



Kāhui Tū Kaha

**2024
Annual
Report**



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Key information

Trustees of Affinity Services Charitable Trust



Dame
Rangimarie
Naida
Glavish, DNZM. JP



Glenn Wilcox

Directors of Kāhui Tū Kaha Limited

Prue Kapua, Chairperson

Andrew Mitchell, Deputy Chairperson

Martin Mariassouce

Monique Pihema

Michael Smyth

Franky Wang

Senior Management Team

Barbara Browne, Tumu Whakarae | Chief Executive Officer

Tipene Lemon, Pou Tāhuhu | Deputy Chief Executive Officer

Rangi Andrews, Pou Whakahaere Ratonga | Operations Manager (Social Housing)

Marama Hetaraka, Pou Whakahaere Ratonga | Operations Manager (Social Housing)

Adreas Lolohea, Pou Whakahaere Ratonga | Operations Manager (Social Housing)

Sara Pai, Pou Whakahaere Rawa | Operations Manager (Mental Health)

Sam Rotohiko, Pou Whakahaere Ratonga | Operations Manager (Social Housing)

Stephanie Abrahams, Pou Ārahi Pae Kounga | Quality Manager

Mosiana Atiola, Pou Whakahaere Tahua Pūtea | Financial Controller

Pervin Contractor, Pou Whakahaere Matua | General Manager Housing

Gabriela Grecu, Ringa Ruruka Pūmanawa Tangata | Human Resources Manager

Fosi Paopao, Pou Whakahaere Matua | Principal Tenancy Manager

Auditor: Crowe New Zealand Audit Partnership

Charities Service Number: CC22564

Incorporation Number: 1739967

IRD Number: 92-401-693

From our Board **Chairperson**

It is eight years since our Trust Deed was amended and Te Rūnanga o Ngāti Whātua was given sole right to appoint our Trustees, who in turn appoint our Board of Directors.

Ka mihi kau atu ki te pono mai o ngā tarahitī kia āhei mātou ki te noho hei tamaiti whāngai ki roto i te whānau o Ngāti Whātua.

It is also eight years since our Trust Deed was extended to include social housing, resulting in a 12-fold growth in Kāhui Tū Kaha.



Tae noa atu ki te tau 2016, ka whai atu a Kāhui Tū Kaha i tētahi atu ara rerekē.

During these eight years, we have had a stable Board of Directors who hold a wide range of skills. This has given strong governance during a period of significant growth. The tenure on the Board ranges from 2.5 years to 14 years.

Me mihi kau atu ki te manawanui o ngā mema o te Poari, nā o rātou tini pukenga me ngā wheako ka waimarie a Kāhui Tū Kaha.

We continue to uphold the original purpose for becoming an indigenous and iwi-led organisation.

Ko te pūtake matua i taua wā ko te hakatinana i ngā wawata me ngā hiahia, ehara ko te whai i te pūtea.

We sought to extend our responsiveness in delivering services to Māori, upholding Te Tiriti obligations and addressing inequities in outcomes.

Ko ngā tangata i te tuatahi ka rongō i wēnei whiwhinga ko Ngāti Whātua me te hunga Māori katoa hoki.

We sought to increase the influence of iwi, extending the places where an indigenous voice is heard.

Nā tō mātou pono ki te hakaaro mā te Iwi Māori anō e kōrero mōna ake. Ko tā mātou mahi hei ringa raua, hei ringa rehe, hei wawae tāpā o te Iwi.

As requested by our Trustees, we manaaki manuhiri, delivering services to diverse population groups, thereby discharging a traditional obligation of Ngāti Whātua and Iwi.

Ko te tūāpapa nō te ao Māori, nā tēnei pūtake ka āhei ki te awahi atu i ngā mātā waka katoa.

We had hoped to be part of a movement of mainstream entities becoming indigenous organisations. This has yet to happen, but as we become more confident in sharing our story, perhaps others will consider the inherent value of this path.

E tika ana ki te tuku mihi atu ki Ngāti Whātua mō te tīaki kōpani i a mātou, kia āhei mātou ki te tuku manaakitanga ki te hunga e noho taimaha rukiruki nei.

Prue Kapua



Kurawaka



Pito Mata

From our CEO

Eight years ago, 99% of our work was in mental health services and we had no social housing. This year, 65% of our work is in social housing and only 23% is in mental health.

Our mental health services have been relatively static in the past eight years, and so it was pleasing to have these services grow by 31% during this year.

Our social housing grew by 26% this year. It was also pleasing to have steady growth rather than the dramatic increase that occurred during the pandemic.

We began three new services during this year, Te Mātāwai, Māpuna, and Hāpai Ngā Rangatahi. Our role at Te Mātāwai is to provide day and night on-site support to 200 high-need social housing tenants. Māpuna provides full-time care and housing to 23 residents with serious long-term mental health conditions. Hāpai Ngā Rangatahi provides additional support to children and young people waiting for or receiving specialist mental health services in Waitematā. These three new services have added 57 full-time equivalent staff.

We have been preparing to commence two new services in the second half of 2024, Kurawaka and Pito Mata. Kurawaka will provide around-the-clock access to short-term supported accommodation for women and their children who have become homeless due to family violence. There will be 19 self-contained units across two sites. Pito Mata will provide the same type of service for young people, 17 to 25 years, who have become homeless. It will also have 19 self-contained units, but at one site. We are also preparing to extend our social housing into Dargaville.

We continue to be deliberate about addressing inequities for Māori. We ensure Māori have priority access to our general services and we now have eight services specifically for Māori, including a Kaupapa Māori mobile mental health team, forensic residential rehabilitation, a Housing First team for Māori who have been chronically homeless, some transitional housing sites specifically for Māori, and our new rangatahi mental health service. We also have a workforce development programme for Māori staff.

We are also deliberate in providing manaakitanga to people of diversity - we have services specifically for diverse population groups, including Muslim, Asian, Pacific, and former refugees. We employ staff to match the population groups that we serve, knowing that people do better when there is cultural alignment.

It has been a year where there has been uncertainty in both the mental health and social housing sector. The combination of government restructuring and change to government policies has resulted in a paucity of detail on implementing the changes.

We continue to apply values of manaakitanga, whakawhanaungatanga and rangatiratanga in responding to needs in the community.

Barbara Browne



Contracted services

Social housing services

Auckland only

- Āhuru Pūmanawa, transitional housing for people who identify as transgender
- Aka Matua, transitional housing for rangatahi
- Emergency motel accommodation
- Fale ko Lata'anga, housing first for Pacific people
- Māhuri, supported accommodation for rangatahi exiting state care
- Ringa Totoro, housing first, rapid rehousing entry
- Te Hokinga Mai Raki, programme for remand or short-term prison sentences
- Te Mātāwai, single site supported accommodation
- Whare Taupua, housing first for Māori.

Whangārei only

- Support for people in MSD-funded emergency motels
- Kāinga Pūmanawa, housing first.

