



# Council Agenda

Wednesday 20 May 2026, 8:30 am

The meeting will be held at the Manawatū District Council Chambers, 135 Manchester Street, Feilding, and a video recording made available on

[www.mdc.govt.nz](http://www.mdc.govt.nz)

## **MEMBERSHIP**

### **Chairperson**

His Worship the Mayor, Michael Ford

### **Deputy Chairperson**

Councillor Grant Hadfield

### **Members**

Councillor Bridget Bell  
Councillor Shelley Dew-Hopkins  
Councillor Rob Duindam  
Councillor Colin Dyer  
Councillor Sam Hill  
Councillor Raewyn Loader  
Councillor James McKelvie  
Councillor Jerry Pickford  
Councillor Andrew Quarrie  
Councillor Alison Short



Shayne Harris  
**Chief Executive**

# ORDER OF BUSINESS

PAGE

**1. MEETING OPENING**

Cr Raewyn Loader will open the meeting.

**2. APOLOGIES**

**3. CONFIRMATION OF MINUTES**

6

***Recommendation***

*That the minutes of the Council meeting held 06 May 2026 be adopted as a true and correct record.*

**4. DECLARATIONS OF INTEREST**

Notification from elected members of:

4.1 Any interests that may create a conflict with their role as an elected member relating to the items of business for this meeting; and

4.2 Any interests in items in which they have a direct or indirect pecuniary interest as provided for in the Local Authorities (Members' Interests) Act 1968

**5. PUBLIC FORUM**

There are no public forum speakers scheduled for this meeting.

**6. PRESENTATIONS**

**6.1 REPRESENTATIVE FUND - REGIONAL U14 BASKETBALL CHAMPIONSHIP**

Piata Atutahi and Arorangi Atutahi will be speaking to Council.

**6.2 REPRESENTATIVE FUND - REGIONAL U14 BASKETBALL TOURNAMENT - HAWKES BAY**

Te Koha Cooper Burton will be speaking to Council.

**6.3 RESIDENT SATISFACTION SURVEY - WAVE 3**

Jeena Baines (Data, Insights and Research Analyst) will be speaking to Council.

**7. NOTIFICATION OF LATE ITEMS**

Where an item is not on the agenda for a meeting, that item may be dealt with at that meeting if:

7.1 The Council by resolution so decides; and

7.2 The Chairperson explains at the meeting at a time when it is open to the public the reason why the item is not on the agenda, and the reason why the discussion of the item cannot be delayed until a subsequent meeting.

## 8. RECOMMENDATIONS FROM COMMITTEES

There are no recommendations from committees.

## 9. NON-COUNCIL MEETINGS – FOR INFORMATION

Minutes of the following Community Committee meetings are uploaded to the Council’s website, as they become available.

Marae liaison councillors will have the opportunity to provide a verbal update.

The below meetings took place from 6 – 19 May 2026:

COMMUNITY COMMITTEE MEETINGS	
Hiwinui Community Committee	• 19 May 2026
Sanson Community Committee	• 14 May 2026
Tangimoana Community Committee	• 18 May 2026
Waituna West Community Committee	• 13 May 2026
<a href="https://www.mdc.govt.nz/about-council/committees-and-organisations/community-committees-and-plans">https://www.mdc.govt.nz/about-council/committees-and-organisations/community-committees-and-plans</a>	

MARAE
Aorangī Marae - Cr Rob Duindam
Parewahawaha Marae – Cr Alison Short
Poupatatē Marae – Cr James McKelvie
Taumata-o-te-rā Marae - Cr Colin Dyer
Te Hiiri Marae – Cr Sam Hill
Te Tikanga Marae – Cr Shelley Dew-Hopkins

## 10. OFFICER REPORTS

### 10.1 PRIORITY SERVICE CONTRACTS – ANNUAL REPORTS **9.30 AM** 33

Report of the General Manager – Community. Presenting in person:

- St Johns Feilding Area Committee
- Feilding Community Patrol

### 10.2 APPOINTMENT OF LIAISON COUNCILLOR TO NGĀTI TE AU MARAE 136

Report of the General Manager – Corporate.

## 11. CONSIDERATION OF LATE ITEMS

**12. PUBLIC EXCLUDED BUSINESS**

There are no public excluded items for this meeting.

**13. MEETING CLOSURE**

MEETING MINUTES	
COUNCIL	TIME
WEDNESDAY 06 MAY 2026	8:30 AM

Minutes of a meeting of the Council held on Wednesday 06 May 2026, which commenced at 8.30 am at the Manawatū District Council Chambers, 135 Manchester Street, Feilding.

**PRESENT:**

Mayor Michael Ford	Chairperson
Councillor Bridget Bell	
Councillor Shelley Dew-Hopkins	
Councillor Rob Duindam	
Councillor Colin Dyer	
Councillor Grant Hadfield	
Councillor Sam Hill	
Councillor Raewyn Loader	
Councillor James McKelvie	
Councillor Jerry Pickford	
Councillor Andrew Quarrie	
Councillor Alison Short	

**IN ATTENDANCE:**

Shayne Harris	Chief Executive
Hamish Waugh	General Manager – Infrastructure
Frances Smorti	General Manager – Corporate
Kate Jarvis	General Manager – People
Lyn Daly	General Manager – Community
Joel Richards	Chief Financial Officer
Ash Garstang	Governance and Assurance Manager

MDC 25-28/228

#### MEETING OPENING

Jerald Twomey (Kaitohu Aporei – Māori / Principal Advisor Māori), opened the meeting.

*Cr Andrew Quarrie arrived at 8.31 am.*

MDC 25-28/229

#### APOLOGIES

There were no apologies.

MDC 25-28/230

#### CONFIRMATION OF MINUTES

#### RESOLVED

**That the minutes of the Council meeting held 15 April 2026 be adopted as a true and correct record.**

**Moved by: Cr Grant Hadfield**

**Seconded by: Cr James McKelvie**

**CARRIED (12-0)**

MEETING MINUTES	
COUNCIL	TIME
WEDNESDAY 06 MAY 2026	8:30 AM

MDC 25-28/231

#### DECLARATIONS OF INTEREST

Councillor Rob Duindam – Item 10.6 Adoption of the Remuneration and Reimbursement for External Committee Members Policy.

Councillor Alison Short – Item 10.6 Adoption of the Remuneration and Reimbursement for External Committee Members Policy.

MDC 25-28/232

#### PUBLIC FORUM

There were no requests for public forum.

MDC 25-28/233

#### PRESENTATION - REPRESENTATIVE FUND - REGIONAL U14 BASKETBALL CHAMPIONSHIP

Olivia Nagel and Isla Nagel presented to Council. Highlights:

- They both enjoyed the competition and had a great experience.
- They highlighted the opportunity to compete at a higher level and develop their skills, as well as meeting other players from across the region

MDC 25-28/234

#### PRESENTATION - REPRESENTATIVE FUND - 2025 ASIA PACIFIC CUP CANOE POLO CHAMPIONSHIP

Brandon Weston was not present to speak to Council.

MDC 25-28/235

#### NOTIFICATION OF LATE ITEMS

There were no late items of business notified for consideration.

MDC 25-28/236

#### RECOMMENDATIONS FROM COMMITTEES

There were no recommendations from committees.

MDC 25-28/237

#### COMMITTEE AND GROUP MEETINGS – FOR INFORMATION

The following Council Committees, Community Committees and Youth Council meetings were notified for information.

<b>MEETING MINUTES</b>	
<b>COUNCIL</b>	<b>TIME</b>
<b>WEDNESDAY 06 MAY 2026</b>	
<b>8:30 AM</b>	

<b>COMMUNITY COMMITTEES</b>	
Bainesse-Rangiotu Community Committee	• 15 April 2026
Halcombe Community Committee	• 4 May 2026
Himatangi Beach Community Committee	• 23 April 2026
Hiwinui Community Committee	• 21 April 2026
Kiwitea Community Committee	• 20 April 2026
Rongotea Community Development Group	• 4 May 2026
Tangimoana Community Committee	• 20 April 2026

Liaison Councillors provided brief updates on their respective Committees.

- Bainesse-Rangiotu. Cr Loader – they are working on emergency management and would like Council staff to attend a meeting to provide guidance in this space.
- Halcombe. Cr Pickford – could not attend the meeting but noted that the Halcombe Rugby Club no longer functions.
- Himatangi Beach. Cr Pickford – the Committee is looking forward to having the stormwater catchment modelling completed.
- Hiwinui. Cr Loader – they are looking for information about the removal of speed signs at the intersection of Watershed and Colyton Roads.
- Kiwitea. Cr Quarrie – the meeting was cancelled. However, he spoke to the Committee Chair. They would like someone from the roading team to look at possible safety improvements for the crossing.
- Rongotea. Cr Quarrie – the meeting went well.
- Tangimoana. Cr McKelvie – there was discussion around pine trees near the recycling centre and possible risks they pose. They discussed high hall charges, and cleaning of the pond to prevent it becoming a bog. Cr Quarrie advised that the Committee are hoping to add the name of a World War Two veteran to a memorial in Tangimoana.

MDC 25-28/238

#### MARAE LIAISON COUNCILLORS

There were no verbal updates.

MDC 25-28/239

#### APPOINTMENT OF MARAE LIAISON COUNCILLORS

Report of the General Manager – Corporate seeking Council approval for the confirmation of six marae liaison appointments.

#### RESOLVED

**That the Council:**

<b>MEETING MINUTES</b>	
<b>COUNCIL</b>	
<b>WEDNESDAY 06 MAY 2026</b>	<b>TIME</b> <b>8:30 AM</b>

**1. Appoints the following marae liaison Councillors:**

<b>Marae</b>	<b>Liaison Councillor</b>
Aorangi	Cr Rob Duindam
Parewahawaha	Cr Alison Short
Poupatatē	Cr James McKelvie
Taumata o te Rā	Cr Colin Dyer
Te Hiiri	Cr Sam Hill
Te Tikanga	Cr Shelley Dew-Hopkins

**2. Notes that a further report on marae liaison appointments will be presented to Council for confirmation at a later meeting.**

**Moved by: Cr Bridget Bell**

**Seconded by: Cr Jerry Pickford**

**CARRIED (12-0)**

*Cr Rob Duindam and Cr Alison Short left the meeting at 8.51 am.*

MDC 25-28/240

**ADOPTION OF THE REMUNERATION AND REIMBURSEMENT FOR EXTERNAL COMMITTEE MEMBERS POLICY**

Report of the General Manager – Corporate presenting to Council the Remuneration and Reimbursement for External Committee Members Policy to the Council for consideration and adoption.

**RESOLVED**

**That the Council adopts the Remuneration and Reimbursement for External Committee Members Policy without amendment.**

**Note: Any cost increases will be accommodated within existing budgets.**

**Moved by: Cr Grant Hadfield**

**Seconded by: Cr Colin Dyer**

**CARRIED (10-0)**

***Cr Rob Duindam and Cr Alison Short abstained (conflicts of interest)***

*Cr Rob Duindam and Cr Alison Short returned to the meeting at 8.59 am.*

MEETING MINUTES	
COUNCIL	TIME
WEDNESDAY 06 MAY 2026	8:30 AM

MDC 25-28/241

**MANFEILD PARK TRUST NINE MONTH REPORT 2025-2026 FOR THE PERIOD ENDING 31 MARCH 2026**

Report of the General Manager – Community presenting to Council, for consideration, the Manfeild Park Trust Chair’s and Financial Report for the period ended 31 March 2026.

This report responds to the key focus areas associated with the operational grant provided by Manawatū District Council (Council). In December 2025, Council formalised a revised set of key performance indicators, which will apply from January to June 2026 and be reported on in the Trust’s end-of-year report.

While reporting has historically been provided on a six-month basis, the Trust has extended the current reporting period to provide a more up-to-date view of its position.

Hamish Waugh, Kevin Hansen, and Stefan Speller presented the report to Council.

**RESOLVED**

**That the Council receive the Manfeild Park Trust Nine Month Chairs and Financial Report for the period 1 July 2025 to 31 March 2026.**

**Moved by: Cr Grant Hadfield**

**Seconded by: Cr Shelley Dew-Hopkins**

**CARRIED (12-0)**

MDC 25-28/242

**FEILDING CIVIC CENTRE TRUST NINE MONTH REPORT 2025-2026 FOR THE PERIOD ENDING 31 MARCH 2026**

Report of the General Manager – Community presenting to Council, for consideration, the Feilding Civic Centre Trust’s nine-month chair, centre manager and financial report for the period ending 31 March 2026.

Evan Tull presented the report to Council.

**RESOLVED**

**That the Council receives the tabled Feilding Civic Centre Trust’s nine-month chair, centre manager and financial report for the period ending 31 March 2026.**

**Moved by: Cr Grant Hadfield**

**Seconded by: Cr Colin Dyer**

**CARRIED (12-0)**

MEETING MINUTES	
COUNCIL	TIME
WEDNESDAY 06 MAY 2026	8:30 AM

*The meeting was adjourned at 9.48 am and reconvened at 10.31 am.*

MDC 25-28/243

**AWAHURI FOREST KITCHENER PARK NINE MONTH REPORT 2025-2026 FOR THE PERIOD ENDING 31 MARCH 2026**

Report of the General Manager – Community presenting to Council, for consideration, the Awahuri Forest Kitchener Park Trust’s nine-month report for the period ending 31 March 2026.

Jo Morris presented the report to Council.

**RESOLVED**

**That the Council receives the Awahuri Forest Kitchener Park Trust’s nine-month chairs and financial reports for the period ending 31 March 2026.**

**Moved by: Cr Sam Hill**

**Seconded by: Cr Rob Duindam**

**CARRIED (12-0)**

MDC 25-28/244

**DISSOLUTION OF THE AWAHURI FOREST KITCHENER PARK TRUST**

Report of the General Manager – Community presenting to Council, the outcome of a decision made by the Awahuri Forest Kitchener Park Trust (AFKPT) to dissolve the AFKPT and transition the operations to Manawātū District Council (Council) as of 1 July 2026.

