress", such as cold and damp housing, and low incomes, which increases the challenge. Developing trusting relationships and creating a warm welcoming space – like a home – are key.

"It's meant that we have been able to create something really welcoming and inviting, something vibrant, warm and safe, and a place where people can relax and meet other parents."

TSI's Social Intrapreneur Angie Tangaere says the challenge is focusing on making a difference for those who need the most support. "So we went through a design process about what we could do to give tamariki the best start in life."

Angie says the process was pioneering and challenged many practices by being whānau-led rather than expert-led.

"Plunket has been really courageous. What it means in terms of design methodology is that we are putting family and community at the centre of the process."

"Most organisations will make assumptions about what communities and families need and do the planning and design themselves based on those assumptions. What we have tried to do is have whānau actively engage in how we create a warm and welcoming space."

Angie says there is an opportunity for Council and Plunket to consider how their venues are available "for people who are out and about parenting – if they just want to hang out."

### Reducing barriers to access improves health outcomes

Reducing barriers for families to access immunisations and Before School Checks is improving health outcomes for families in the Counties Manukau area.

Plunket's Outreach Immunisation Service (OIS) is working in partnership with Counties Manukau DHB to ensure children are fully immunised before they reach five years of age.

Families are often referred to the OIS by GPs because their children are overdue for their immunisations. The OIS team works with families to arrange a home visit or facilitate access to their GP for vaccination.

The home visit immunisation programme has been operating for a number of years, however Plunket's OIS team recently identified an

opportunity to offer B4 School Checks as part of the home visit service, as well as introducing Saturday home visits. This meant families in the area were better able to access these important services at a time that meets their needs.

"Many families were not able to come to clinics or their GP during the week, so we worked with the Counties Manukau DHB to arrange for Public Health Nurses to support the Manukau Super Clinic on Saturdays, while Plunket's OIS team visited families at home on a Saturday," says Anita Quensell, Clinical Services Manager for B4 School Checks.

Over 105 visits were made in the first seven weekends. The OIS team was able to vaccinate children that were not home during the week and have them

recorded on the National Immunisation Register immediately.

"Families really appreciated the opportunity to have both the B4 School Check and immunisations completed in the one visit at home. The B4 School Check is an important part of the Well Child programme and includes vision and hearing checks."

Overall the OIS has seen a 60% increase in engagement with families since the introduction of the new holistic approach.

Working together with families and the Counties Manukau DHB has meant Plunket can support communities like Counties Manukau. "Breaking down barriers to access means we can achieve improved health outcomes for tamariki and whānau."





# Making a difference everyday through Well Child Tamariki Ora

# Well Child Tamariki Ora

The Well Child Tamariki Ora (WCTO) service has always been at the heart of Plunket and its commitment to the health and wellbeing of all babies, children and whānau in New Zealand.

Plunket is contracted by the Ministry of Health to deliver this universal service, of which our part consists of seven core visits as well as additional visits for families on the basis of need. These visits are free to all families and assess the health and development of tamariki, as well as providing whānau care and support and health education.

Last year, Plunket's nurses saw over 50,000 newborn babies, made over 2,100 contacts with families every day throughout New Zealand and its 24/7 PlunketLine service answered over 300 calls each day from concerned parents.

Angie Blundell is a Plunket Nurse based in Northland who is passionate about making a difference to families in her community. Along with the local Kaiawhina, she supports over 400 families with children up to five years

of age, some days driving up to 45 minutes to get to a single home visit, as well as seeing families in clinics and community locations.

"It's an incredibly special role and I feel privileged to be welcomed into people's homes. It's important for me to build a family's trust from the very first visit," says Angie.

Angie has seen a lot of change in her time as a nurse. "There are so many more stressors on families nowadays, and not just the most vulnerable families. I am seeing a lot more mothers experiencing anxiety and depression, as well as feelings of isolation as more families migrate away from the city and their support networks due to rising living costs."