Auckland & Whangārei

- Ara Whakawhiti, transitional housing
- Hiki Mana, Hiki Ora, support & housing post long-term prison sentence
- Kāinga Āhuru, rapid rehousing
- Whare Toko, sustaining tenancies.

Ara Whakawhiti - transitional housing locations

Albert Street, Ōtāhuhu	Luke Street, Ōtāhuhu
Atkinson Avenue, Ōtāhuhu	Lynton Road, Mount Wellington
Balmoral Road, Mount Eden	Marr Road, Manurewa
Bollard Avenue, Mount Albert	Massey Road, Māngere East
Brunton Place, Glenfield	Nelson Street, Papakura
Cambridge Road, Manurewa	New North Road, Mount Albert
Church Street, Ōtāhuhu	Pakuranga Road, Pakuranga
Clayton Avenue, Otara	Porowhita Road, Avondale
Cornwall Road, Māngere	Raglan Road, Māngere East
Farringdon Street, Glenn Innes	Reeves Road, Pakuranga
Franklyne Road, Otara	Reeves Avenue, Papatoetoe
Glenbury Place, Massey	Riverside Drive, Whangārei
Grassways Avenue, Pakuranga	Robertson Road, Māngere East
Great North Road, Avondale	Saint Georges Road, Avondale
Henderson Valley Road, Henderson	Sunnymead Road, Glenn Innes
Hutton Street, Ōtāhuhu	Taikata Road, Te Atatu Peninsula
Leybourne Circle, Glenn Innes	Takaānini Road, Takaānini x2
	Waimana Road, Takaānini

Mental health services (Auckland only)

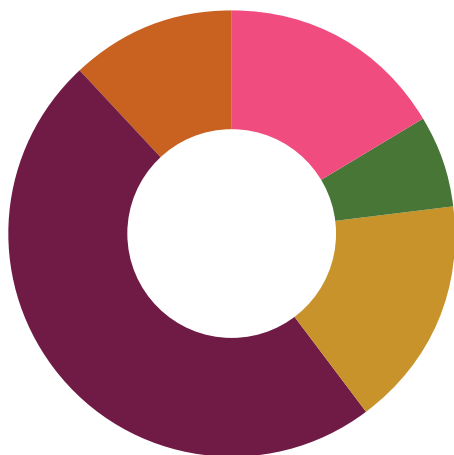
- Ahurei, community living service
- Asian wellbeing services
- Awhi Ora, primary mental health services
- Awhi Rito, maternal respite
- Consumer advocacy & leadership
- Counselling services
- Hāpai Ngā Rangatahi, additional support for children and young people referred to specialist services
- He Kete Whaiora, whānau reunification
- Kahurangi, long-term residential care
- Kupenga Ora, community well-being groups
- Māpuna, long-term residential care
- Mā Te Huruheru, youth respite & peer service
- Mental health first aid training
- Muslim wellbeing services
- Ola Manuia, mobile support for Pacific people
- Rainbow liaison & training
- Te Korowai o Te Aroha, mobile support for Māori
- Te Kōtiu, Māori forensic residential rehabilitation
- Te Rangimarie, housing & recovery support
- Tūmanako & Te Aroha, adult respite
- Utaina, stopping family violence programme

Other services

- Refugee resettlement service
- Toitū Takatāpui - Rainbow Tick, workplace inclusion education, accreditation and consultation
- Whāngaia Ngā Pā Harakeke, family harm support

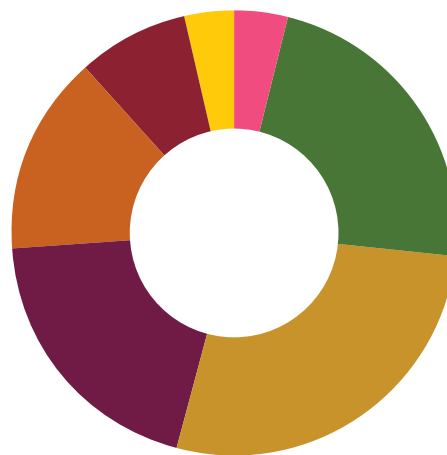
Service metrics

People receiving our service by service type (5708 people)



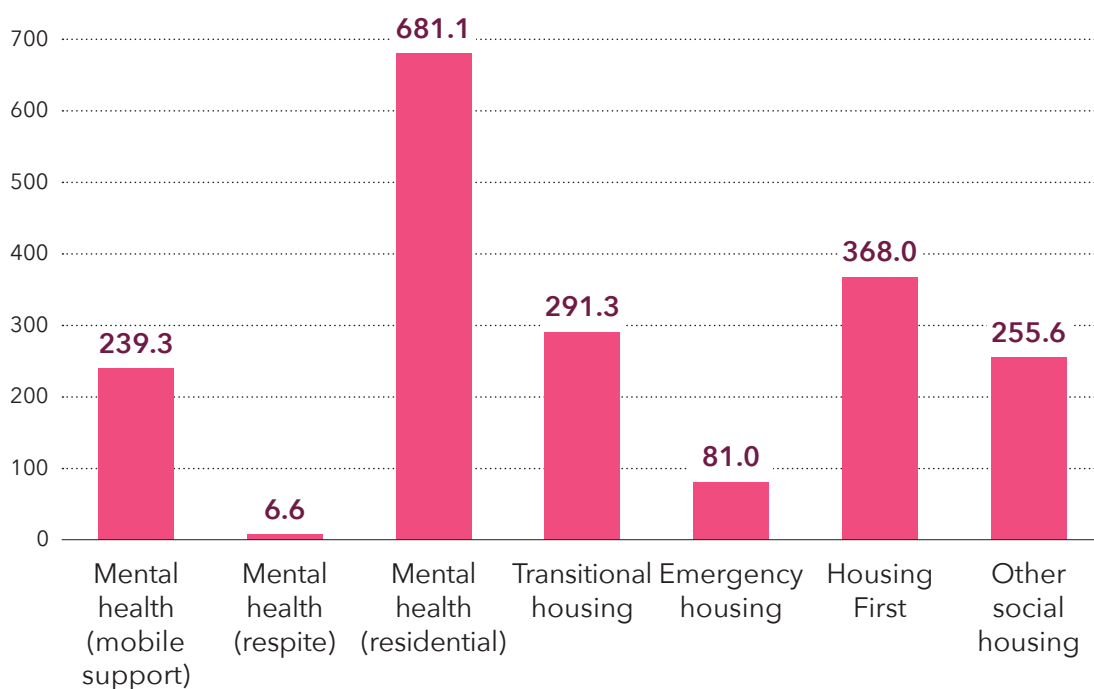
- ▶ Mental health mobile support: **16.4%**
- ▶ Mental health respite & residential: **6.7%**
- ▶ Transitional housing: **16.7%**
- ▶ Social housing: **48.3%**
- ▶ Other services: **11.9%**