Jo Morris was present for this item.

**RESOLVED**

**That Council:**

- 1. Accept the decision of the Awahuri Forest Kitchener Park Trust to dissolve the Trust and transition the management of the Awahuri Forest and Kitchener Park to Council as of 1 July 2026.**
- 2. Note that no additional funding is required, and the grant funding to the Awahuri Forest Kitchener Park Trust of \$148,380 + GST be reapplied to the relevant Council operational budget.**

**Moved by: Cr Alison Short**

**Seconded by: Cr Rob Duindam**

**CARRIED (11-0)**

*Cr Alison Short left the meeting at 11.00 am*

<b>MEETING MINUTES</b>	
<b>COUNCIL</b>	<b>TIME</b>
<b>WEDNESDAY 06 MAY 2026</b>	
<b>8:30 AM</b>	

MDC 25-28/245

**MANAWATŪ WATER SERVICES COMMITTEE – ADOPTION OF TERMS OF REFERENCE, MEMBERSHIP AND MEETING DATES**

Report of the General Manager – Infrastructure seeking Council approval to establish the terms of reference, membership and 2026 meeting dates for the Council’s Manawatū Water Services Committee.

**RESOLVED**

**That the Council:**

- 1. Notes the change of name from the ‘Water Services Unit Committee’ (reported to Council 29 October 2025) to the ‘Manawatū Water Services Committee’.**
- 2. Adopts the attached Terms of Reference for the Manawatū Water Services Committee.**
- 3. Confirms the membership of the Manawatū Water Services Committee as set out below, noting that the Chair was appointed at the Council meeting on 29 October 2025 and the remaining members were confirmed at the Council meeting on 12 November 2025:**

<b>Committee</b>	<b>Chair</b>	<b>Deputy Chair</b>	<b>Members</b>
Manawatū Water Services Committee	Colin McFadzean (external)	Cr Shelley Dew-Hopkins	Crs Grant Hadfield, Andrew Quarrie, Jerry Pickford, Rob Duindam, Bridget Bell, and the Mayor

- 4. Adopts the following meeting dates for 2026.**
  - **13 May 2026**
  - **23 July 2026**
  - **9 September 2026**
  - **12 November 2026**

**Moved by: Cr Grant Hadfield**

**Seconded by: Cr Colin Dyer**

**CARRIED (11-0)**

MDC 25-28/246

**CONSIDERATION OF LATE ITEMS**

There were no late items notified for consideration.

<b>MEETING MINUTES</b>	
<b>COUNCIL</b>	<b>TIME</b>
<b>WEDNESDAY 06 MAY 2026</b>	<b>8:30 AM</b>

MDC 25-28/247

PUBLIC EXCLUDED BUSINESS

**RESOLVED**

That the public be excluded from the following parts of the proceedings of this meeting, namely:

**1. Confirmation of Minutes**

That the general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Grounds under Section 48(1) for the passing of this resolution
13. Confirmation of Minutes; 15 April 2026	<p><i>To consider the accuracy of the minutes of the public excluded Council meeting on 15 April 2026.</i></p> <p><i>Any changes to previous minutes may require members to discuss the content of the public excluded session.</i></p>	s48(1)(a)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interests protected by Section 6 or Section 7 of the Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as specified above.

**Moved by: Mayor Michael Ford**

**Seconded by: Cr Shelley Dew-Hopkins**

**CARRIED (11-0)**

*The meeting went into public excluded session at 11.04 am. For items MDC 25-28/248 to MDC 25-28/249 refer to public excluded proceedings. The meeting returned to open session at 11.05 am.*

MDC 25-28/250

MEETING CLOSURE

The meeting was declared closed at 11.05 am.



MEETING MINUTES	
COUNCIL	TIME
WEDNESDAY 06 MAY 2026	8:30 AM

## Meeting Video

<https://www.mdc.govt.nz/about-council/meetings-agendas-and-minutes/videos-of-council-and-committee-meetings/manawatu-district-council-meeting-videos>

# Resident Satisfaction Survey

Wave 3/ Quarter 3 2025-2026



**Jeena Baines**  
Data, Insights and Research Analyst

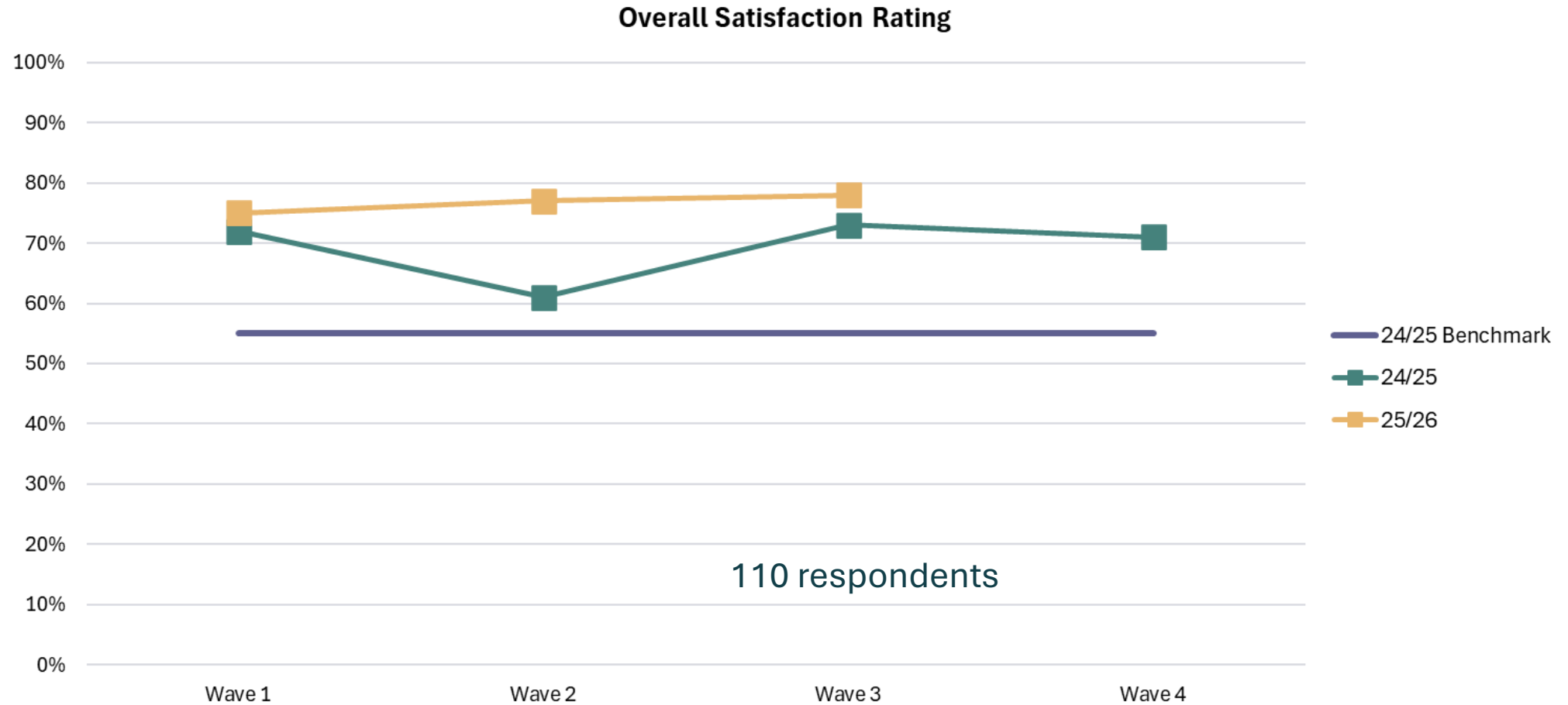


# About the survey

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- Conducted quarterly by Key Research
- Sample of ~113–119 respondents per wave, with quotas by age, gender, location, and ethnicity
- Provides community feedback across a range of topics
- Benchmark compares results to the average of 21 councils (2024/25)
- Wave 3 fieldwork: 2 Feb – 9 Mar 2026
- Respondent numbers exclude “Don’t know” responses

# Overall satisfaction rate

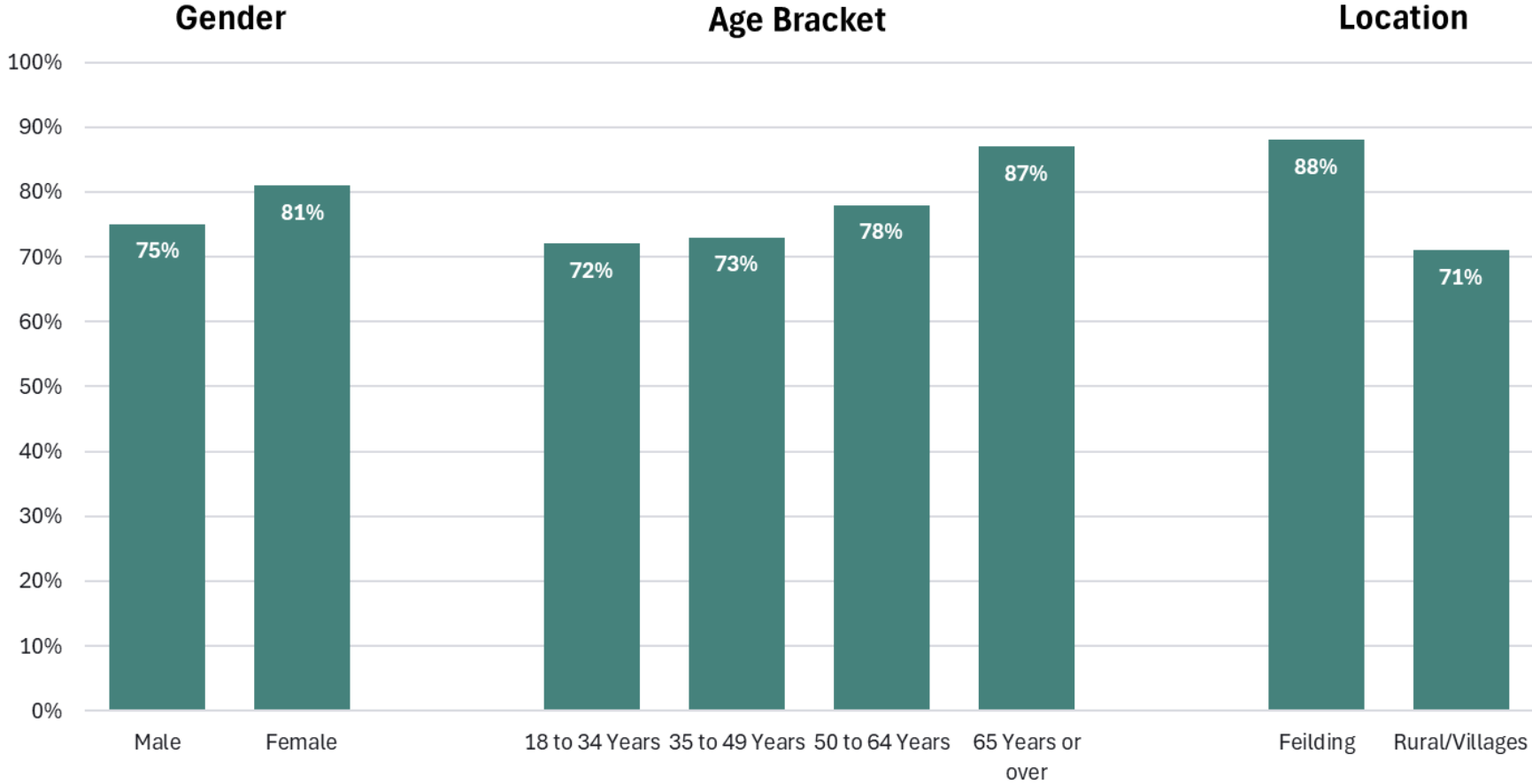


# Key Themes

While we continue to have a high satisfaction rate, the key themes coming through the comments are as follows:

- Rates and service costs are widely seen as high, with many questioning value for money.
- Ongoing concerns about the quality, reliability, and maintenance of essential services (e.g. roads, water, drainage, waste).
- Residents frequently feel the district is growing without adequate planning, with infrastructure, services, and community facilities not keeping pace.

# Overall satisfaction rate by demographics



Respondent numbers - Male: 61, Female: 49, 18 to 34 Years: 8, 35 to 49 years: 11, 50 to 64 years: 36, 65 years and over: 55, Feilding: 63, Rural/Villages: 47

# Overall satisfaction rate by demographics

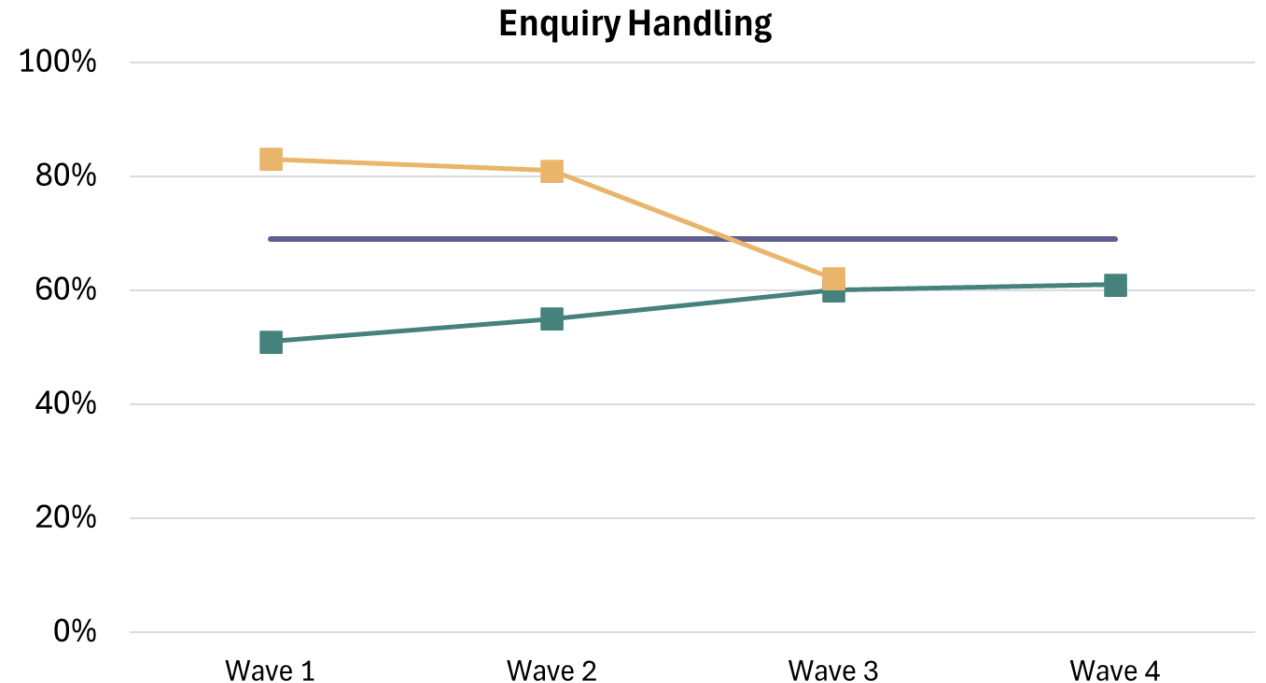
- There was no significant change in satisfaction rates in the age groups or gender. We have seen the 65 years and over increase by 7% compared to last survey.
- Rural/village satisfaction decreased by 11% compared to the last survey. There continue to be comments about limited rural services.