Angie's experience is typical of Plunket's nurses, Kaiawhina and Community Karitane around the country. Increasingly they are providing additional support and working with families who need assistance from other social agencies. "Our team spends time each month connecting

with local agencies, which helps when we need to make referrals."

"The hardest thing is seeing someone struggling. It's important to see the bigger picture for them. They are so grateful for the advice and support we provide. Linking them with Plunket's community support networks and other agencies is also a vital part of what we do."

Angie is one of Plunket's almost 500 nurses, supported by 124 Kaiawhina and Community Karitane throughout the country who are making a difference to families every day.

*Plunket is also contracted in some regions to deliver pregnancy and parenting programmes to whānau, and Before School Checks to four year old children.*



In 2017/18 we supported:



**250,000** children aged 0-5 enrolled with Plunket



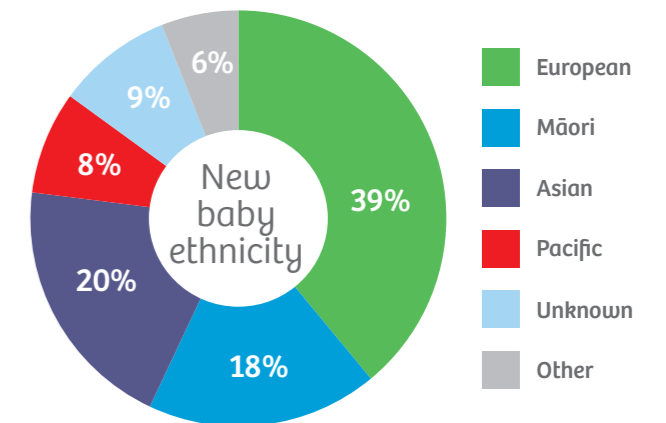
**>50,000** new Plunket babies



**2,100** contacts with families made everyday



**26,500** B4 School Checks\* completed



In addition, we supported:

**20%** of mothers assessed as having maternal mental health issues

**22%** of families who have a smoker in the household

**4%** of parents who disclose some level of family violence

## PlunketLine

**>300** calls received from concerned parents/caregivers each day

**49,000** views of PlunketLine Facebook chats

### Top topics

- Breastfeeding
- Child health & illness
- Connecting with community
- Parenting practise
- Nutrition

\* Contracted to deliver in Auckland, Waitemata, Counties/Manakau, Northland, Wellington, Hutt Valley and Kapiti





PLUNKET IS A LEARNING ORGANISATION FUELLED BY KNOWLEDGE, DATA AND INSIGHTS

## Using our insights to become a modern Plunket

Since the introduction of Plunket's national electronic Health Record (ePHR) in 2016, Plunket has continued to invest in innovation to better understand the changing needs of families and inform the shape of its services now and into the future.

This year all remaining pre-2017 client records were migrated into the ePHR, providing Plunket with a comprehensive view of the health and wellbeing of 250,000 children aged 0-5 years.

These unique and rich set of insights provide a national and regional view of important indicators and trends in children's health and development. The use of this information also assists Plunket with workforce planning and caseload management.

Looking ahead, further investment will see enhancements to this technology that will enable Plunket's frontline staff to spend more time responding to the changing needs of families.

The way families use digital channels is changing rapidly and Plunket needs to be able to respond to these. In 2017 Plunket introduced live Facebook chats, parenting podcasts and began development of a video conferencing service through PlunketLine. Plunket also has spent time this year engaging with staff, families and stakeholders to better understand their use of technology.

These insights are being used to inform Plunket's Digital Strategy and help shape its services in a way that will increase and enhance engagement

with families. These services will operate alongside and complement Plunket's existing face-to-face services.

Ensuring Plunket's services are modern and relevant for today's families is a priority for Plunket so it continues to adapt and change alongside families.

## Promoting the wellbeing of families

Plunket has been promoting the health and wellbeing of children and families for over 110 years and is committed to ensuring that every child has the best possible start in life.