Age of all people receiving our services

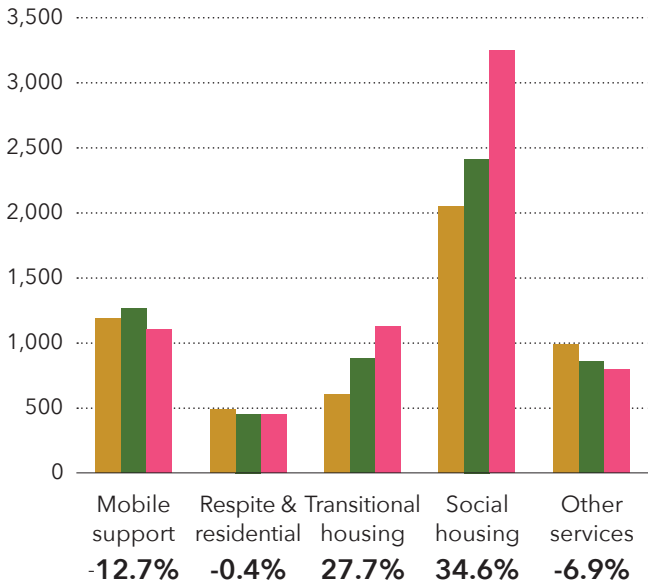


- ▶ 10–19: **4.1%**
- ▶ 20–29: **22.6%**
- ▶ 30–39: **27.5%**
- ▶ 40–49: **19.8%**
- ▶ 50–59: **14.5%**
- ▶ 60–69: **7.9%**
- ▶ 70 +: **3.6%**

Average length of stay days by service

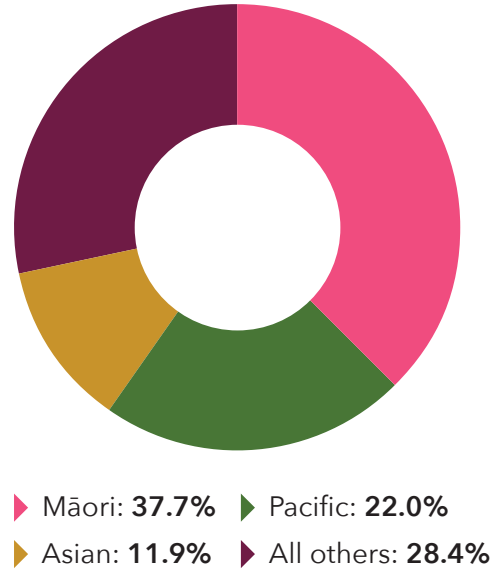


Growth in total number of people by service type

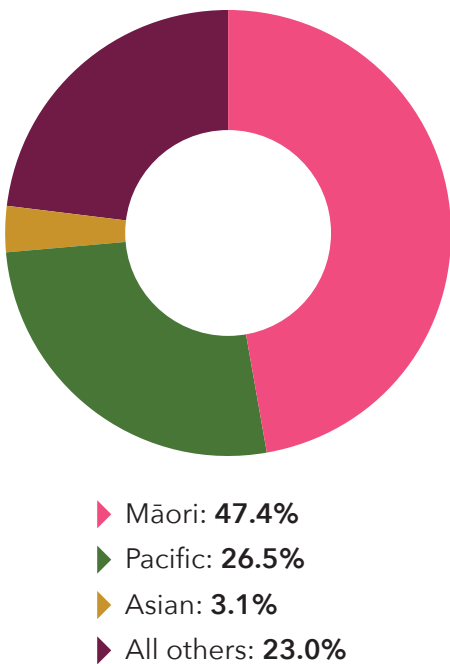


▶ 2021-2022 ▶ 2022-2023 ▶ 2023-2024

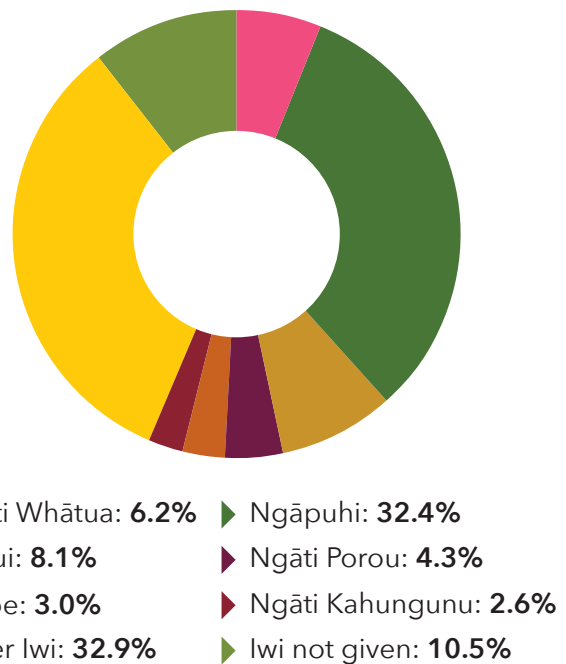
Ethnicity of all people receiving our services



Ethnicity of all people receiving our social housing services



Iwi of all Māori receiving our social housing services



Te Mātāwai



Te Mātāwai opened on Greys Avenue, central Auckland, in August 2023. It is the largest social housing development in Aotearoa and the first where residents have access to around the clock, on-site support services.

Entry to Te Mātāwai requires agreement of both Kāinga Ora and Kāhui Tū Kaha. Kāinga Ora assess eligibility against housing criteria and Kāhui Tū Kaha assess the level of support the person requires. We seek to place people who need on-site support to sustain their tenancy, re-directing people with lower needs to other social housing.

The 200 self-contained apartments were full within six months of opening. At June 2024, 61% of people residing at Te Mātāwai were Māori.