# Satisfaction rates for 11 main questions

- MDC results for 9 out of the 11 measures sit above the benchmark.
- Value for money is sitting 4% below the benchmark.
- Enquiry Handling was performing well, however in this most recent wave we have seen a drop in satisfaction rate to 7% below the benchmark.

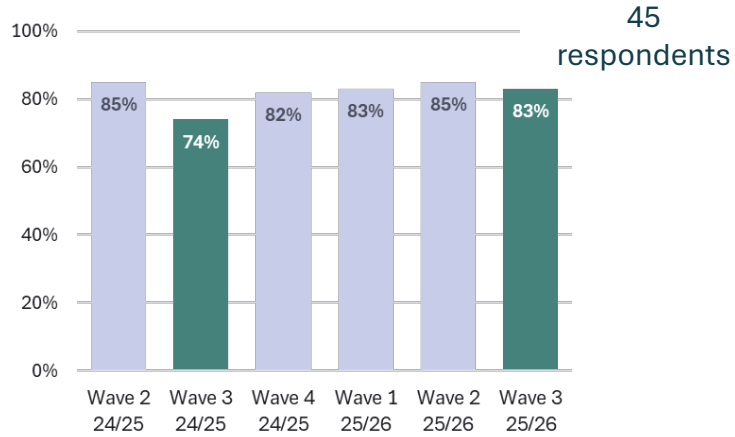
# Satisfaction rates for Enquiry Handling

- For the Wave 3 2025/26 survey there were 45 people who responded to these questions.
- We have seen a decrease in overall enquiry handling of 19% compared to last survey.
- The five questions that sit with enquiry handling have not seen this significant decrease.

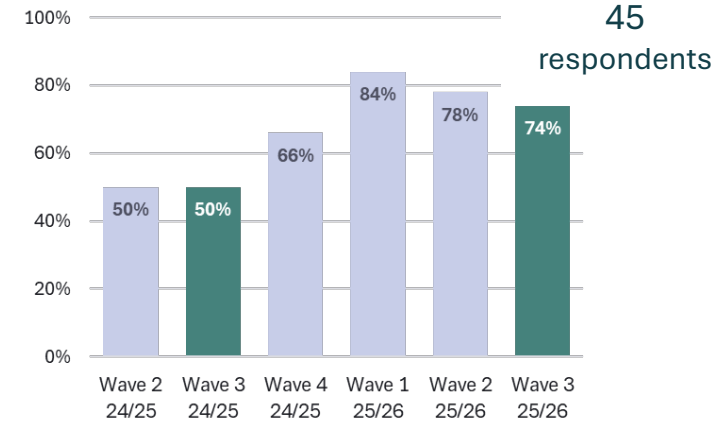


# Satisfaction rates for Enquiry Handling cont.

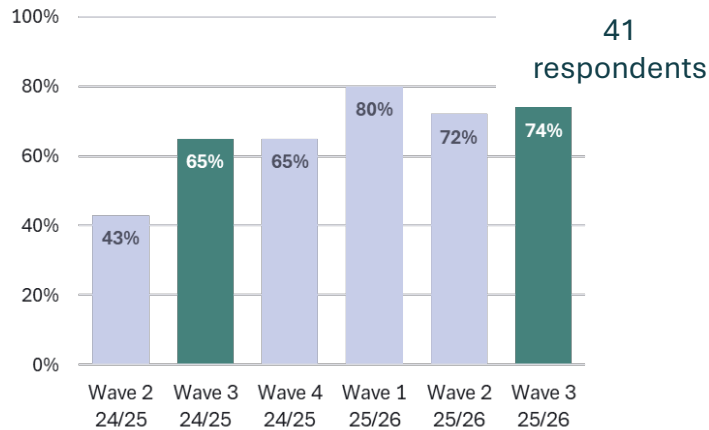
How easy it was to make an enquiry



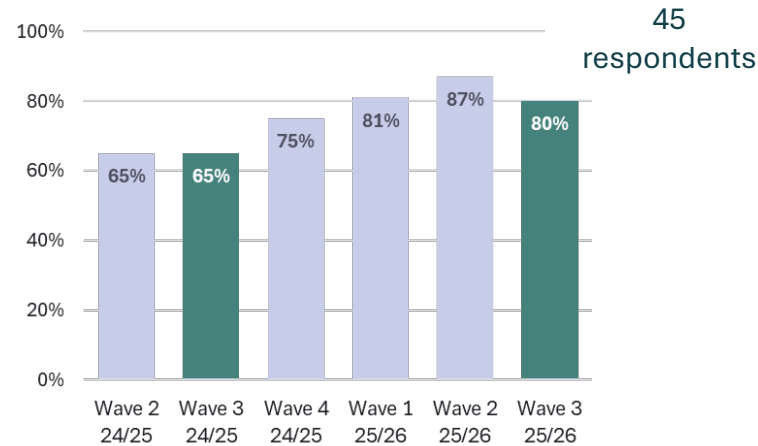
How long it took to resolve the enquiry



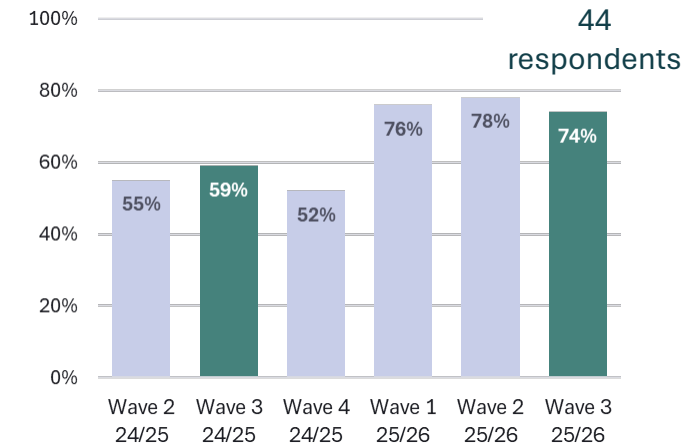
The information provided being accurate



How well Council staff understood the request and how they communicated

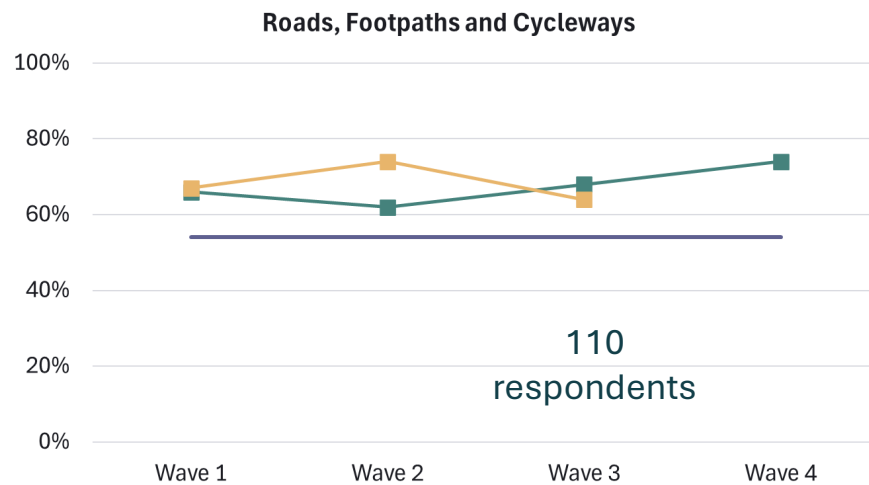
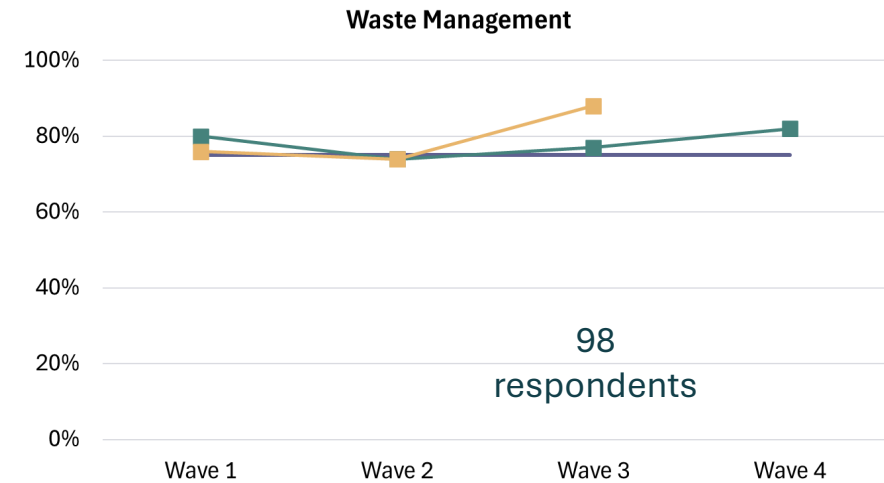
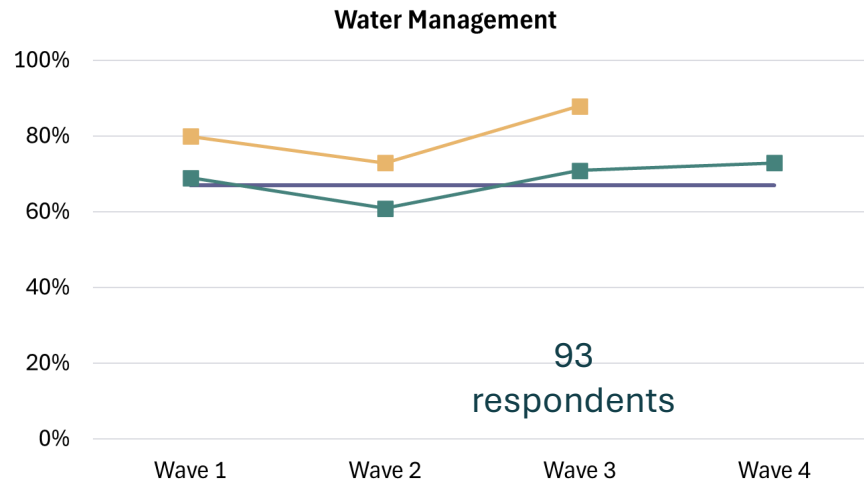


The resolution or outcome achieved



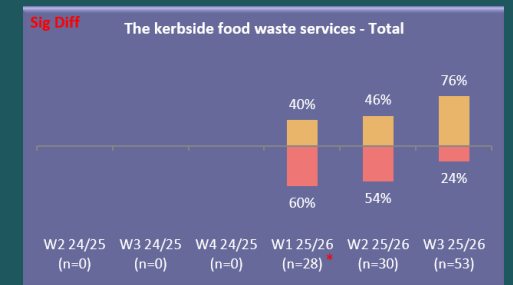
# Satisfaction rates for 11 main questions cont.