Our strategy outlines our journey towards generational change and we effect this change by sharing knowledge and insights from our frontline at every opportunity, as well as collaborating with organisations who also share our vision.

Over the years Plunket has promoted change that will have a lasting impact on families in New Zealand, including the introduction of Car Seat legislation and the increase in paid parental leave being two of the most notable.

The focus of our work for 2017/18 is:

### Raising the profile of the impact of poverty on children's life outcomes

- This year Plunket strongly supported the Child Poverty Reduction Bill. Plunket believes that this legislation is a critical step towards creating a society where all children are able to get the best start in life.
- Plunket made written and oral submissions and continues to share evidence of the impact poverty has on the life outcomes of tamariki and whānau through forum presentations.

### Improving access to healthy homes to keep our tamariki healthy and well

- The lasting impact unhealthy homes has on the wellbeing of children was highlighted through the work of Plunket's frontline staff and we provided evidence to support a submission on the Healthy Homes Guarantee Act in 2018.

### Raising awareness of maternal mental health and the need for more investment

- Plunket continues to promote the need for greater investment in child and maternal mental health and the relationship between the two through its submission to the Mental Health Inquiry.

### Ensuring the voice and rights of tamariki are central to decision making

- We continue working with Action for Children and Youth Aotearoa (ACYA), Tick for Kids and Child Poverty Action Group (CPAG) to support a collective voice on the rights of tamariki.

### Inspiring others to strengthen their own village

- We also worked with Inspiring Communities on the Child Rich Communities project to support growing a movement of people who think and work in ways to improve child, family and whānau wellbeing.







## SUPPORT FROM OUR FUNDERS MAKES A DIFFERENCE TO FAMILIES

### Supporting mums to breastfeed

Thanks to the generous support of Wayne and Chloe Wright and the Wright Family Foundation, mothers will soon have 24-hour access to breastfeeding experts through PlunketLine.

Development of this new service began in 2017 and will be offered on referral to an initial group of mothers in 2018.

As well as telephone support, mothers will be able to book one-on-one video calls with qualified lactation consultants, making a big difference for those mothers living rurally or isolated for other reasons.

Chloe Wright, the Foundation's chief executive says, "Often problems happen in the middle of the night when mum is exhausted. By having a lactation consultant available, each mum can get the help she needs with her baby."

### Plunket helping to connect whānau

After achieving remarkable results in less than six weeks, a community-led project in Rotorua received additional support from the Tindall Foundation to continue.

This year the Fordlands project has grown from strength to strength. Located at the local community centre and working alongside local whānau there is fresh excitement in the area with new groups starting.

Plunket works alongside other groups and volunteers to bring together whānau in a safe and friendly environment offering opportunities to support each other and learn.

Twice a week wahine come together to share stories as they weave wahakura to provide safe sleeping places for local whānau. These are given to the Lakes DHB and Hapu Mama, a two day course introducing antenatal care with a Tikanga Māori theme, to distribute.

This integrated project is delivering positive outcomes for community and whānau.

### Raising a Bundle for families

The Raise a Bundle (RAB) campaign celebrated its first birthday in 2017 and Plunket spoke to RAB families about their first year as parents and how grateful they are for the support they receive from Plunket.

The RAB campaign continues to deliver new and innovative opportunities for supporters to donate much needed funds for Plunket's community services, including:

- Plunket's inaugural Blue Day held in March.
- The Nappy Drive – supported by Uber and The Baby Bag collected 55,000 unused nappies, donating them to families in need.
- The Plunket Cup, a reusable coffee cup, has been a huge hit with supporters.
- The Hits Pledge for Plunket ran again this year raising just under \$50,000.
- Mark O'Sullivan from Plunket's Support Office ran 165 km to raise \$1,800 for Plunket.

### Leaving a legacy for Otago families

Plunket is very fortunate to receive gifts in Wills from supporters wanting to make a difference for future generations.