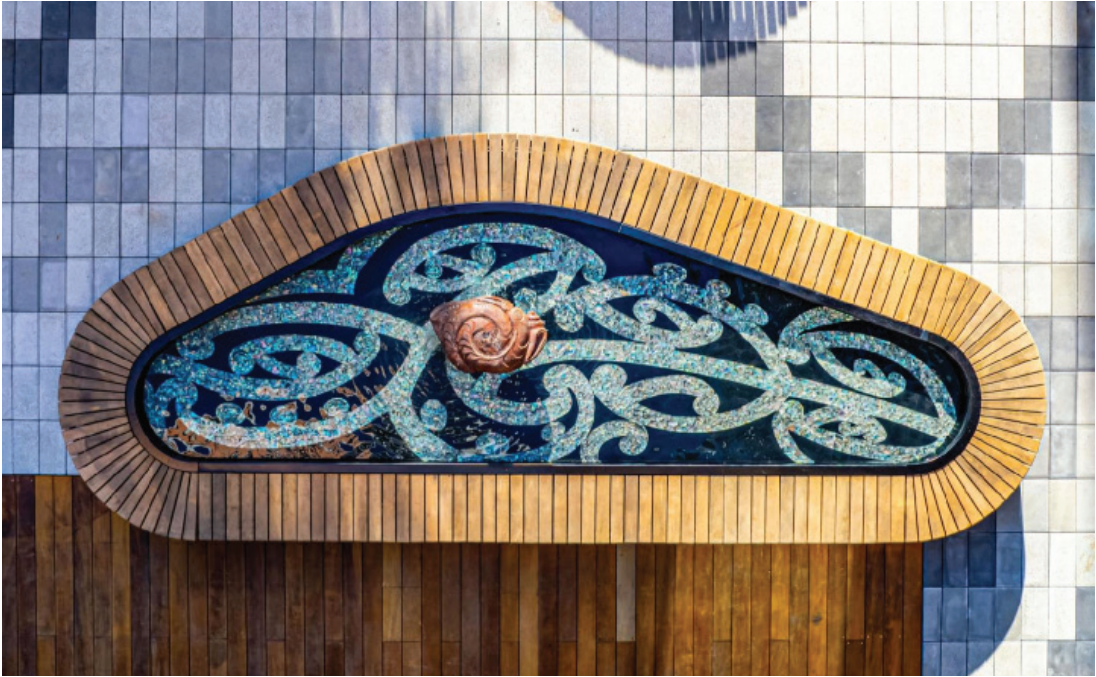
Referrals came from the Ministry of Social Development (34%), our emergency accommodation (22%), Kāinga Ora (17%), Auckland City Mission (12%) and the remaining 15% from other social housing agencies and Te Whatu Ora.

We provide individual counselling and support, assist residents to engage with specialist health services, advocate for their cultural needs, and provide oversight of clinical instructions. We provide support with daily activities, building their self-confidence and autonomy, including use of public transport, budgeting, employment preparation, WINZ advocacy and entitlements. We provide support with their safety and wellbeing, including individualised anger management strategies and prevention of self-harm.

Group activities have proven popular, promoting a sense of community within Te Mātāwai. We run a series of programmes and workshops: art, boxfit, breakfast club, budgeting, cooking, gardening, hīkoi, hygiene and cleaning, kapahaka, music club, naturopathy, raranga (weaving), and supper club. A wānanga funded by Te Aka Whai Ora focussed on reconnection to whenua and whānau.

Leading up to Matariki, we had a dreams and aspirations centre, where we invited residents to share memories of the past year and aspirations for the coming year. We held a hautapu with 30 residents participating in this early morning experience.

A survey based on the Hua Oranga outcome tool has been conducted. 30% of residents participated. There was a strong positive response to the statement *'Te Mātāwai supports me in being able to communicate with whānau and friends'* and *'I am able to look after and maintain my well-being here at Te Mātāwai'*.



Māpuna

We extended our residential mental health services in August 2023, acquiring an existing service in Onehunga. We welcomed both the residents and staff to Kāhui Tū Kaha.

The service provides housing and recovery support to 23 people, who have serious and long-term mental illness, with half also having an intellectual disability. The service is delivered by 17 full-time staff on a 24/7 roster.

The site was redeveloped in 2017 and is configured as four high quality and homely houses, each with six to seven bedrooms. The site also includes two self-contained units, providing opportunities for future extension of the service.

The focus of the service is on rangatiratanga, recognising the relationship between self-determination and each person's wellbeing. We encourage residents to be as autonomous as they can be while living in an environment of support.

In a recent survey of residents, the average rating for providing a very safe environment was 4.8 out of 5, and the average rating for overall satisfaction was 4.7 out of 5.

We recognise the previous owners, the Willets family, for their 47 years of developing and delivering the service, and for their role in achieving a seamless transfer to Kāhui Tū Kaha.

Our long-term goal is to give Māori equitable access to supported residential mental health services, instead of being over-represented in the group who are homeless due to long-term mental illness.



Toitū Takatāpui

In 2013, we were commissioned by our health funder to write a report, 'Rainbow Health: The Public Health Needs of LGBTTI Communities in Aotearoa New Zealand with Policy Recommendations'. The report acknowledged that there was not one clear and obvious solution to addressing the overrepresentation of rainbow communities in negative health outcomes.

We developed Rainbow Tick certification as our contribution to better health outcomes for rainbow communities. Our intention was, and remains, to address the negative health consequences associated with heteronormativity by improving LGBTTIQA+ inclusion in workplaces.

The Rainbow Tick logo sits on a koru, representing te ao, the world. At the base of the tick is an adze with a sharp edge representing te toki, an instrument to be used to shape the attitudes of society. At its tail are shark's teeth representing te kaha, strength of commitment to wellness and the right to full participation in society. The tick sits on a koru, representing te ao, the world.



Over the last decade, 148 organisations have been accredited with Rainbow Tick, resulting in nearly ¼ million employees who benefit from an inclusive workplace. Our evaluation process requires an in-depth review of their organisational policies and practices and surveying of their staff, with an on-going cycle of evaluation to retain their accreditation.

Alongside Rainbow Tick certification, we offer a range of educational workshops that can be accessed as part of the Rainbow Tick certification process or accessed as a standalone offering.

Our name for this work, Toitū Takatāpui, honours the enduring existence of tāngata Takatāpui and recognises our position as a Māori provider of diversity and inclusion services. Colonisation brought restricting constructs of gender and sex to Aotearoa, but our history also teaches us that it is possible to integrate difference in mana-enhancing ways. The name Toitū Takatāpui grounds us on this whenua and honours those who went before us.

Housing pathways

There are no two stories alike in housing people who are homeless. Here are two stories with different pathways to achieving stable housing.

A wahine and her children were referred to us by police around midnight, following a family harm incident. Her partner had fled their property and police deemed it too dangerous for her to remain there, should he return. Women's Refuge was not available. We initially placed her and her children into our emergency accommodation. Her partner cancelled the lease on their former home, and so she then became homeless.

We supported her to apply for benefit entitlements and the social housing register. Once MSD had approved this, we moved her into a large transitional housing site where there are staff or security throughout the day and night, providing her with protection.

She had some difficulty adjusting to being a beneficiary and got into rent arrears. When we were confident that she was managing her budget well, we began offering her residential properties. She is now in a residential house with the safeguard of a Residential Tenancy Agreement. Her neighbours (who own their own property) are sometimes difficult, but we are supporting her to manage this.

We will continue to support her to be successful with her tenancy and, when she is ready to manage a tenancy without wrap around support, we will assist her to gain housing either through Kāinga Ora or a direct residential tenancy with a private landlord.



Outreach team, locating & encouraging people into housing

It is not a linear path. Sometimes people need to return to transitional housing due to difficulties managing a residential tenancy. There are times when the behaviour of the people we are working with is challenging, but this is neither a reason to give in and ignore their challenging behaviour nor is it a reason to give up on them.

A tāne was living on the streets. Auckland Council sent us the referral, giving a rough indication of his location. Our Outreach team headed to the location in the early evening.