— 24/25 Benchmark  
 ■ 24/25  
 ■ 25/26



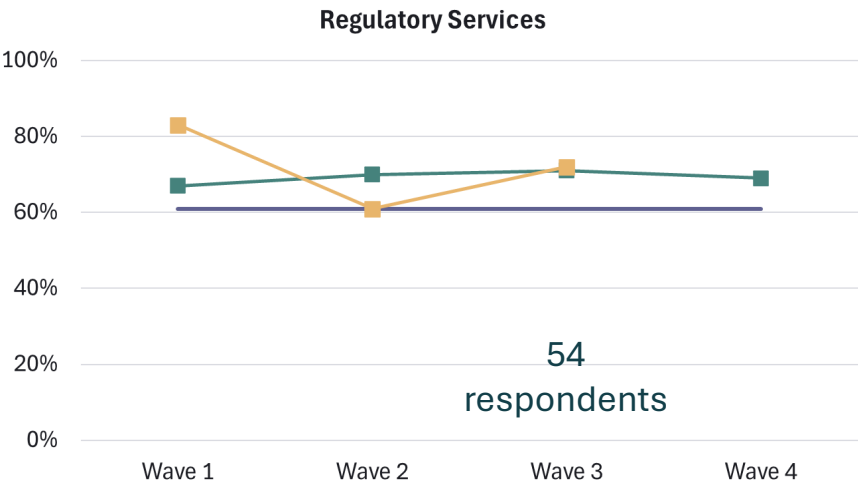
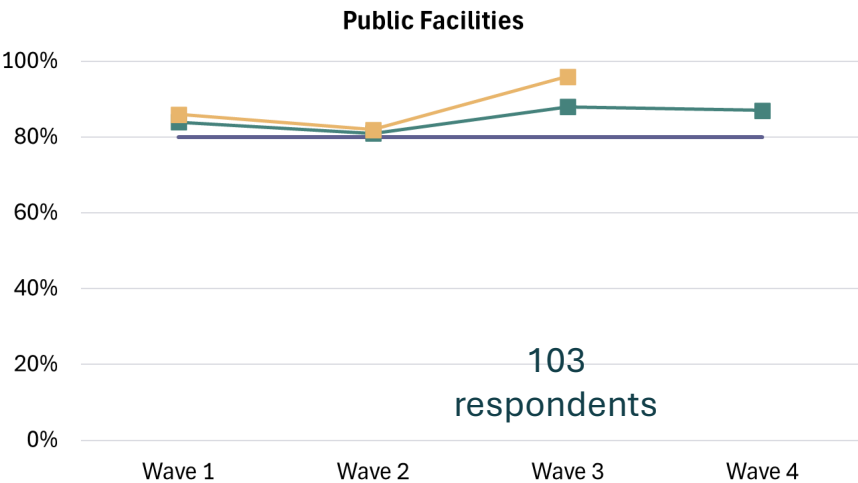
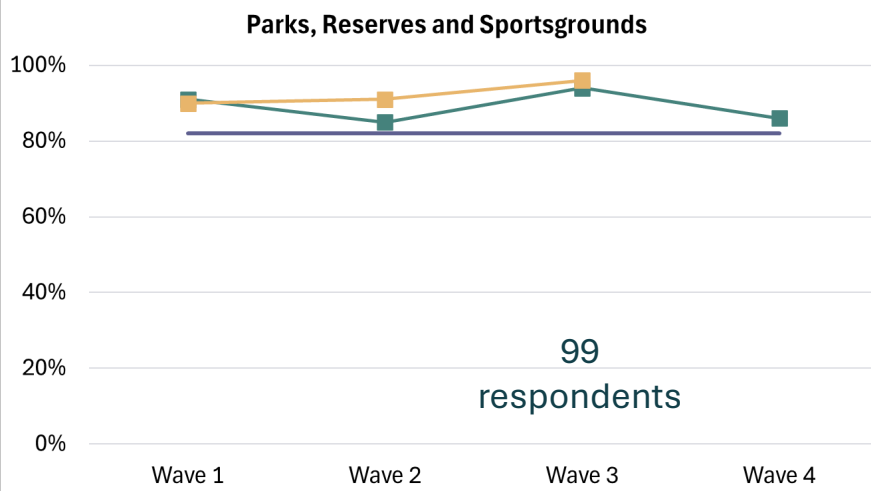
## Spotlight: Food waste

There has been a significant increase seen in recent wave for food waste.



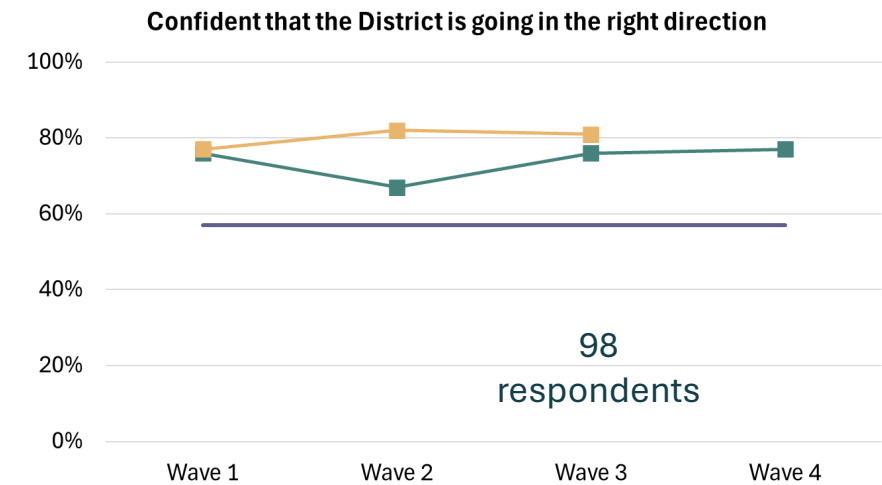
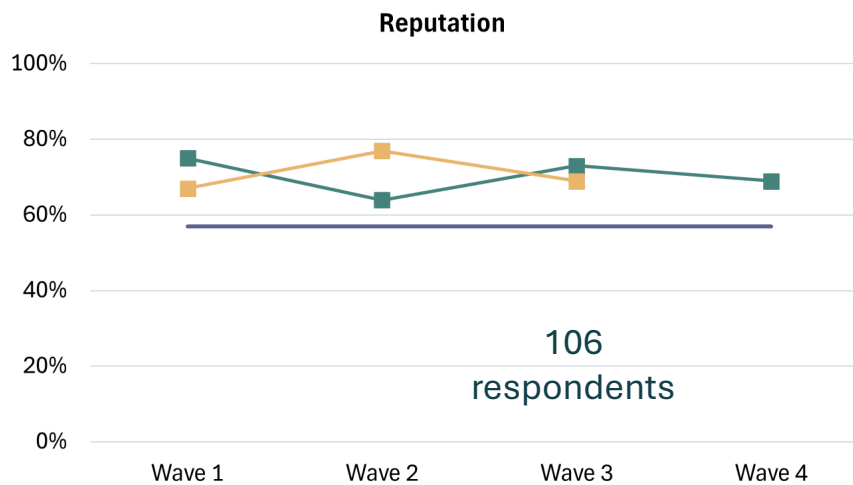
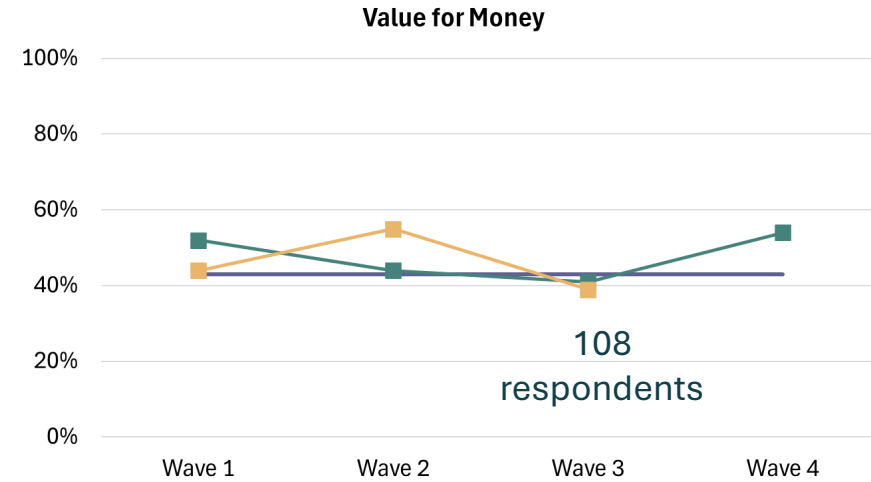
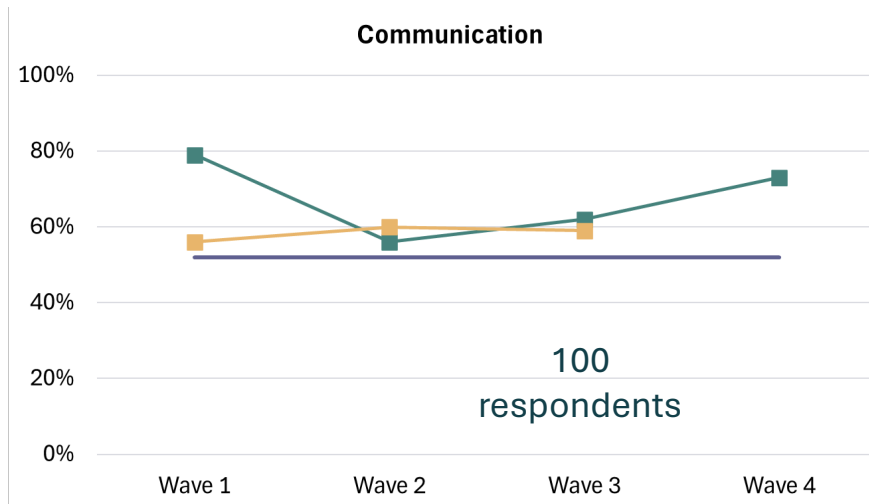
# Satisfaction rates for 11 main questions cont.

- 24/25 Benchmark
- 24/25
- 25/26



# Satisfaction rates for 11 main questions cont.

- 24/25 Benchmark
- 24/25
- 25/26

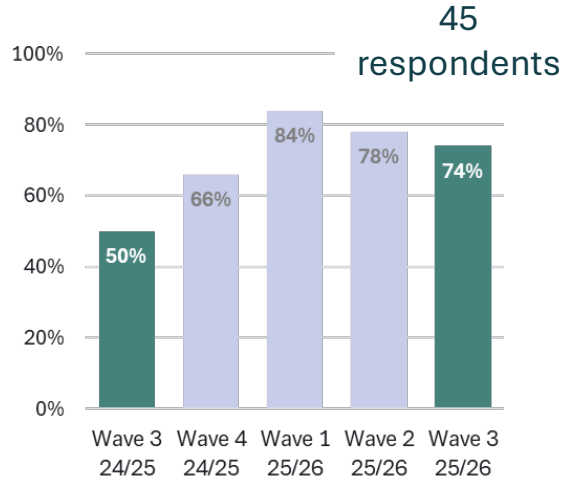


# Largest Increases and Decreases

- Across the 74 questions, 78% of the questions have shown an increase.
- One question saw a decline of 10% or more (A future planned together).
- 14 questions saw an increase greater than 10%.

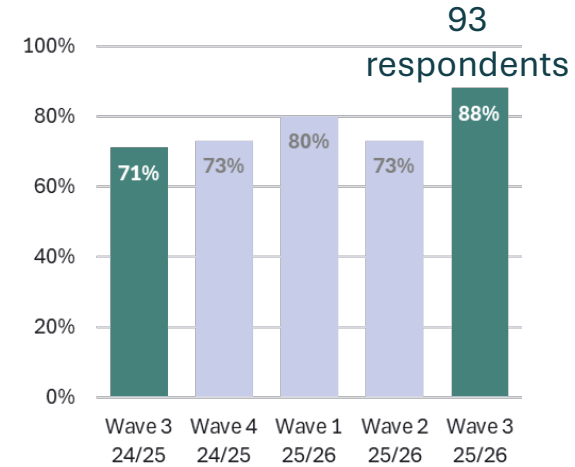
# Largest Increases

## Satisfaction with how long it took to resolve the



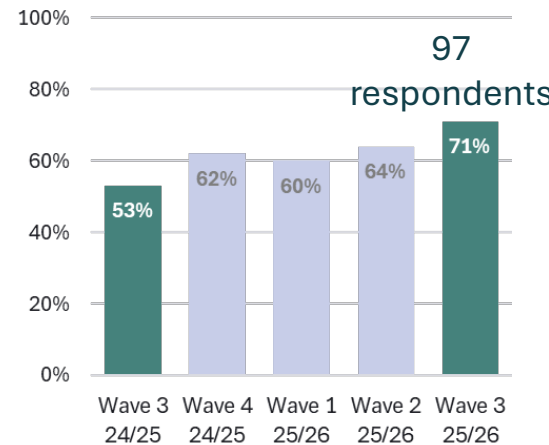
While there has been a small decrease compared to the last two surveys, this result remains significantly higher than last year.

## Overall satisfaction with water management



Overall satisfaction with water management reflects the combined performance of drinking water, wastewater, and stormwater. The increase is likely driven by improved satisfaction with stormwater.

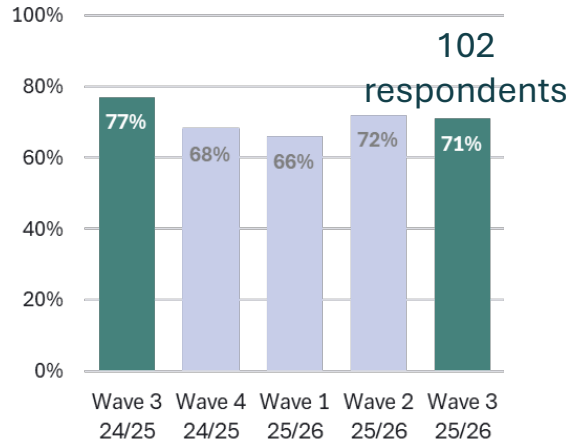
## Satisfaction with how well the stormwater system is maintained



While there is some positive feedback on maintenance activity, concerns persist around the maintenance of rural drains.

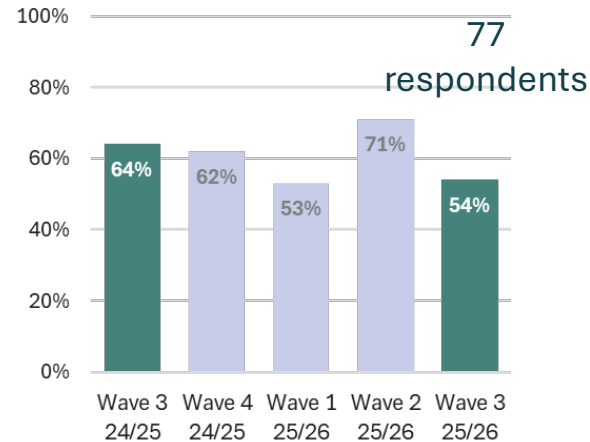
# Largest Decreases

## A prosperous, resilient economy

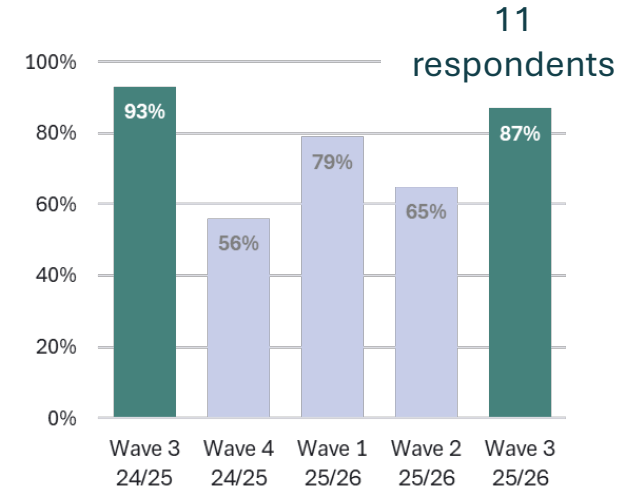


These two measures are related to our current community outcomes. These outcomes are due to be replaced with our new goals that are currently being consulted on. There is hope that the new goals will be easier to understand.