This year we were thrilled to receive a generous bequest from the Estate of Merrion A Baker to support families in the Otago region. The Baker Family have been great supporters of Plunket for many years. The funds are being used to implement a new planning tool that will help to highlight new opportunities to support families.

Otago families are also able to connect through the introduction of Infant Massage classes where parents develop new skills and learn to bond with and calm their babies. The bequest funded training for a facilitator to deliver these courses.

The Community Services team in Otago is already seeing the difference the funds are making for families. Some families who may not normally attend support groups have come along, providing an opportunity for them to support each other in their parenting journey.

Plunket is incredibly grateful to Mrs Baker for her legacy to support Plunket families.





## Plunket Board and Leadership

### National Board Members Royal New Zealand Plunket Society Inc (to 31 Dec 2017)

#### New Zealand President

Andr e Talbot (to Nov 2017)

#### New Zealand Vice President (to Nov 2017)

#### New Zealand President (from Nov 2017)

Christine Lake

Tarati Blair-Hunt (from Nov 2017)

Matthew Harker

Lucy Hickman

Nigel Kirkpatrick

Alison Prins

Alex Skinner (from Nov 2017)

Craig Tamblyn

Amohaere Tangitu

Tammi Wilson Uluinayau (to Nov 2017)

The Royal New Zealand Plunket Trust was formed on 29 June 2017 with all members of the Board as Trustees.

### Royal New Zealand Plunket Trust Board (from 1 Jan 2018)

#### Chairperson

Christine Lake

#### Deputy Chairperson

Matthew Harker

#### Trustees

Tarati Blair-Hunt

Lucy Hickman

Nigel Kirkpatrick

Alison Prins

Alex Skinner

Craig Tamblyn

Amohaere Tangitu

#### Honorary Life Members

Dianne Armstrong, CBE

Druis Barrett, CNZM

Carol Becker, ONZM

Shirley Cornish

Jenny Cox

Tristine Clark

Kaye Crowther, QSO

Merle Newlove, QSO

Jill O'Connor

Pat Seymour, OBE

Andr e Talbot

George Tuffin

### Plunket Leadership Team

Chief Executive Officer

Amanda Malu

Chief Commercial Officer

Duncan Scott

Chief People & Transformation Officer

Liz Barton

Chief Technology & Innovation Officer (from Oct 2017)

Richard Ashworth

Chief Strategy & Performance Officer

Radha Balakrishnan

Chief M ori Advisor

Hera Black

Chief Nurse (from Mar 2018)

Dr Jane O'Malley

Acting Chief of Operational Transformation (from Dec 2017)

Bram Kukler

Acting Chief of Operational Performance (from Jan 2018)

Linda Biddle

#### Farewelled in 2017/18

Acting Chief Technology & Innovation Officer (Jul 2017)

Ian Craigie

Chief Operating Officer (Feb 2018)

Lois van Waardenberg

# Financials

## Report from Chair of Risk Assurance and Audit Committee

The primary purpose of the Risk Assurance and Audit Committee is to assist the Board of the Royal New Zealand Plunket Trust (formerly the Royal New Zealand Plunket Society Inc) (Plunket) in fulfilling its risk assurance and audit responsibilities. The Committee carries out this purpose by overseeing and providing advice to the Board on Plunket's:

- risk management processes
- internal control mechanisms
- internal and external audit functions
- policies and processes adopted to ensure compliance with applicable legislation, regulations, codes of practice and government requirements
- financial information prepared by management for publication

The Committee meets three times a year with Plunket's Chief Executive Officer, Chief Commercial Officer and Chief Strategy & Performance Officer.