He reported being distrustful of authorities and social services. A conversation was struck up about where he was from, sharing knowledge of places. He agreed to come in, off the streets, as we were able to offer him immediate accommodation.

He reported a long history of alcoholism and more lately, of drug addiction. He spoke of a disconnection with his whānau; he recognised he had caused problems for them.

We offered him transitional housing at a site with 20 self-contained units in one block. Initially, it worked well but then he got into an altercation with other tenants, heightened by his visitors. We needed to separate them and so offered him a self-contained unit at a large site where there is 24/hour staffing or security, providing support in management of his visitors.

We will try again to have him move into more independent housing but, for now, his smoking combined with his alcohol use creates a fire hazard. He needs further assistance to keep his unit in a clean and tidy state, and so is not yet ready for permanent housing in a residential leased property.

We expect no gratitude in doing our work, we are supporting people to access their basic human right to housing. We prefer not to talk widely of our work, to avoid judgements from those who have not experienced homelessness. However, we would like the wider community to understand that we all benefit from living in a society where the right to housing is upheld.



Outreach team in Tāmaki Makaurau

Specialisation of transitional housing

Our transitional housing is spread across 34 sites and ranges from a stand-alone two-bedroom house to a complex of seven three, four and five-storey blocks with 100-apartments. 87% of the properties are self-contained units and 95% of the properties are new builds. Three large complexes, being 42% of our transitional housing, are staffed daily with a security presence on site throughout the night.

Our range of transitional housing has allowed for specialisation of sites. There are benefits in placing people with similar needs alongside each other, protecting the most vulnerable, better responding to the causes of homelessness, and encouraging supportive communities.

We have specific sites for:

- Māori and Pacific large families
- Māori women and their children, homeless due to family violence
- Men, homeless due to family violence, engaged in a stopping violence programme
- Muslim large families
- Older people, homeless due to family breakdown
- Pacific women and their children, homeless due to family violence
- People discharged from inpatient mental health or forensic mental health services
- People with physical disabilities
- People who have recently completed an alcohol and drug detox programme
- People who identify as transgender
- People who need staff/security present to ensure children do not suffer neglect or abuse
- People who need staff/security present to help them manage their visitors
- Single people/couples with active addictions
- Young mothers, under 25 years
- Young parents, under 25 years
- Young people, 17-20 years
- Young people, 21-25 years.

Our support is tailored to whatever is needed to help people sustain their housing.

A wahine looks forward to going to kapa haka every Thursday as it reminds her of returning to her marae when she was young and was still in contact with her whānau. She enjoys the opportunity to express her feelings through singing and performing. It provides her with the structure she needs in her week; it keeps her busy. Kapa haka has given her the confidence to voice her opinions and ideas within the group. She rounds up others to participate in our site-based kapa haka group, proudly taking every opportunity to practice and perform. She is still managing her addictions but has built the confidence to reach out and seek support from an addictions counselling service.

A young tāne came into our rangatahi transitional housing following a period of incarceration and with a history of being highly isolated. He was determined to make a positive change and to move beyond the need for controls and surveillance of his activities. With support, he has gained confidence in daily tasks, now proudly cooking meals for the first time. He has joined our programmes, including a hīkoi group helping him reconnect to his heritage and socialise with others. He has become a respectful, well-educated young man, now free of any parole conditions and on a pathway to finding employment and his own whare.

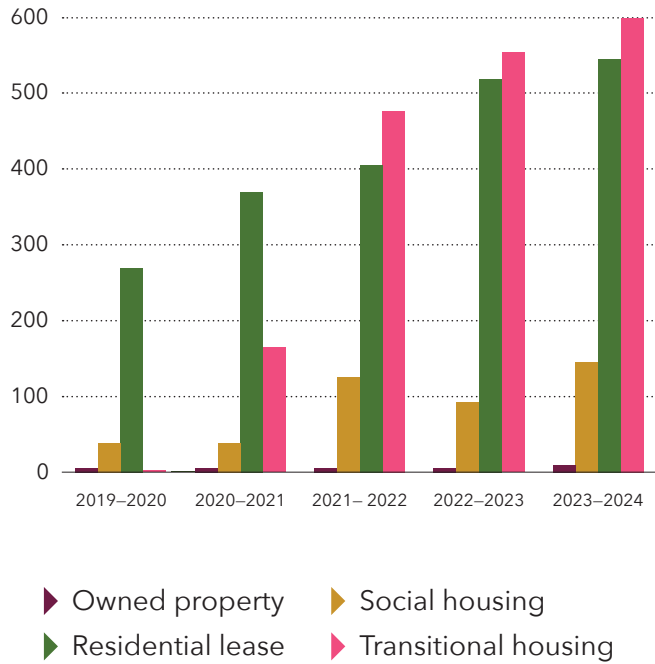
We continue to receive referrals for people who have been declined emergency accommodation from the Ministry of Social Development (MSD) despite being chronically homeless or who have been exited from MSD emergency accommodation due to their challenging behaviour. Previously, we had a reciprocal arrangement, very occasionally exiting a person/family from our transitional housing into MSD emergency accommodation. Sometimes, a change in housing together with on-going support allows matters to settle, a respite before beginning the housing pathway again. Now, people with challenging behaviour are excluded from MSD emergency housing, and so we have nowhere to refer people when we need to exit them from our transitional housing. Challenging behaviour is likely to be exacerbated by being homeless, creating a greater risk for community safety.



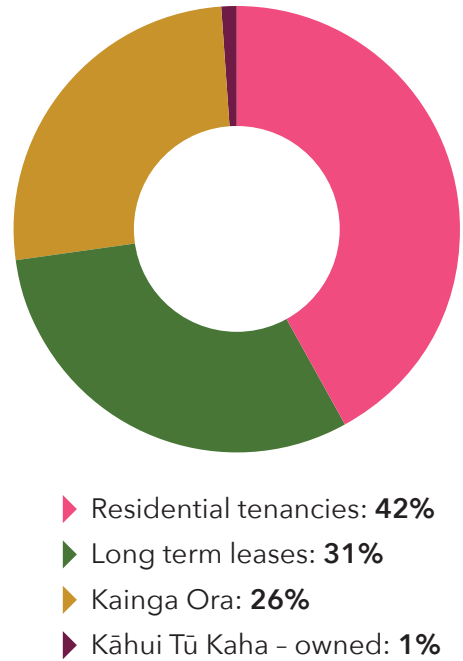
Marc-Anthony Lotam, Fetu Mataia, Celsey Hunt, Fritz Von Heiderbrandt & Sinovi Loza, Transitional Housing Service Managers