## A future planned together



## Satisfaction with managing liquor licensing



The decline in satisfaction is relatively small (8%) and is influenced by low response numbers. Despite this, the overall satisfaction rate of 87% remains high.

# Key Management Actions

- Continue using communication tools and channels to educate and inform our residents and to shift perceptions of council.
- Continue efforts and initiatives to improve enquiry handling.

# Comments

All the following are comments taken from the most current survey. Each has a title to show what question the comment is in relation to. These comments are a typical cross section of the survey.

## **Water Supply**

“Don't like drinking the water because it tastes funny at times.”

## **Regulatory Services**

“Building consents are too expensive.”

## **Waste Management**

“Has good management but the cost of the blue bags for rubbish disposal is a bit steep.”

## **Roads, footpaths and cycleways**

“Urban roads have not been improved to cater for the huge increase in vehicles using the roads and large trucks using critical intersections, creating serious safety concerns.”

## **Sewage System**

“I have never had a problem with the reliability of the sewage system, which I think is great. Good sewage means good hygiene, which is very important.”

## **Stormwater**

“Gutters, culverts and stormwater drains could be cleaned out and cleared more regularly to prevent surface flooding in some areas.”

## **Public Facilities**

“Usually not too bad, it depends on the people who use them. Makino Pool is good. Public toilets depend on the people before you. The Feilding library has less books than the old library and no future space to expand for more books and non digital resources.”

## **Parks, reserves, and playgrounds**

“Experiences at Kitchener Park and Kowhai with grandchildren have been excellent.”

## **Kerbside Collection**

“Efficient and any changes to days are well advertised.”

# Comments

## Community Funding

“It's hard to get through this unless I'm in the know.”

## A place to belong and grow

“Feilding is a good town with great facilities and a good sense of community.”

## An environment to be proud of

“People in general want the streets tidy, reserves tidy and used, they want rubbish removed regularly and efficiently, these things are well taken care of in our area.”

## A prosperous resilient economy

“Limited knowledge of what Council is doing.”

## A future planned together

“I'm sure that the Council has a plan for the future, but I'm not sure to what extent they have involved the community in creating it.”

## An infrastructure fit for the future

“I think there is still a lot of improvement that needs doing in this area.”

## Value for money and excellence in local government

“While rates are becoming more expensive, it is understandable that costs are rising, however, the Council should remember to do the basics well and minimise the nice to haves.”

## Enquiry Handling

“Complaint raised through Antenno, but the solution was not activated or acknowledged in a timely manner.”

## General Comments

“Reasonably satisfied but there's always room for improvement.”

## General Comments

“I think that the Manawatū is a great district to live in. I don't know about trusting Council.”

## General Comments

“There has been no specific reference to the mana whenua and the relationship and expectations between Manawatū District Council and iwi. Our town does not reflect its relationship and cultural value.”

## Council

Meeting of 20 May 2026

Business Unit: Community

Date Created: 11 November 2025

## Priority Service Contracts – Annual Reports

### Purpose Te Aronga o te Pūrongo

Every three-years Council makes Priority Services funding available to the community. Applications that meet the criteria in Manawātū District Council’s Community Development Policy are considered. Successful organisations enter into a three-year Priority Service Contract with Council and are required to report to Council on their performance against agreed performance measures at six-monthly and 12-monthly intervals.

The Priority Service Contracts for the previous triennium ended on 30 June 2025. This report presents the 12-month reports for the period 1 July 2024 to 30 June 2025 from the final three of the 18 contracted organisations. Council is asked to receive these reports.

The following organisations may be present to speak to their reports:

- St Johns Feilding Area Committee- Leigh Herewini
- Feilding Community Patrol- Wayne Cobham and Shane Watson
- Tenants Union- Cameron Jenkins

### Recommendation Ngā Tūtohinga

That Council receives all three 12-month Priority Service Contract reports for the period ending 30 June 2025 from:

- St Johns Feilding Area Committee
- Tenants’ Union
- Feilding Community Patrol

Report prepared by:  
Helen King  
Grants Connector

Approved for submission by:  
Lyn Daly  
General Manager – Community

## 1 Background Ngā Kōrero o Muri

- 1.1 Council commenced its first Community Development Strategy and new Community Development Policy on 1 January 2020. This included a Community Development Fund to procure Community Development Priority Services Contracts from community and voluntary organisations whose outcomes directly contribute to the delivery of the Community Development Strategy.
- 1.2 As a result of the Community Development Policy, an Assessment Panel was established to consider procurements for the Community Development Strategy delivery via Priority Service Contracts. Council gave delegated authority to the Assessment Panel to assess Priority Service Contract bids and to make a decision. The Assessment Panel was originally made up of the Chairperson and Deputy Chairperson of the former Community Development Committee, the General Manager – Community and the Community Wellbeing Manager.
- 1.3 To prepare for the procurement of the Priority Service Contracts and assist the Assessment Panel in assessing the proposals, Council conducted a series of Workshops to determine what the priority services would be and provide guidance on the procurement process.
- 1.4 Council was comfortable with direct procurement taking place when there was one sole provider of the service identified. Council was to tender for all others.
- 1.5 For the information of Council, the Assessment Panel was amended in 2024 following the dis-establishment of the District Development Committee and included three elected members, the General Manager – Community, the Community Wellbeing Manager and Her Worship the Mayor as ex officio.

## 2 Strategic Fit Te Tautika ki te Rautaki

- 2.1 The report and decision being sought aligns with the priorities of Council, as laid out in the Long-term Plan:

**A place to belong and grow:** by supporting organisations and services that allow people to feel safe, be connected and inclusive and be actively engaged in community activities that encourage social and cultural wellbeing for everyone.

**A future planned together:** ensuring meaningful input from contracted organisations so we work together to make our whānau and communities better and plan for a positive future for the district.

**Value for money and excellence in local government:** we focus on doing our best for the community by supporting organisations that improve quality of life for residents and enhance their life choices.

**An environment to be proud of;** we support organisations who protect and care for our the Manawatū's natural and physical resources.

### **3 Discussion and Options Considered Ngā Matapakinga me ngā Kōwhiringa i Wānangahia**

- 3.1 Following assessment of the proposals received, Council entered into priority service contracts with the following 18 organisations for the period ending 30 June 2025.
- Age Concern Palmerston North and Districts.
  - Awahuri Forest Kitchener Park Trust
  - Feilding and District Art Society
  - Feilding Community Patrol
  - Himatangi Beach Community Patrol
  - Manawatū Historic Vehicle Collection Trust
  - Manawatū Riding for the Disabled
  - Manawatū Rural Support Services
  - Manawatū Tenants Union
  - Manchester House Social Services
  - Neighbourhood Support Manawatū
  - Palmerston North Surf Lifesaving Club
  - Plant to Plate Aotearoa
  - SnapBACK Gym
  - St John Feilding Area Committee (ambulance)
  - Te Manawa Family Services
  - Whataunga Tuao – Volunteer Central
  - Youthline Central.
- 3.2 Council’s contract with Whānau Ātaahua Beautiful Families Trust ended in 2023/24. 2024/25 funding was not uplifted as the organisation was wound down.
- 3.3 Council’s contract with Awahuri Forest Kitchener Park Trust was only partially spent as the Trust only completed seven-months of the contracted work.
- 3.4 In accordance with the Community Development Policy, the 12-monthly reports presented by priority service contract holders, are to be received by Council. This reporting is an opportunity for Council to monitor progress against the Results Based Accountability (RBA) performance measures agreed to and included in the contracts.
- 3.5 Report templates were developed for each of the 18 organisations to capture the data required to report against the agreed RBA performance measures as well as any narrative in support of this data. These templates mirror the RBA performance measures contained within each of the schedules which form part of the respective contracts.
- 3.6 Having report templates ensures consistent reporting by contracted organisations and allows Council to see the progress being made on services being delivered against the level of investment it made and how much this investment has been of benefit to the community.
- 3.7 Below is a summary of performance for each of the three organisations presenting their 12-month report.

### **St Johns Feilding Area Committee:**

- Funding: \$10,000 per annum for the provision of the health service shuttle in Feilding. Reporting requirements were met and the required information provided. Council was not acknowledged as a funder in the organisation’s annual report, which is a condition of funding, however St Johns financial management is provided by the national finance team and the local area committee is working to ensure that Council is acknowledged in local financials for the new priority services contract.
- Delivery: A total of 916 clients (individuals) used the shuttle service, taking a total of 6,279 journeys. A total of 63 volunteers have assisted in the operation of the health shuttle service.
- Client experience/outcomes:
  - 100% of the shuttle service clients reported that they were highly satisfied or satisfied with the mobile shuttle service.
  - 100% of shuttle service clients strongly agreed or agreed that the service has increased their ability to access health appointments.
  - 100% of shuttle service volunteers (63 people) strongly agreed or agreed that they felt valued as a result of volunteering to operate the health shuttle service.
- Capacity and Change: Volunteer availability remains a primary factor influencing capacity to meet service demand. The service continues to regularly operate three vehicles from Monday to Friday with a fourth deployed when volunteer capacity allows or for dedicated trips to Wellington. Vehicle rotation and good fleet management has ensured that the service can sustain reliable and consistent service for clients while awaiting the introduction of a new replacement vehicle (late 2025).

### **Tenants’ Union (Formerly Manawatū Tenants’ Union)**

- Funding: the union received \$5000 per annum towards tenant advice and advocacy for individuals. Reporting requirements were met, the required information provided, and Council was acknowledged as a funder in the organisation’s annual report, in accordance with funding conditions.
- Service Delivery:
  - A total of 336 tenants were engaged with needing case management (Palmerston North and District) with 17 of these coming from the Manawatū District.
  - There was low response to the satisfaction survey with only six of the 17 tenants from within the district responding to the survey and the organisation acknowledged difficulties in getting post intervention feedback forms filled out. All six clients that did respond reported that they were “highly satisfied” or “satisfied” with the service.
  - A total of 326 (Palmerston North and District) tenants were supported to address a tenancy issue, and 100% of these “agreed” or “strongly agreed” that as a result of working with Tenants Union they have better access to secure, safe and affordable housing.

- **Activities and change:** As well as working with individuals, the Tenants Union delivered 34 education seminars, 11 of which took place in the district. A key factor for the organisation has been changes in central government funding. This has resulted in the need to move away from their current model of service and look to develop an alternative model.

### **Feilding Community Patrol**

- **Funding:** \$3,500 per annum towards patrol services for the Feilding Community. Reporting requirements were met, the required information provided, and Council was acknowledged as a funder in the organisation’s annual report, in accordance with funding conditions.
- **Delivery:** a total of 65 volunteers engaged in patrol activities totalling 1,004 total patrol hours. 217 incidents were reported to the police.
- **Client experience/outcomes:**
  - Of the 31 volunteers who answered the survey, 19 noted that they would score a 9 or 10 out of 10 for ‘likely to recommend’ the service.
  - 82% of community members surveyed (98 in total) “strongly agreed” or “agreed” that they felt a stronger sense of safety in their community as a result of the Feilding patrol’s presence.
- **Coverage and Change:** Over past months the patrol has been rostered on around 70-75% of days which represents a strong and consistent community presence. The expansion of housing in Feilding has created additional demand. A new online reporting system has streamlined communication and provided more accurate and timely information and strengthened coordination with the police.

## **4 Risk Assessment Te Arotake Tūrarū**

- 4.1 **Key risks:** Council’s key risk is that Priority Service Contract funding does not translate into the intended community outcomes within the contract term. This may occur where contracted organisations experience changes in capacity, capability, governance, staffing, demand, or other funding that affects their ability to deliver the agreed service levels and performance measures.
- 4.2 **Potential impacts for Council:** If these risks eventuate, Council may experience one or more of the following:
- contracted performance measures not met and/or outcomes not achieved;
  - unspent or misaligned expenditure against contract deliverables;
  - reduced service continuity for residents and impacts on community wellbeing;
  - reputational risk where expectations of delivery are not met; and
  - additional time and cost to manage contract issues, variations, or transition to alternative provision (where available).
- 4.3 **Controls and mitigations:** Council manages these risks through:
- contract schedules with clear deliverables, performance measures, reporting requirements, and funding conditions;

- six-monthly and 12-monthly reporting to identify delivery issues early and support timely response;
- relationship management oversight by the Grants Connector/contract manager that includes check-ins with providers;
- remedial actions agreed and monitored if required;
- contract variation and/or withholding or recovery of unspent funds if required.

## 5 Engagement Te Whakapānga

### Significance of Decision

- 5.1 The Council's Significance and Engagement Policy is not triggered by matters discussed in this report. No stakeholder engagement is required.

### Māori and Cultural Engagement

- 5.2 There are no known cultural considerations associated with the matters addressed in this report. No specific engagement with Māori or other ethnicity groups is necessary.

### Community Engagement

- 5.3 Community engagement is not required for this report.

## 6 Operational Implications Ngā Pānga Whakahaere

- 6.1 There are no operational implications with this report.

## 7 Financial Implications Ngā Pānga Ahumoni

- 7.1 The budget for the Priority Services Grants for the period ending 30 June 2025 was \$252,833.