### Risk Assurance and Audit Committee

#### Royal New Zealand Plunket Society Inc. (to Dec 2017)

George Tuffin	Independent Chair
Andr�e Talbot	New Zealand President
Christine Lake	New Zealand Vice President
Matthew Harker	National Board
Lucy Hickman	National Board
Tammi Wilson Uluinayau	National Board

#### Royal New Zealand Plunket Trust (from Jan 2018)

##### Committee Chairperson

Alex Skinner Trustee

Christine Lake Trustee

Nigel Kirkpatrick Trustee

## Independent Auditor's Report

To the beneficiaries of Royal New Zealand Plunket Trust

### Report on the Summary Financial Statements

#### Opinion

In our opinion, the accompanying summary financial statements of Royal New Zealand Plunket Trust (the Trust) on page 18:

- Has been correctly derived from the audited Trust financial statements for the six month period ended on that date; and
- Is a fair summary of the Trust financial statements, in accordance with PBE FRS 43 Summary Financial Statements.

The accompanying summary financial statements comprises:

- the summary statement of financial position as at 30 June 2018;
- the summary statements of comprehensive revenue and expenses, changes in net assets/ equity and cash flows for the six month period then ended; and
- notes, including a summary of significant accounting policies and other explanatory information

#### Basis for opinion

We conducted our audit in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), Engagements to Report on Summary Financial Statements.

Other than in our capacity as auditor we have no relationship with, or interests in, the Trust.

#### Use of this Independent Auditor's Report

This report is made solely to the beneficiaries as a body. Our audit work has been undertaken so that we might state to the beneficiaries those matters we are required to state to them in the Independent 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 beneficiaries as a body for our audit work, this report, or any of the opinions we have formed.

#### Responsibilities of the Trustees for the Summary Financial Statements

The Trustees, on behalf of the Trust, are responsible for:

- the preparation and fair presentation of the summary financial statements in accordance with PBE FRS 43 Summary Financial Statements; and
- implementing necessary internal control to enable the preparation of a summary financial statements that is correctly derived from the audited financial statements.

#### Auditor's Responsibilities for the Summary Financial Statements

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with (or are a fair summary of) the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), Engagements to Report on Summary Financial Statements.

We expressed an unmodified audit opinion on the financial statements in our audit report dated 19 September 2018.

The summary financial statements does not contain all the disclosures required for a full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the Trust.

KPMG

KPMG

Wellington

19 September 2018



## Summary financial statements

Royal New Zealand Plunket Trust Summary Financial Statements for the six months ended 30 June 2018

**This is a summary of the Trust's audited financial statements. These are the first set of summary financial statements of the Trust. They cover the six month period between 1 January and 30 June 2018. These statements were authorised for issue on 19 September 2018 and the summary financial report has been extracted from the full audited statements dated 30 June 2018.**

The summary financial statements have been prepared in accordance with FRS-43 – Summary Financial Statements. The full financial statements have been prepared in accordance with generally accepted accounting practice and they comply with Public Benefit Entity International Public Sector Accounting Standards (PBE Standards) and other applicable Financial Reporting Standards, as appropriate for Tier 1 not-for-profit public benefit entities. The Trust has made an explicit and unreserved statement of compliance with Public Benefit Entity International Public Sector Accounting Standards (PBE Standards) in note 1 of the full financial statements.

Statement of Comprehensive Revenue and Expense for the six months ended 30 June 2018	Trust June 2018 (6 mths) \$000
Contract Income	34,025
Sponsorship/Donations/Grants Income	5,164
Other Income	1,219
	<b>40,408</b>
Salaries and Wages	30,868
Service Delivery Expenses	11,933
Depreciation and Amortisation	2,651
Other Expenses	1,694
	<b>47,146</b>
<b>Operating (Deficit) for Year</b>	<b>(6,738)</b>
Net Change in Fair Value of Available for Sale Financial Assets	(4)
Total Comprehensive Revenue and Expense for the Period	<b>(6,742)</b>

Statement of Changes in Net Assets/Equity for the Six Months Ended 30 June 2018	Trust June 2018 (6 mths) \$000
<b>Opening Equity Balance</b>	<b>0</b>
Operating (Deficit) for the Year	(6,742)
Net Assets transferred from Royal New Zealand Plunket Society Incorporated	42,482
<b>Total Comprehensive Revenue and Expense</b>	<b>35,740</b>
<b>Closing Equity Balance</b>	<b>35,740</b>

The financial statements are presented in New Zealand dollars because that is the currency of the primary economic environment in which the Trust operates.