Properties

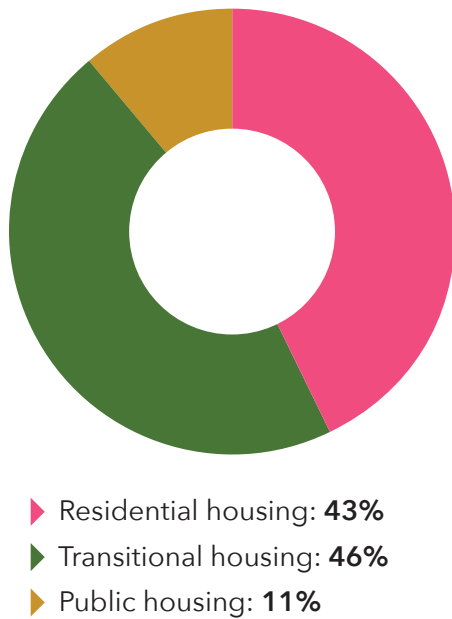
Social housing properties - type & growth



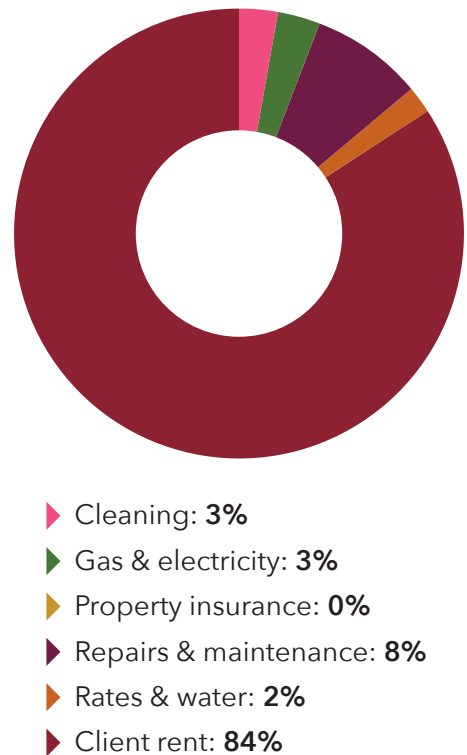
Properties



Types of housing



Client accommodation costs



Development of public housing in Dargaville

Forty-six two and three-bedroom homes are being built in Ranfurly and Hoeroa Streets in Dargaville.

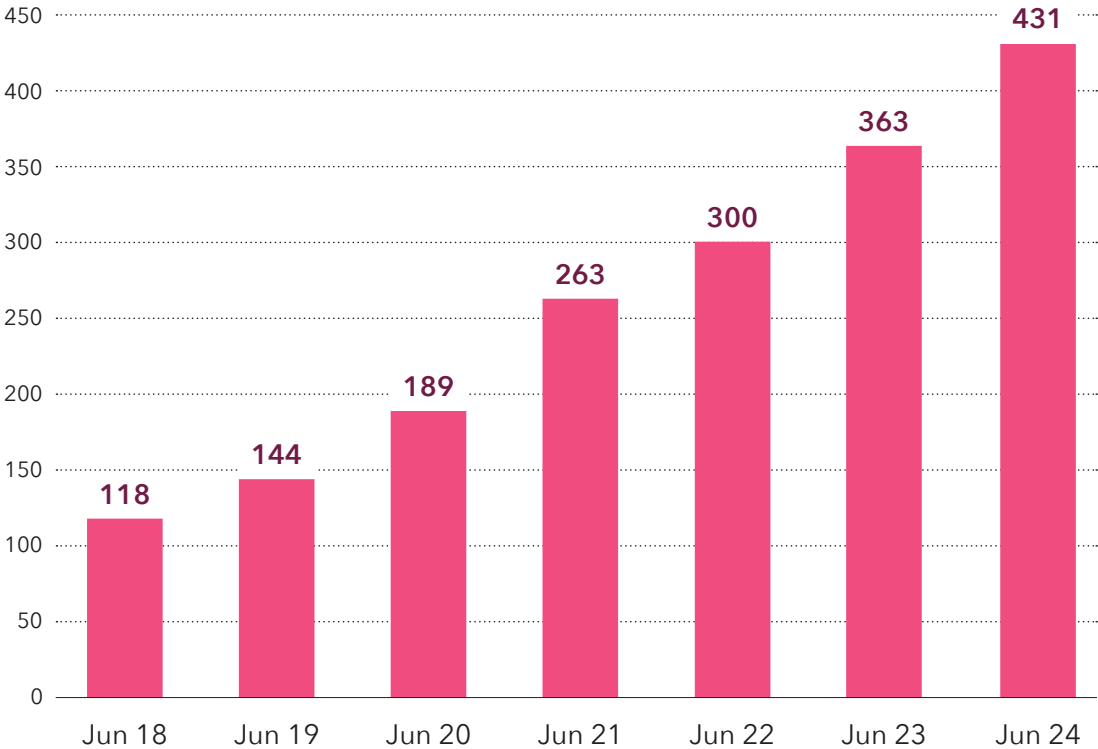
In a three-way partnership with Far North District Holdings and Te Tuāpapa Kura Kāinga, Kāhui Tū Kaha will purchase 15 of these homes and lease the remaining 31, all for social housing purposes.

We expect to have people occupying these properties early in 2025, housing people who meet the criteria for Housing First or Rapid Rehousing and who are eligible for income-related rent.

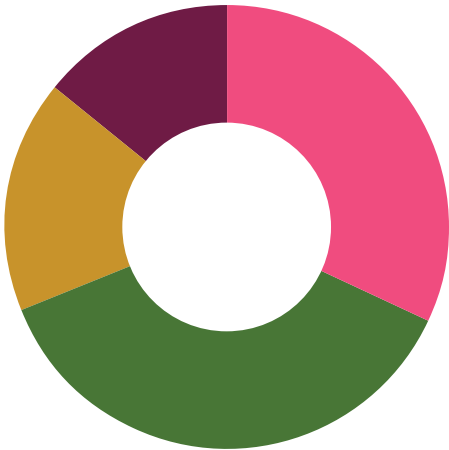


Staff metrics

Staff growth in FTE 2018 to 2024

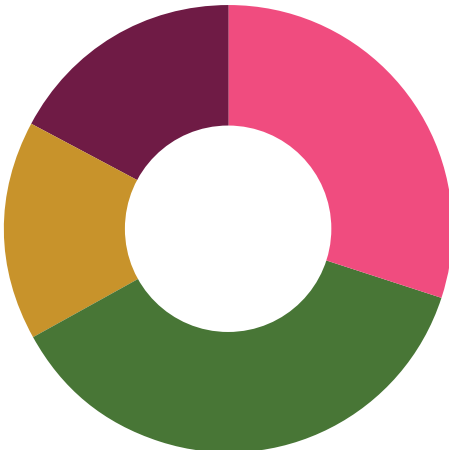


Staff ethnicity June 2024



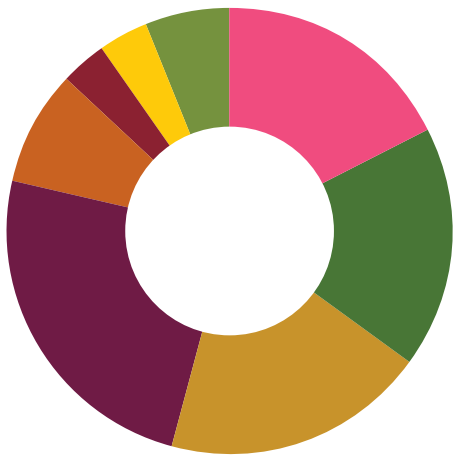
- ▶ Māori: 32%
- ▶ Pacific: 37%
- ▶ Asian: 17%
- ▶ Other: 14%