- 7.2 This budget is made up as follows:

- \$10,000 – Age Concern Palmerston North
- \$5,833 – Awahuri Forest Kitchener Park Trust.  
*original funding was \$10,000 but Trust refunded 5 months of funding totalling \$4167*
- \$10,000 – Feilding and District Art Society
- **\$3,500 – Feilding Community Patrol**
- \$3,500 – Himatangi Beach Community Patrol
- \$15,000 – Manawatū Rural Support Services
- \$20,000 – Manawatū Historic Vehicle Collection Trust
- \$5,000 – Manawatū Riding for the Disabled
- **\$5,000 – Tenants Union**

- \$60,000 – Manchester House Social Services
- \$25,000 – Neighbourhood Support Manawatū
- \$15,000 – Palmerston North Surf Life Saving Club
- \$10,000 – Plant to Plate Aotearoa
- \$10,000 – SnapBACK Gym
- **\$10,000 – St John Feilding Area Committee**
- \$30,000 – Te Manawa Family Services – Youth and Parenting Programme
- \$5,000 – Whataunga Tuao - Volunteer Central
- \$10,000 – Youthline Central North Island Inc.

7.3 The three organisations represented in this paper (in bold above) relate to \$18,500 of the annual priority services fund.

## **8 Statutory Requirements Ngā Here ā-Ture**

8.1 The organisations who have entered into a priority service contract with Council have contractual obligations to furnish Council 12-monthly reports for the life of the contract which expired on 30 June 2025.

## **9 Conclusion Whakatepenga**

9.1 Representatives from the organisations referred to in this report may be in attendance at this Council meeting.

## **10 Attachment**

- (a) St Johns Feilding Area Committee
- (b) Tenants' Union
- (c) Feilding Community Patrol



## **RESULTS BASED ACCOUNTABILITY REPORT**

**1 July 2024 to 30 June 2025**

- Performance Measures - Data
- Performance Measures – Report
- RBA Schedule
- Financial Report

## St John Ambulance Feilding Area Committee RBA Data Report

Performance Measures	01 Jul-31 Dec	01 Jan-30 Jun	Total
<b>How much: Quantity of effort</b>			
Total # clients (individuals) who use the health shuttle service	453	463	916
Total # journeys	3148	3131	6279
Total # volunteers who operate the health shuttle service	32	31	63
<b>How Well: Quality of effort</b>			
# clients who identified they were highly satisfied or satisfied with the service (numerator)	453	463	916
<b>% clients report they are highly satisfied or satisfied with the mobile shuttle service</b>	100%	100%	100%
<b>Better Off? Effect of effort</b>			
# clients who strongly agreed or agreed that the service has increased their ability to access health appointments (numerator)	453	463	916
<b>% clients who strongly agreed or agreed the service has increased their ability to access health appointments (AO,S)</b>	100%	100%	100%
# volunteers who strongly agreed or agreed they felt valued as a result of volunteering to operate the health shuttle service (numerator)	32	31	63
<b>% clients who strongly agreed or agreed they felt valued as a result of volunteering to operate the health shuttle service (AO,S)</b>	100%	100%	100%

**St John Feilding Area Committee**  
**Results Based Accountability Narrative Reporting**  
**1 July 2024 to 30 June 2025**

Describe the key factors impacting on the performance measures.
<p>Volunteer availability remains a primary factor influencing our capacity to meet service demand. We continue to operate three vehicles Monday to Friday, with a fourth deployed when volunteer capacity allows or for dedicated trips to Wellington. Despite these variations, we continue to meet a high proportion of client requests through careful scheduling and effective use of available resources.</p> <p>Unplanned maintenance or repairs can occasionally affect service delivery; however, our proactive vehicle servicing and compliance programme significantly reduces downtime and ensures fleet reliability.</p> <p>External factors such as roadworks, traffic delays, or client cancellations are managed through flexible scheduling and real-time communication with drivers and clients. This adaptability allows us to sustain consistent, reliable service levels and ensure continuity of support for our community.</p> <p>Overall, our operational planning and volunteer coordination practices enable us to maintain strong performance outcomes, even when faced with variable conditions. This reliability ensures clients can continue to access essential appointments, social connections, and community services — contributing directly to improved wellbeing and independence across the community.</p>
Briefly describe any ideas or approaches you may have to improve or accelerate your performance.
<p>The development of <b>Hāpori</b>, our bespoke Health Shuttle booking and coordination system, represents a major advancement in service delivery and operational efficiency nationwide. Although the system’s launch was initially planned for earlier this year, it has been rescheduled to October–November 2025 to allow for additional development, testing, and integration, ensuring it is fully functional and reliable from rollout.</p> <p>Hāpori will enhance volunteer management by integrating compliance tracking for training and organisational requirements, supporting volunteers to remain current and effective in their roles. The system will also improve vehicle maintenance scheduling and oversight, helping to minimise downtime and optimise fleet performance.</p> <p>Updated passenger eligibility and service guidelines will be embedded to streamline bookings and ensure services are delivered to clients who meet the established criteria.</p> <p>Collectively, these improvements will drive greater efficiency, consistent service delivery, and stronger national coordination across our local, regional and national Health Shuttle network, supporting long-term sustainability and improved client outcomes.</p>
Please provide a detailed explanation of any non-reporting or variances in reporting against the contract.
<p>Our reporting reflects positive feedback from clients regarding the quality of our service, the professionalism and dedication of our volunteers, and the support provided by our administrator.</p> <p>Where volunteers end their service, this is primarily due to personal circumstances such as health challenges affecting themselves or their whānau, relocation, or other personal commitments, rather than dissatisfaction with the organisation or role. This demonstrates the strength of our volunteer delivered service and the supportive environment we work hard to maintain for our team.</p>

Is there anything else that you need to bring to our attention?

Vehicle rotation has been strategically implemented to optimise service delivery and support effective fleet management. This approach ensures that our available vehicles are used efficiently, reduces the risk of service disruption, and maintains operational capacity across all scheduled trips. By managing fleet resources in this way, we can sustain reliable and consistent service for clients while awaiting the introduction of a new replacement vehicle (anticipated to arrive at the end of 2025), ensuring both service continuity and long-term fleet sustainability.

Do you have a success story that you would like to share? (This may include a case study, video clip, presentation or other).

In April this year, a local woman came into the local office asking for the Health Shuttle booking number. She had just spoken with an overseas visitor in a local café, who had fallen and broken her leg while touring further north. The 'visitor' had come to Feilding to stay with the one person she knew in New Zealand, while waiting for a medical clearance to fly back to the UK.

Rather than simply giving her the number, our administrator went to Rosebowl Café to speak with 'Hayley' and arranged a booking for her to get to her Palmerston North Hospital – Orthopaedic appointment. Hayley was using a knee scooter, and since her friend worked during the day, she was incredibly grateful to have access to the HHStJ Feilding Health Shuttle.

For the next month and a half, Hayley relied on the Health Shuttle to attend her orthopaedic and physiotherapy appointments. When she was finally cleared to return home, she expressed deep gratitude—not only for the existence of the service, but for the warmth and generosity of our volunteers and people in the local community who supported her when she needed it most.

## Schedule 1

<b>Name of service, programme or initiative</b>	St John Feilding Area Committee
<b>Funding Amount</b>	\$10,000.00
<b>Term of contract</b>	3 years
<b>Direct Client/s</b>	Individuals Volunteers
<b>Funded Activities and Goals</b>	<ul style="list-style-type: none"> <li>Provision of health shuttle service in Feilding</li> </ul>

		QUANTITY OUTPUTS	QUALITY OUTPUTS	SKILLS & KNOWLEDGE	ATTITUDE & OPINION	BEHAVIOUR CHANGE	CIRC. CHANGE	POPULATION OUTCOMES
<b>Service component</b>	<b>Direct Clients</b>	<b>How much</b>	<b>How well</b>	<b>Better Off</b>				
Health Shuttle Service in Feilding	Individuals	Total # individuals who use the health shuttle service	% individuals report they are highly satisfied/satisfied with the service <sup>i</sup>		#/% individuals strongly agree/agree <sup>ii</sup> that the Health Shuttle Service has increased their ability to access health appointments <sup>iii</sup>			<b>Taha Whānau – We are actively engaged</b>
		Total # journeys <sup>iv</sup>						
	Volunteers	Total # volunteers who operate the health shuttle service			#/% volunteers strongly agree/agree <sup>v</sup> they feel valued <sup>vi</sup> as a			<b>Taha Wairua – We are connected and inclusive</b>

					result of volunteering to operate the health shuttle service			
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<sup>i</sup> Note; 5point likert scale from highly dissatisfied to highly satisfied

<sup>ii</sup> Note; likert scale as above.

<sup>iii</sup> Feeling valued is linked to the support provided by the St John Feilding Area Committee

<sup>iv</sup> A journey is defined as one way

<sup>v</sup> Note; likert scale as above.

<sup>vi</sup> Feeling valued is linked to the support provided by the St John Feilding Area Committee



**Hato Hone  
St John**

**Pro Forma Accounts 2025**  
for  
**Hato Hone St John - Feilding Area Committee**

## Hato Hone St John - Feilding Area Committee

### Statement of Financial Performance for the year ending 30 June 2025

	This Year \$	Last Year \$
<b>Income</b>		
Commercial Income	2,463	143
Fundraising Income	57,285	279,869
Internal Income	27,094	10,415
Non-operating Income	26,037	0
Operations Income	0	348
Investment Income	13,660	9,365
Other Income	45,716	41,735
<b>Total Income</b>	<b>172,254</b>	<b>341,876</b>
<b>Expenses</b>		
Bad Debts	0	414
Computer & Communications	2,469	3,180
Consultancy & External Fees	400	381
Cost of Sales	708	0
Depreciation Expense	27,744	35,177
Internal Expenses	180,163	13,254
Labour Costs	0	3,119
Marketing Advertising and PR	2,203	3,107
Occupancy Costs	35,234	24,621
Office Expenses	4,554	3,298
Other Operating Costs	7,907	4,053
Other Personnel Costs	23,808	19,758
Supplies	37	0
Vehicle Costs	52,693	62,856
<b>Total Expenses</b>	<b>337,922</b>	<b>173,218</b>
<b>Net Profit/-Loss</b>	<b>(165,668)</b>	<b>168,658</b>

## Hato Hone St John - Feilding Area Committee

### Statement of Financial Position for the year ending 30 June 2025

	This Year \$	Last Year \$
<b>Current Operating Assets</b>		
Cash & cash equivalents	7,387	261,971
Trade & other receivables	4,615	8,131
	<u>12,002</u>	<u>270,102</u>
<b>Current Operating Liabilities</b>		
Trade & other payables	40,202	55,579
	<u>40,202</u>	<u>55,579</u>
<b>Net Operating Capital</b>	<u>(28,200)</u>	<u>214,523</u>
<b>Fixed Assets</b>		
Property, plant & equipment	934,594	928,529
<b>Reserved Investments</b>		
Loans & Advances - Area Committees	160,990	90,000
	<u>160,990</u>	<u>90,000</u>
<b>Net Assets</b>	<u><u>1,067,384</u></u>	<u><u>1,233,052</u></u>
<b>Reserves</b>		
Surplus/-Deficit	(165,668)	168,658
Retained Earnings	1,233,052	1,064,394
	<u><u>1,067,384</u></u>	<u><u>1,233,052</u></u>

These summary financial statements have been extracted from the audited full consolidated financial statements of The Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem ('Parent') and its subsidiaries. The full consolidated financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ('NZ GAAP'). They comply with the New Zealand Equivalents to Public Benefit Entity Accounting Standards ("PBE") as appropriate for Tier 1 not-for-profit public benefit entities.

  
 Hato Hone St John Area Committee 2025  
**Michelle Teirney**  
 Deputy Chief Executive  
 Finance & Business Insights

## Hato Hone St John - Feilding Area Committee

Notes to the financial statements  
for the year ended 30 June 2025

	This Year	Last Year
	\$	\$
<b>1. Cash &amp; Cash equivalents</b>		
Current Account	7,387	261,971
<b>TOTAL</b>	<b><u>7,387</u></b>	<b><u>261,971</u></b>
<b>2. Trade &amp; Other Payables</b>		
Trade Payables	35,236	28,000
Payables to Related Parties	4,966	27,579
<b>TOTAL</b>	<b><u>40,202</u></b>	<b><u>55,579</u></b>
<b>3. Property, Plant and Equipment</b>		
<b>Land</b> Cost	<u>184,490</u>	<u>184,490</u>
	184,490	184,490
<b>Buildings</b> Cost	1,058,274	1,058,274
Accm Depn	<u>(387,948)</u>	<u>(366,782)</u>
	670,326	691,491
<b>Equipment</b> Cost	47,065	47,065
Accm Depn	<u>(40,551)</u>	<u>(38,835)</u>
	6,513	8,229
<b>Furniture and Fittings</b> Cost	72,986	39,465
Accm Depn	<u>(28,010)</u>	<u>(23,147)</u>
	44,976	16,318
<b>Vehicles</b> Cost	233,178	233,178
Accm Depn	<u>(233,178)</u>	<u>(233,178)</u>
	0	0
<b>Assets in Progress</b>	<u>28,289</u>	<u>28,000</u>
<b>Total</b>	<b><u>934,594</u></b>	<b><u>928,529</u></b>

# Te Pūrongo ā-tau o Hato Hone St John

## Hato Hone St John Annual Report 2024/2025



*Alongside you*  
**FOR 140 YEARS**



**Hato Hone  
St John**



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## We make it better *Whakapai Ake*

Hato Hone St John (HHStJ) is a charitable organisation, providing emergency ambulance and community health services across New Zealand.

Over 11,500 team members help care for people every day, improving health outcomes, building resilience and stepping forward when help is needed.

As the emergency services arm of the health sector, Hato Hone St John ambulances serve 90% of New Zealanders across 97% of the country. This year, there were 688,378 emergency calls and we treated or transported 549,150 patients.

To meet the broader health needs of New Zealanders, our innovative, trusted health care services help to tackle underlying issues affecting wellbeing, and create connections for stronger communities. In the past year, we taught life-saving skills to 110,102 tamariki via our St John in Schools programme, provided peace of mind for 60,396 of our elderly and vulnerable with our medical alarm service, and completed 94,631 Waka Ora Health Shuttle client trips.