The summary financial report cannot be expected to provide as complete an understanding as provided by the full financial statements of financial performance, financial position, recognised income and expenses and cash flows of the Trust. A copy of the full financial statements can be obtained from our website [www.plunket.org.nz](http://www.plunket.org.nz) or by writing to The Royal New Zealand Plunket Trust at PO Box 5474 Wellington 6140. The Trust is a not for profit organisation.

The auditor has examined the summary financial report for consistency with the audited financial statements and has the opinion the information reported in the summary financial report complies with FRS-43 Summary Financial Statements and is consistent in all material respects, with the full financial report from which it is derived.

Statement of Financial Position as at 30 June 2018	Trust 2018 \$000
<b>Current Assets</b>	
Accounts Receivable	1,405
Inventory and Other Current Assets	1,569
<b>Total Current Assets</b>	<b>2,974</b>
<b>Non Current Assets</b>	
Property, Plant and Equipment	43,456
Intangible Assets	11,804
Other Receivable	652
Investments	316
<b>Total Non Current Assets</b>	<b>56,228</b>
<b>Total Assets</b>	<b>59,202</b>
<b>Current Liabilities</b>	
Overdraft	1,221
Payables	2,785
Employee Entitlements	6,664
Income Received in Advance	9,569
Lease Provision	42
Finance Leases	972
<b>Total Current Liabilities</b>	<b>21,253</b>
<b>Non Current Liabilities</b>	
Lease Provision	19
Finance Leases	1,562
Make Good Provision	628
<b>Total Non Current Liabilities</b>	<b>2,209</b>
<b>Total Liabilities</b>	<b>23,462</b>
<b>Net Equity</b>	<b>35,740</b>
<b>Total Liabilities and Equity</b>	<b>59,202</b>

Statement of Cash Flows for the Six Months Ended 30 June 2018	Trust June 2018 (6 mths) \$000
Net Cash Flows from Operating Activities	(2,107)
Net Cash Flows from Investing Activities	1,460
Net Cash Flows from Financing Activities	(574)
<b>Net Decrease in Cash Held</b>	<b>(1,221)</b>

## How does our performance compare with the prior year

The table below provides a view of Plunket's financial performance over the last two years. The Society Inc. financial performance for the six months ended 31 December 2017, shown below, have been independently reviewed by KPMG but not audited. The 2017 results are for the Society Inc. financial year ended 30 June 2017, and are taken from the 2017 Annual Report.

2017 Audited \$000		Society Inc. Dec 2017 (6 mths) Unaudited \$000	Trust June 2018 (6 mths) Audited \$000	2018 \$000
65,555	Contract Income	34,127	34,025	68,152
10,714	Sponsorship/Donations/Grants Income	5,099	5,164	10,263
5,904	Area Society Funded Services	0	0	0
2,132	Investment Income	378	0	378
651	Other Income	1,240	1,219	2,459
84,956		<b>40,844</b>	<b>40,408</b>	<b>81,252</b>
61,510	Salaries and Wages	30,803	30,868	61,671
24,739	Service Delivery Expenses	11,073	11,933	23,006
1,183	Amortisation – Computer Equipment	2,122	2,190	4,312
251	Depreciation – Property and Vehicles	383	461	844
3,065	Other Expenses	780	1,694	2,474
90,748		<b>45,161</b>	<b>47,146</b>	<b>92,307</b>
(5,792)	Operating (Deficit) for Year	(4,317)	(6,738)	(11,055)
(1,260)	Transition Related Expenditure	0	0	0
8,487	Integration of Area Societies' Net Assets	27,819		27,819
(1,222)	Net Change in Fair Value of Available for Sale Financial Assets	9	(4)	5
213	<b>Total Comprehensive Revenue and Expense for the Period</b>	<b>23,511</b>	<b>(6,742)</b>	<b>16,769</b>