Length of employment June 2024



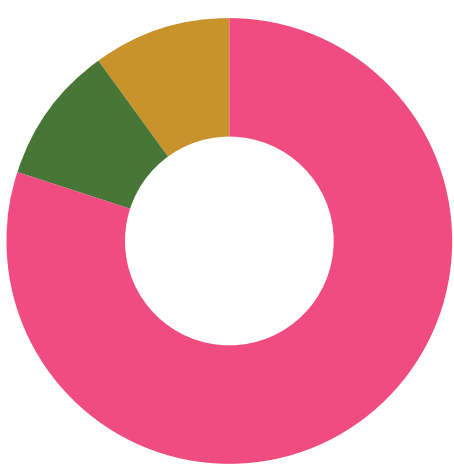
- ▶ Under 1 year: 30%
- ▶ 1-2 years: 37%
- ▶ 3-5 years: 16%
- ▶ More than 5 years: 17%

Direct service delivery staff distribution



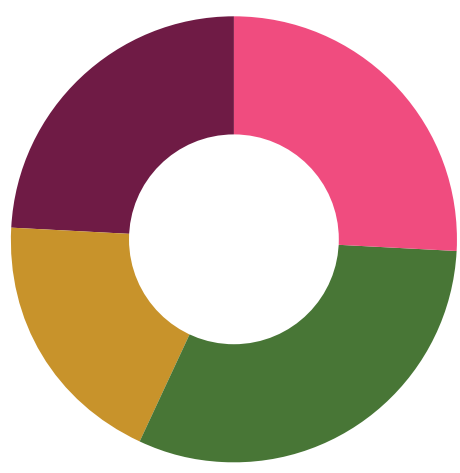
- ▶ Mental health respite & residential: **18%**
- ▶ Mobile mental health: **17%**
- ▶ Housing First, Rapid Rehousing, Sustaining Tenancy, CPP: **19%**
- ▶ Transitional housing: **24%**
- ▶ Te Mātāwai: **9%**
- ▶ Whangārei social housing: **3%**
- ▶ Refugee Resettlement: **4%**
- ▶ Other: **6%**

Staff distribution June 2024



- ▶ Direct service delivery: **80%**
- ▶ Property & tenancy management: **10%**
- ▶ Business services: **10%**

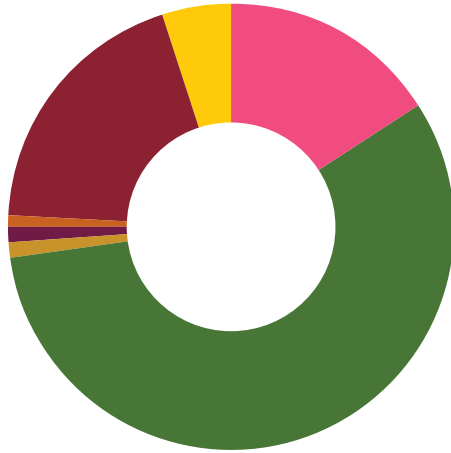
Staff age



- ▶ Under 30 years old: **26%**
- ▶ 30–40 years old: **31%**
- ▶ 40–50 years old: **19%**
- ▶ Over 50 years old: **24%**

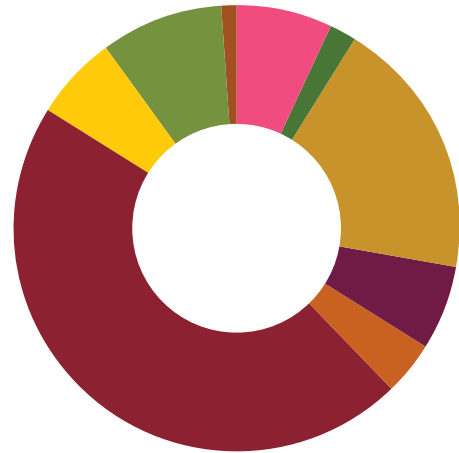
Revenue & assets

Revenue (\$100.4m)



- ▶ Te Aka Whai Ora: 16%
- ▶ MHUD: 57%
- ▶ MBIE: 1%
- ▶ Oranga Tamariki: 1%
- ▶ Toitū Takatāpui: 1%
- ▶ Rent received: 19%
- ▶ Other: 5%

MHUD revenue



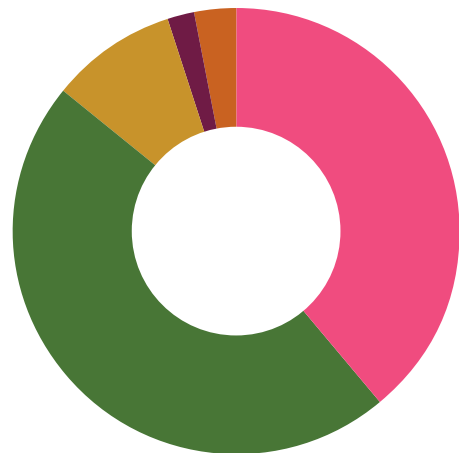
- ▶ Aka Matua: 7%
- ▶ CPP Auckland: 2%
- ▶ Housing First Auckland: 19%
- ▶ Rapid rehousing Auckland: 6%
- ▶ Sustaining tenancies Auckland: 4%
- ▶ Transitional housing Auckland: 46%
- ▶ Te Mātāwai: 6%
- ▶ Whangārei multi-services: 9%
- ▶ Other: 1%

Te Aka Whai Ora revenue



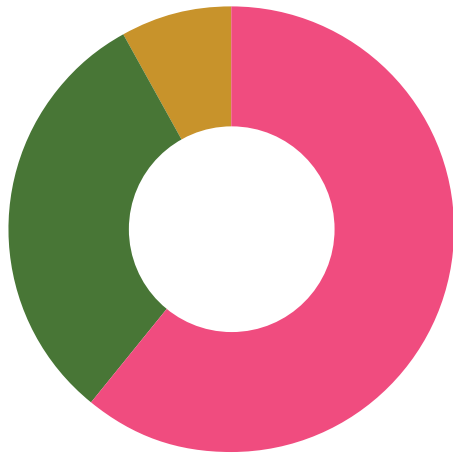
- ▶ Awahi Ora: 6%
- ▶ Mobile services: 37%
- ▶ Residential service: 16%
- ▶ Respite services: 29%
- ▶ Other: 12%