## Ka whai tātou i te pikinga o te ora Making life-changing differences with our communities

### Saving lives

**688,378**

emergency calls for  
an ambulance

**549,150**

patients treated and/or  
transported by ambulance  
personnel

**2,906**

events attended



### Building resilient communities

**110,102**

tamariki participated  
in St John in Schools

**3,047**

youth members

**905**

Hato Hone St John  
defibrillators in  
communities



## Caring for whānau

**94,631**

Waka Ora Health Shuttle client trips

**60,396**

medical alarm customers

**96,730**

people trained in physical/  
mental first aid



## Our people in action

**3,353**

Hato Hone St John paid staff

**8,057**

volunteers

**2,299**

ambulance volunteers



## Trusted by Aotearoa New Zealand

**12<sup>th</sup>**

year as one of Aotearoa's  
most trusted charities

**85.9%**

patient satisfaction

**Top 5**

most attractive employers in New Zealand

# Tō tātou tū i Aotearoa

## Our place in Aotearoa New Zealand

### Tō tātou moemoeā | Our vision

**Ko te mana ora ōrite**  
Enhanced health and wellbeing for all

### Tō tātou whāinga | Our purpose

**Ka whai tātou i te pikinga o te ora**  
To make life-changing differences with our communities

### Whāinga rautaki | Our strategic aims



Improving health for all through excellent care and services



Committing to equity for Māori



Partnering for greater impact



Empowering our people to thrive



Achieving financial and operational sustainability

### Tūmahī | Our functions

#### He Ratonga Waka Manaaki The Ambulance Service



Triage and assessment of 111 calls for help



Optimal response, advice or referral



Contemporary and evidence-based care



Support for the wider health sector



Health education



Health access



Health monitoring

*Prevention and wellness*

### Kotahi ngā whāinga | Our shared goals



Cardiac arrest survival



Falls prevention and response



# Piritaha

## We stand side by side

### Priory Board (as at June 2025)



**John Whitehead**  
Chair of the Priory Board



**Brendan Wood**  
Deputy Chair of the Priory Board



**Alma Hong**  
Priory Board Member



**Maxine Moana-Tuwhangai**  
Priory Board Member



**Brent Nielsen**  
Priory Board Member



**Amit Prasad**  
Priory Board Member



**Paula Rose**  
Priory Board Member



**Chris Watson**  
Priory Board Member

### Executive Leadership Team



**Peter Bradley**  
Chief Executive



**Cameron Brill**  
Deputy Chief Executive  
Corporate Operations



**Emma Butler**  
Deputy Chief Executive  
People, Communications  
& Engagement



**Pete Loveridge**  
Deputy Chief Executive  
Community Health



**Jon Moores**  
Deputy Chief Executive  
Strategy and Executive Operations



**Dan Ohs**  
Deputy Chief Executive  
Ambulance Operations



**Michelle Teirney**  
Deputy Chief Executive  
Finance & Business Insights



**Damian Tomic**  
Deputy Chief Executive  
Clinical Services

#### Haere rā Maxine Moana-Tuwhangai MNZM JP

We want to acknowledge and farewell our Priory Board member, Maxine Moana-Tuwhangai MNZM JP, who sadly passed away on 16 August 2025.

Maxine joined our Priory Board on 1 October 2020, and from the onset she supported and guided our journey and strategy towards committing to equity for Māori. She brought such grace into our midst and never failed to remind us to celebrate how far we have come. As Chair of the Tāhuhu Komiti and member of the People and Capability and Clinical Governance Committees, Maxine challenged our thoughts and brought a rich perspective, informed by her wide-ranging experience. We will miss the valuable insights she always brought.

E te Rangatira, e te whaea e Maxine, moe mai i roto i ngā ringaringa o te hepara pai. Haere, haere, haere ki ou tūpuna i tēnei rā.



# Chancellor's Report

**Ehara tāku toa i te toa takitahi, engari he toa takitini**

**Success is not the work of an individual, but the work of many**

This year marked my fifth as Chancellor of Hato Hone St John and I feel honoured to be able to continue my work with this incredible organisation.

As we commemorate our 140th anniversary, I want to reflect on our history and pay tribute to the giants on whose shoulders we stand as we continue to evolve to serve the changing needs of our communities. I am proud to be a member of an organisation with such a legacy of serving the people of Aotearoa New Zealand.

## Our people and the community

My involvement with the New Zealand Royal Commission on COVID-19 Lessons Learned | Te Tira Ārai Urutā concluded at the end of November and since then, I have enjoyed getting back to full involvement with my role as Chancellor.

This year I had the privilege to represent Hato Hone St John at the Waitangi Day Dawn Service and say a karakia along with political and other public leaders. Our presence was significant and a testament to our commitment to equity for Māori and Te Tiriti O Waitangi.

I also took the opportunity to visit our Area Committees, Community Programmes and Ambulance teams in Canterbury and Central Otago. I enjoyed having open and frank

discussions with our people about their work and always feel inspired after these conversations.

## New horizons

St John Day 2025 marked the start of a new chapter for our previous Priory Dean, Archbishop Emeritus Sir David Moxon KNZM, GCStJ, MMCM, who started in his new role as Prelate of the Most Venerable Order of the Hospital of St John of Jerusalem. This is one of the most senior roles in the International Order a New Zealander has ever held and my sincere congratulations go to Sir David for this significant appointment.

With the departure of Sir David, I am delighted that Priory Chapter has appointed Bishop Ross Bay OSTJ QSM as our new Priory Dean. This is the first time we've had a new Priory Dean in five years, and I look forward to working alongside Ross as he steps into this important role.

Dr Steve Evans GCStJ completed his term in the international role of Sub Prior, and we welcomed him back as he recommenced his activities with Hato Hone St John.

## Our governance

Priory Chapter is the most senior governance body of our organisation, and I want to acknowledge the important work they do. This year Lynn Mosley CStJ, Grant Crowley OSTJ and Cam Fraei OSTJ were welcomed to Priory Chapter as our newest elected members, and Chu May Chan OSTJ was welcomed back after re-election. We also farewelled Priory Chapter members Nic Gini DSTJ and Brenda Hynes CStJ, as well as Todd Skilton CStJ, the Librarian. My heartfelt appreciation to you all for your contributions to the mahi of the Priory Chapter.



Priory Chapter also appointed Alma Hong and Brent Nielsen CStJ to the Priory Board for a three-year term and I look forward to continuing to work with them.

## Engaging with St John International

This year, the Grand Council meeting was held in Cardiff, Wales. The theme was *volunteering*, and it was interesting that while there are differences in approach, we all share a strong reliance on volunteers and face similar challenges.

Thanks to the generous funding support and guidance from the Bible Society, this year our Priory Dean, chaplains, Order Affairs Committee and Order Matters team worked together to produce our first ever Hato Hone St John branded Bible. Many emergency services and organisations have their own copy of the Bible containing helpful organisation-specific information to assist in times of joy or sadness, and we are delighted to now offer the same for our people.

## Thank you

As we look to the next 10 years, I want to take a moment to thank our Order members, Governors, Priory Officers, Regional Boards, Area Committees, volunteers, management and staff, as well as community partners, funders, and donors. It is your ongoing dedication that makes this organisation so remarkable, as we continue to serve the people of New Zealand in many different ways to meet the ever-increasing demand for our services. ●

*John Whitehead*

**John Whitehead** CNZM KStJ,  
Chancellor and Chair of the  
Priory Board/Tumuaki

# Chief Executive's Report



## Kia ora tātou,

As I reflect on the year that's been, I continue to be incredibly proud of the work we do and the achievements we've made – and this year provided us with a significant milestone to help us look back on just how far we've come.

## Celebrating our legacy

This year marked 140 years since our organisation was first established in Aotearoa New Zealand. From our humble beginnings in Christchurch, to one of the largest community health and emergency service providers in the country, being alongside New Zealanders for such an incredible amount of time is truly remarkable. I couldn't be prouder to lead this organisation as we continue serving our communities to 150 years and beyond.

## Looking to the future

While celebrating a milestone gives us the chance to reflect on where we've been, it also gives us the opportunity to look to where we're going. We spent some time this year refreshing our organisational strategy, *Manaaki Ora*, which will take us through to 2035 and our 150-year anniversary. As part of that, we also refreshed our Ambulance Service and Community Health strategies, all with the intent of having clear aims and aspirations as to what we want our services to deliver over the next 10 years.

More immediately, we are continuing to plan and prepare for the new Emergency Ambulance Service contract which comes into effect on 1 July 2026. The next six months will

be crucial as we look to negotiate a new contract that delivers the funding to be sustainable once and for all, and we welcome the National Party and NZ First Coalition Agreement to increase our funding levels as part of this.

## Campaign and project success

Our Light the Way Annual Appeal was hugely successful this year, with the people of Aotearoa New Zealand generously getting behind us as we raised money for the rebuild of 13 critical ambulance stations. It is always great to be reminded in person how much people value all that we do, and my thanks go to everyone who supported the campaign throughout the month of June, including the group of very generous donors who doubled donations made on Giving Day.

Shocktober was another success of the year, with more than 35,000 New Zealanders learning lifesaving skills at sessions delivered by our community educators, First Aid Training teams, and St John in Schools teams across the motu. This is a big event for us each year right across the organisation – thanks to everyone who was involved in this campaign to get as many Kiwis as possible trained to save lives.

The Commonwealth Heads of Government Meeting took place in Samoa in October. New Zealand provided significant support to this, with more than 600 NZ personnel involved from a wide range of agencies, including Hato Hone St John. The Ministry of Foreign Affairs & Trade funded us to send a

small contingent of ambulance staff and vehicles over to Samoa. I'm proud we were asked to support this important occasion, and I'm equally proud of how our team represented us.

## Trust and gratitude

We were once again named one of the nation's most trusted charities as part of the Reader's Digest Most Trusted Brand awards this year. Trust is something we don't take for granted, and after 140 years serving our communities, we know it's something earned and not given.

My sincerest thanks to all our people, both our 3,353 paid staff and our 8,057 volunteers, for your contribution to the essential work we get to do or support, every day. Whatever your roles – thank you to each and every one of you for all that you do.

A big thank you must also go to our Ambulance Service Purchasers, ACC and Health New Zealand, our health partners and key stakeholders, and emergency service partners, Wellington Free Ambulance, Fire and Emergency New Zealand and New Zealand Police. We look forward to working with you as we continue to make life-changing differences within our communities over the next 10 years and beyond. ●

**Peter Bradley** CBE KStJ,  
Chief Executive/Tumu Whakarae



## Partnering to meet *community needs* **July – September '24**

This year has seen our people lead change, develop solutions, and work with partners to strengthen our emergency response, clinical care, and support for communities across Aotearoa.

Over the next few pages, we take a look back at our year, with key achievements from across the organisation highlighted by quarter.

### **One of the most significant changes within our ambulance service has been the establishment of the Integrated Operations Centre (IOC).**

This centre is reshaping how we manage ambulance operations by bringing together Call Handling, Dispatch, Clinical Desk, Air Desk, Clinical Hub, National Operations and Emergency Centre, the Health Transport Operations Centre, and Emergency Management (and their supporting teams) into a single coordinated function. By bringing these areas together, the IOC strengthens real-time operational oversight, and enables faster and more informed decision-making, ensuring our people and patients are better supported.

We also strengthened our commissioning and advocacy functions to improve how we work with purchasers and health sector partners. This new way of working is already helping us collaborate more effectively across the system and build the case for future funding in the lead up to our next ambulance service contract negotiation.

Resilience and preparedness remained a strong focus. Our people progressed planning for large-scale emergencies through the Catastrophic Plan, developing hazard-specific responses to ensure the service can adapt to events ranging from severe weather to rare space weather scenarios. Alongside this, our Major Incident Support Teams (MIST) continued to grow capability and

readiness, ensuring we have specialist personnel trained and equipped to provide additional support during major incidents.

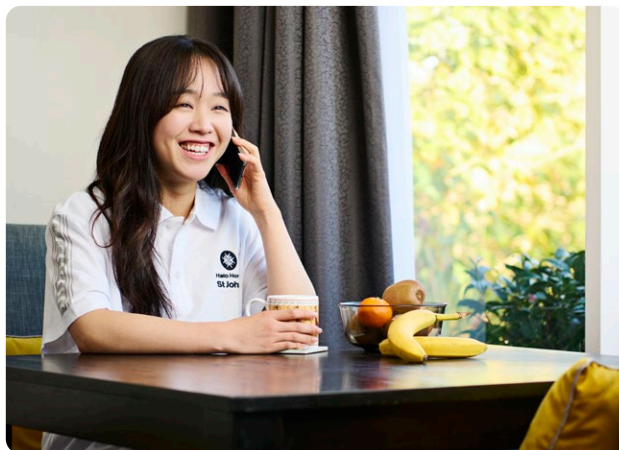
Patient Transfer Services continued to play a vital role in supporting hospital flow. By providing timely inter-hospital transfers and discharges, Patient Transfer Services help reduce system pressure and ensure patients receive the right care in the right place. This contribution is important all year round, but it becomes especially critical through the winter months when the wider health system is under significant strain.

In July, we launched our Waka Ora Health Shuttle service in North Hokianga following a dedication ceremony. Māori residents in North Hokianga face significant challenges in attending health appointments, which has been leading to disproportionate non-attendance in the region. To help mitigate these outcomes, we now offer transport to health appointments for residents in Pawarenga, Panguru, and Mitimiti.

**Ten of our Hato Hone St John Youth trained and fundraised hard to represent us and Aotearoa New Zealand at this year's inaugural Asia Pacific Youth Competitions, held from 26 July – 4 August.**

Abby Thomas was named best Home Nursing competitor and our team was announced as second overall behind Hong Kong – an outstanding achievement.

In August, we welcomed ASB as our major sponsor for our St John Caring Caller programme. The programme has been operational for 26 years and is dedicated to combating loneliness and social isolation through weekly phone calls from our volunteers. Together with ASB, we're committed to enhancing the Caring Caller programme's impact, ensuring it reaches more individuals in need of companionship and support. Over the next three years, this partnership will help elevate awareness, attract more volunteers, and increase the programme's reach across the



motu | country. About 50,000 connection calls are made annually at present, and this number is expected to grow as we engage more Kiwis, particularly in rural areas.