### Key points to note include:

- 2017 Area Society Funded Services: Historically the Area Societies have contributed to the funding of salaries for community services staff, these contributions totalled \$5.904 million in 2016/17.
- 2018 Amortisation – Computer Equipment has increased primarily due to the amortisation of the Electronic Plunket Health Record (ePHR), the system Plunket has invested in to record each child's Well Child checks, which was fully operational in 2017/18.
- 2018 Depreciation – Property and Vehicles has increased due to the additional properties now in the Trust's balance sheet.
- On 1 July 2017, the remaining net assets of Plunket's area societies were integrated into the Society Inc. (\$27.819 million). Further information on these transfers is included in the 2017 Annual Report which is available on the Plunket website [www.plunket.org.nz](http://www.plunket.org.nz).



# Funding and Partnerships

Plunket receives funding from the Ministry of Health to deliver the Well Child Tamariki Ora service, however to provide the free community services such as support groups and parenting education programmes to families, we rely on the generous support of individuals, organisations, trusts and foundations.

This year also saw growing support for Plunket from our Bright Beginners, who through their monthly donations help ensure these vital community services continue to be provided to families in communities throughout New Zealand.

Partnership highlights for the year include:

- Huggies Nappy Bank celebrated gifting over 500,000 nappies to families.
- The Lion Foundation continued their support of Plunket's community services.
- The Hits Pledge for Plunket held its second fun-filled 24 hour radiothon, raising funds for Raise a Bundle.
- BestStart held its annual Plunket Appeal week to support local Plunket communities, and raise funds to purchase lunch boxes for children attending B4 School Checks in Auckland.

- Wattie's produced new 'Feeding baby solids' videos and resources for parents.
- The Plunket Foundation Lottery launched in April 2018 to raise funds for community services. Thank you to the many individuals and organisations for your generous support.

Your ongoing commitment continues to make the difference of a lifetime for children and keeps our services free for New Zealand families who need them.



Thanks to the families whose photos appear in this publication.

## BNZ, Plunket's Principal Partner

The BNZ and Plunket partnership enters its ninth year. "BNZ supports Plunket's work with families at a local and national level and we are very grateful for their support and enthusiasm," said Amanda Malu, Plunket Chief Executive. Some highlights from the past year include:

### BNZ Closed for Good Day 2017

BNZ volunteers helped with a record number of projects at 40 Plunket centres, providing financial workshops as well as working bees to spruce up properties.

### Books for Christmas

Two "Secret Santa Walk-Through Gift Shops" popped up in Christchurch and Auckland for one day only in early December, inviting the public to pop in

and buy a Secret Santa gift for either \$5 or \$10. The gift shops were a great success, and full proceeds from sales bought over 1,000 classic children's books that were individually wrapped and gifted to Plunket families in need - bringing smiles to BNZ, Plunket, parents and children alike.

### Community Finance

BNZ supports communities in many ways helping New Zealanders be good with money. To showcase their support, BNZ created a campaign featuring Plunket and our very own Plunket nurse highlighting our close relationship.

### Be Good with Money Hub

BNZ's Be Good with Money website continues to provide families access

to practical tips, videos and tools to help manage finances at different family milestones including budgeting, moving to one income, going back to work, buying a home, and Kiwisaver.

### Events

Supporting Plunket fundraising events and campaigns including Plunket Market Day, The Hits Pledge for Plunket Radiothon, Blue Day for Plunket and corporate golf day to name a few.

Plunket thanks BNZ for its support over the past nine years. Your dedication to supporting families and communities has helped make a difference of a lifetime.