Operating expenses



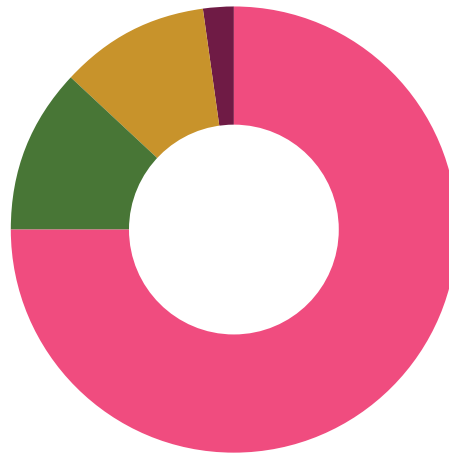
- ▶ Staff-related: 39%
- ▶ Client accommodation: 47%
- ▶ Service delivery: 9%
- ▶ Depreciation: 2%
- ▶ Other: 3%

Net assets (\$60.2m)



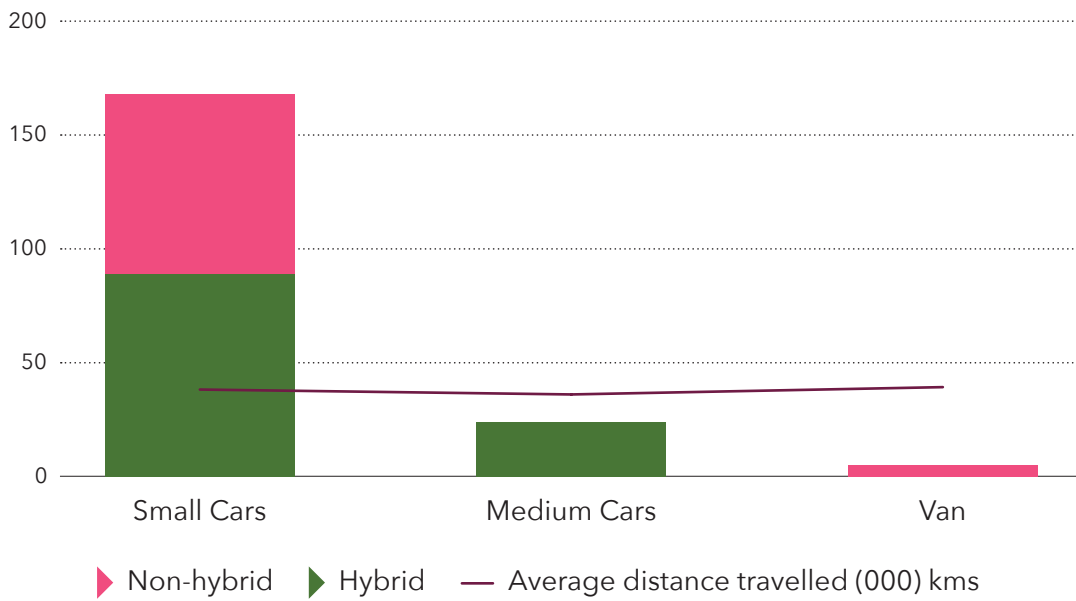
- ▶ Current assets: **61%**
- ▶ Fixed assets: **31%**
- ▶ Current liabilities: **8%**

Fixed assets



- ▶ Land & buildings: **75%**
- ▶ Motor vehicles: **12%**
- ▶ Furniture: **11%**
- ▶ Equipment: **2%**

Motor Vehicles



INDEPENDENT AUDITOR'S REPORT

To the Shareholders of Kāhui Tū Kaha Limited

Opinion

We have audited the general purpose financial report of Kāhui Tū Kaha Limited (the "Company") which comprise the financial statements on pages 9 to 25, and the statement of service performance on pages 7 to 8. The complete set of financial statements comprise the statement of financial position as at 30 June 2024, and the statement of comprehensive revenue and expense, statement of changes in net assets/equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying general purpose financial report presents fairly, in all material respects:

- the financial position of the Company as at 30 June 2024, and its financial performance and its cash flows for the year then ended; and
- the service performance of the Company for the year ended 30 June 2024 in accordance with the entity's service performance criteria

in accordance with Public Benefit Entity Accounting Standards issued by the New Zealand Accounting Standards Board.

Basis for Opinion

We conducted our audit of the financial statements in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)) and the audit of the service performance information in accordance with the ISAs (NZ) and New Zealand Auditing Standard (NZ AS) 1 *The Audit of Service Performance Information*. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the General Purpose Financial Report* section of our report. We are independent of the Company 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.

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

Information Other Than the General Purpose Financial Report and Auditor's Report

The Directors are responsible for the other information. Our opinion on the general purpose financial report does not cover the other information included in the annual report and we do not and will not express any form of assurance conclusion on the other information. At the time of our audit, there was no other information available to us.

In connection with our audit of the general purpose financial report, if other information is included in the annual report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the general purpose financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed on the other information that we obtained prior to the date of our auditors' report, we concluded that there is a material misstatement of this other information, we are required to report that fact.

Director's Responsibilities for the General Purpose Financial Report

The Directors are responsible on behalf of the Company for:

- (a) the preparation and fair presentation of the financial statements and service performance information in accordance with Public Benefit Entity Accounting Standards issued by the New Zealand Accounting Standards Board;
- (b) service performance criteria that are suitable in order to prepare service performance information in accordance with Public Benefit Entity Accounting Standards; and
- (c) such internal control as the Directors determine is necessary to enable the preparation of the financial statements and service performance information that are free from material misstatement, whether due to fraud or error.

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In preparing the general purpose financial report, the Directors are responsible for assessing the Company'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 Directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the General Purpose Financial Report

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole and the service performance information 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) and NZ AS 1 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 decisions of users taken on the basis of this general purpose financial report.

As part of an audit in accordance with ISAs (NZ) and NZ AS 1, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements and the service performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit of the financial statements and the service performance information in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Obtain an understanding of the process applied by the entity to select what and how to report its service performance.
- Evaluate whether the service performance criteria are suitable so as to result in service performance information that is in accordance with the Public Benefit Entity Accounting Standards.
- Conclude on the appropriateness of the use of the going concern basis of accounting by the Directors and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the general purpose financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the general purpose financial report, including the disclosures, and whether the general purpose financial report represents the underlying transactions, events and service performance information in a manner that achieves fair presentation.

Restriction on Use

This report is made solely to the Company's Shareholders, as a body. Our audit has been undertaken so that we might state to the Company's Shareholder's those matters 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 Company and the Company's Shareholders as a body, for our audit work, for this report, or for the opinions we have formed.



Crowe New Zealand Audit Partnership¹

Auckland, New Zealand
30 August 2024

¹ The title 'Partner' conveys that the person is a senior member within their respective division and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.



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