## Funding partners and donors

Acorn Foundation  
 Albert Hally Trust  
 Ashburton District Council  
 Auckland Council  
 Bay Trust  
 Bendigo Valley Foundation  
 Blue Waters Community Trust  
 BlueSky Community Trust Limited  
 Carterton & Wairarapa South County Trust  
 Christchurch Earthquake Recovery Trust (CERT)  
 Christchurch City Council  
 Community Organisation Grants Scheme (COGS)  
 Community Trust of Mid and South Canterbury  
 Community Trust of Southland  
 Constellation Communities Trust Limited  
 Dolomore Trust Board  
 Dorothy Newman Trust  
 Dragon Community Trust  
 Dunedin City Council  
 Dunedin North Rotary  
 Eastern & Central Community Trust  
 Estate of George Sevicke Jones  
 Estate of Kathleen Alice Boyd  
 F H Muter Trust  
 Farina Thompson Charitable Trust  
 First Sovereign Trust Ltd  
 Foodstuffs Community Trust  
 Foundation North  
 Four Winds Foundation

Grassroots Trust  
 Harcourts Foundation  
 Hawkes Bay Foundation  
 Horizons Regional Council  
 Horowhenua District Council  
 Health Promotion Agency (HPA)  
 Hutt Mana Charitable Trust  
 Infinity Foundation  
 Invercargill Licensing Trust Foundation  
 J N Williams Trust  
 JBS Dudding Trust  
 Kapiti Coast District Council  
 Lyttelton Port of Christchurch  
 Masterton District Council  
 Maurice Carter Charitable Trust  
 Meridian Power Up Manapouri  
 Milestone Foundation Limited  
 Ministry of Education  
 Mt Wellington Foundation Limited  
 Napier City Council  
 Nelson Bays Community Foundation (Tindall)  
 Nelson City Council  
 Network Waitaki Limited  
 NZ Charitable Foundation  
 NZ Lottery Grants Board  
 NZ Red Cross  
 OceanaGold  
 Otago Community Trust  
 Oxford Sports Trust Inc  
 Paparoa Country Depot Trust  
 Pelorus Trust  
 Pinegrove Trust  
 Rangitikei District Council

Rata Foundation  
 Redwood Trust Incorporated  
 Riccarton Rotary  
 Rotary Club of Ahuriri  
 Rotorua Energy Charitable Trust (RECT)  
 Sargood Bequest  
 Selwyn District Council  
 SkyCity Auckland Community Trust  
 SkyCity Hamilton  
 SkyCity Queenstown Casino Community Trust  
 South Canterbury Trusts  
 Tauranga Methodist Parish  
 TG Macarthy Trust  
 The Akarana Community Trust  
 The Blue Door  
 The Lion Foundation  
 The Southern Trust  
 The Trusts Community Foundation  
 The Whitehouse Tavern Trust Board  
 Timaru District Council  
 Toimata Foundation  
 TR Moore Trust  
 Trillian Trust  
 Trust House Foundation  
 Trust Waikato  
 Trustpower  
 Upper Hutt City Council  
 W N Pharyzyn Trust  
 Waimate District Council  
 Wel Energy Trust  
 William Toomey Charitable Trust  
 Z Good in the Hood

PRINCIPAL PARTNER:



SPECIAL THANK YOU TO THE PLUNKET FOUNDATION



STAR PARTNER:



CORPORATE PARTNER:



COMMUNITY PARTNER:



National Partners:  
 Huggies  
 Colgate

Pick Me Plunket Partners  
 Dettol  
 Fairydown  
 Wattie's  
 Elevit Breastfeeding  
 Bepanthen

Partners  
 ACC  
 JB-Hifi  
 EECA  
 KPS  
 Leaseplan  
 Ministry of Education  
 Ministry of Health  
 Ministry of Social Development  
 New Zealand Media and Entertainment  
 Tindall Foundation  
 Trade Me  
 The Warehouse  
 Water Safety New Zealand

Regional Partners  
 YMCA (Auckland)  
 Generation Homes (Matamata)  
 Stones Bins (Christchurch)

Supporters  
 4S Trust  
 Anna Nathan  
 Holdsworth Charitable Trust  
 Rosser Foundation  
 Walter & Rana Norwood Charitable Trust