**During Te Wiki o te reo Māori | Māori Language Week in September, we re-launched our Aka Whiri app.**

The app was refreshed with brand new content and a new look to support our Māori cultural competency journey. The Aka Whiri app contains learning content and resources to help our people kōrero | speak in te reo Māori and engage in tikanga Māori with confidence. It's an important tool that supports our Aka Strategy goal to authentically engage and partner with Māori, as well as our strategic aim of Committing to equity for Māori.

In September, our Property Services team won Facilities Management Team of the Year at the Facilities Management Association of New Zealand awards. We have a small team for the size of our property portfolio, and through the award, we were able to show everyone the amazing outcomes we have achieved, the challenges we face, and the importance of the work we do to ensure property service assets support service delivery. ●

Our Youth team returns from the Asia Pacific Youth Competition





## Building sustainability for *future generations*

# October – December '24

Our Emergency Ambulance Service continued to focus on performance this quarter, achieving faster RED 8-minute response times in towns and cities and exceeding all targets for our most critically unwell patients, despite increasing demand and with no additional ambulance resources. These results reflect the commitment of our people and the focused effort behind district-based improvement plans, supported by real-time monitoring, purchaser reporting, and national oversight.

**A key enabler of this progress was the introduction of a new hospital ramping policy, designed and delivered in close collaboration with hospitals.**

By embedding proactive monitoring and active management of patient flow, we worked with hospital teams to prevent delays before they

occurred. This collaborative approach has created lasting change, keeping ambulances available in the community, and ensuring patients move more smoothly into hospital care when they need it most.

In October, our Event Health Services team deployed a specialist contingent to Samoa to support the Commonwealth Heads of Government Meeting, working alongside the New Zealand Medical Assistance Team. This high-profile deployment showcased our expertise in delivering major event medical support on the world stage.

We played an active role in the Health New Zealand-led Rural Unplanned Urgent Care review, including PRIME (Primary Response in Medical Emergencies), contributing our operational expertise and supporting implementation. We also prepared the annual Out-of-Hospital Cardiac Arrest report, which for the first time measured the impact

of interventions such as bystander CPR and defibrillation through an equity lens. The report tracks progress against the Out-of-Hospital Cardiac Arrest Survival Improvement Strategy, which aims to deliver meaningful improvements in 30-day survival for people who suffer cardiac arrest in the community.

**During our annual Shocktober campaign, our community educators taught an incredible 21,350 more New Zealanders how to save a life via our 3 Steps for Life programme.**

This is thanks in part to 'Save Your Teddy', where young students learned CPR skills at school by getting hands-on practice with their favourite teddy bear on World Restart a Heart Day (16 October).

We extended our contract with the Ministry of Social Development (MSD) for the provision of medical alarms. The MSD Anywhere product range has experienced significant growth, with one of every two new customers choosing a mobile product as part of their overall medical alarm package, and over the year we grew by 2,950 connections. Additionally, demand for mobile products for self-funded customers has also increased by over 250 new connections. These figures demonstrate a growing preference for mobile and flexible alarm solutions.

Hato Hone St John was named Ryman Healthcare's official charity partner for 2025 – a partnership set to make a meaningful difference in communities across Aotearoa New Zealand. The decision around which charity to partner with is voted on by residents and team members and is highly contested each year, making it an honour for us to be chosen. The partnership aligns closely with our mission to deliver life-changing care and marks a powerful opportunity to deepen community connections and support wellbeing across generations. Throughout the year, Ryman villages will rally together with fundraising events such as bake sales, raffles, quizzes, and themed dress-up days. Ryman then matches the funds by up to \$250,000, giving a huge boost to the total amount raised.

Throughout the year, Hato Hone St John has been working with Next Generation Critical Communications to develop the Public Safety Network on behalf of emergency services. The goal is to deliver mission-critical frontline communications to support the operational capability of New Zealand's emergency services staff and volunteers, and to keep them and the wider public safer.

In November, a key milestone for the project was achieved when Cellular QPP (Quality, Priority and Pre-emption) was enabled, allowing emergency communications to take priority over other mobile users on the Spark and One NZ cellular networks when the networks are congested or degraded, for example when there is a natural disaster. All phones and devices were fitted with a new PSN SIM, and as part of the funding provided by Health New Zealand, HHStJ has also been able to purchase new cell phones with PSN SIMs, which were distributed to all PRIME sites.

Another key deliverable of the project is ensuring we're ready to be part of the new digital Land Mobile Radio network. Expert collaboration across the teams is needed to upgrade the equipment in our ambulances and stations with as minimal disruption to fleet as possible.

**Nearly 1,000 ambulances (across 18 different vehicle types) are being equipped with new radio terminals, antennas, and associated equipment to enable them to use the new Public Safety Network when it starts in 2026 without any interruption to frontline services.**

In November, our Legal team received industry recognition at the In-house Lawyers Association of NZ conference awards, winning the Small In-house Legal Team of the Year award, and Philie Deo was also recognised as the New In-House Lawyer of the Year. At the NZ Law Awards, Hato Hone St John was acknowledged as an Excellence Awardee for the In-House Team of the Year. ●





## Bringing our *mahi* to life

# January – March '25

Ambulance volunteering took a major step forward this quarter with the Availability Messaging System (AMS) rollout commencing, transforming how we mobilise our volunteer workforce. AMS enables real-time visibility of volunteer availability and responses, reducing delays and giving dispatchers confidence that the right people were on their way. For ambulance volunteers, AMS created stronger connection and more flexible ways to contribute, strengthening rural equity in emergency care and ensuring more communities can rely on timely first response when every minute matters.

**Secondary Triage expanded this quarter, with more patients receiving telephone assessment from clinicians, many via remote triage (using a Paramedic at a station).**

Many cases could be resolved with clinical advice over the phone or referral to another health provider, while others were confirmed as requiring a face-to-face ambulance response. This delivers timely care for patients, makes more efficient use of our resources, and reduces unnecessary emergency department presentations, helping to protect the wider health system.

A national survey of obstetric care experiences shaped updates to the Continuing Clinical Education curriculum. More than 2,200 personnel completed training on the latest Clinical Practice Guideline updates, supporting consistent, evidence-based practice across the service.

We have been advocating for the ambulance service to be formally recognised in the new Emergency Services Bill. The Bill would enable this recognition, paving the way for stronger engagement across all phases of emergency management planning. We also began a series of meetings with Associate Minister of Health Casey Costello, focusing on funding for the next Emergency Ambulance Service contract, our commitment to efficiency, and the growing value we deliver to the wider health system.

Across the quarter, we provided full volunteer Event Health Services medical support for Relay for Life events across Aotearoa, ensuring participants had the support they needed.

In March, the Property Development team was announced as Silver awardee – Civic category, New Zealand Commercial Project Awards 2025 for

Te Puna Oranga Ngakau | Levin Ambulance Station. The station was built to be operational immediately after an earthquake or other natural disaster, making it a crucial part of Horowhenua’s community resilience infrastructure.

Also in March, we introduced our Speak Up line, which provides another avenue to help our people raise and escalate serious workplace concerns. This initiative helps to consolidate the messaging behind the 2024 launch of our Te mana o te pono | Integrity Charter, of which one of the core principles is to Kōrerotia | Speak Up.

Our commitment to Diversity, Equity and Inclusion remains strong and engagement with our live Diversity Speaker Sessions and online eLearning modules continues to grow. It has also been great to see many frontline team members joining and incorporating these sessions into their continued professional development requirements.

**It’s been a year since we first launched our Hato Hone St John branded defibrillators and in that time we have sold 905 units.**

In an organisation first, the branded Automated External Defibrillators (AEDs) help support our aim of increasing the number of defibrillators in the community, therefore improving Aotearoa New Zealand’s Out of Hospital Cardiac Arrest statistics.

March also marked 12 months since we introduced new marketing personalisation technology that enables us to personalise online experiences. With tailored website banners, dynamic ambulance membership content, donation and shopping cart prompts, we’ve enhanced the web experience by making content more relevant and helpful, and converted associated revenue of \$350,000.

This year, we were proud to be named one of the Top 5 Most Attractive Employers in New Zealand in the 2025 Randstad Employer Brand Research. This independent research explores what Kiwi workers value most in an employer, and we’re honoured to have been recognised for our strong reputation, commitment to equity, and contribution to society.

**Levin Ambulance Station**



Harrisville School donated AED – supplied by Christine Petrie

We celebrated the first anniversary of our organisation-wide internal newsletter, Tūhono. The average read rate has remained steady at over 50% – great engagement for an organisation of HHStJ’s size, geographical spread, and workforce type. Externally, we continued to share the positive impact our services are having on improving the healthcare needs of communities. Stories about the amazing people who work here and the mahi | work they do continue to grow our audiences and engagement across different social media channels.

We received Toitū certification for a third year. This means our emissions data, inventory, and management reporting has passed third party audit, an achievement which has been realised through an organisation-wide commitment to delivering more sustainable healthcare.

With the support of major partner ASB, the very first electric ambulance in Australasia went into service last year as part of a trial to understand how well EV would perform in context of the emergency ambulance service. Following comprehensive driver training and testing, the custom-built Ford E-Transit was put into service in Hamilton with charging infrastructure donated by YHI.

**Six months into the trial, the EV ambulance had attended 274 incidents, travelled 6,500km in the metro urban areas of Hamilton and insights show it can complete a 12-hour shift without range anxiety.**

Our ambulance operations team report that it is comfortable, stable, and fast to drive and the patient compartment is 15% quieter than a standard ambulance. ●



## Celebrating our history and *building our future* April – June '25

In April, we celebrated 140 years since the first Branch of the St John Association in Aotearoa New Zealand was established. On 30 April 1885, a public meeting was held at the Merivale Church school hall in Christchurch, and it would signal the beginning of our long-standing commitment to the health and wellbeing of New Zealanders.

**To commemorate the occasion, we launched our “Alongside you for 140 years” anniversary celebration mark and other assets for our people to use in their digital communications.**

Workforce growth was the focus for our ambulance service this quarter, with the relaunch of the Residential Emergency Medical Technician (R-EMT) programme drawing 373 applications for 54 places across our 15<sup>th</sup> and 16<sup>th</sup> cohorts. This six-month residential programme combines classroom learning, on-road experience, and pastoral support, providing a proven pathway into frontline ambulance roles. R-EMT continues to be a key way we are building a sustainable workforce to meet growing demand.

Our clinical capability was recognised, with our sovereign AI project named a finalist at the Council of Ambulance Authorities Awards for its potential to transform clinical audit. Alongside this, MedSCAN continued to provide confidence in our compliance with the Medicines Act by centrally recording and monitoring the handling of medicines. The Clinical Governance Framework was also signed off, providing a robust foundation for clinical quality and safety across the service.

**Building on the new IOC structure, we upgraded our Computer Aided Dispatch platform, expanded our workstations, and recruited additional clinicians into Clinical Hub.**

By bolstering Clinical Hub capacity, we can manage higher volumes of calls, provide timely advice to crews, and ensure patients are connected quickly to the right care pathway.

This quarter, our people rolled out the Continuing Clinical Education Active Armed Offender programme nationwide, delivering 450 sessions to more than 4,000 ambulance personnel – an achievement recognised as a finalist in the Council of Ambulance Authorities Excellence in Staff Development awards.

In April, our Digital and Data team won the Business Impact Award at the Veeam Software Data Resilience Awards in San Diego. Our nomination was based on our customer success story with Veeam, where we implemented enhancements to our data protection strategies. Winning this award highlights the essential role the Digital and Data team plays in protecting and maintaining the organisation’s digital infrastructure.

In June, we hosted Minister of Health Simeon Brown at our IOC. During the visit we had the opportunity to show Minister Brown how the IOC runs and how our work supports the wider health ecosystem.

In Q4, our Telecare team supported more than 9,900 clients to get through to emergency ambulance services (from 18,430 St John Medical alarm activations).

**Looking back over the whole year, we helped approx. 22,000 clients (from 71,350 St John Medical alarm activations) to get through to emergency ambulance services.**

We also supported the transfer of alarm customers from the 3G to 4G network prior to network closure in 2026 (down to less than 4,000 alarms still to be transferred from a total of 32,000 at the start of July 2024).

To celebrate National Volunteer Week in June, we did a public “shout-out” to our 8,057 volunteers nationwide with an advertising campaign. Thank you messages were rolled out on key billboards near some of our Retail stores, in major malls around the country, across news sites, and on social media. Through their selfless service, our volunteers strengthen the fabric of our communities, embodying our shared commitment to health equity and patient care.

During Samoan Language Week | Vaiaso o le Gagana Samoa in June, we announced the introduction of the Samoan language into our ASB Caring Caller programme by welcoming volunteer callers fluent in Samoan. This latest variation of the programme has been gifted the name ‘Gaulofoa’, which means ‘Just love’, by Edwin Puni, a member of the Pacific Leadership Forum.

**This past year has seen continued support from donors, partners, funders and the New Zealand public, with total fundraising income of \$66 million – our highest ever.**

This generosity is appreciated and needed as we respond to a growing and ageing population.

Our Light the Way Annual Appeal took place in June, with funds raised supporting the rebuild of 13 critical ambulance stations. Tuesday 24 June was our Light the Way Double Donations Day, where every dollar given was matched by a generous group of donors. On the day, we raised \$1,024,452. With donation matching and a few extra



gifts made on the day, the final total reached an amazing \$2,059,452. In total, we raised \$4,412,430 throughout our Annual Appeal.

Our Retail Stores sold 2.6 million items across the last financial year, proving how instrumental they are in providing our communities with quality second-hand goods. Alongside this, they also accepted \$144,000 in donations across the year.

At the end of June, we introduced our new Courage in Action Bravery Awards, supported by Ryman. The awards recognise individuals, groups, or classrooms of tamariki who demonstrate actions which contribute to an emergency response or impact positive wellbeing for themselves, peers, whānau, or community members.

Our journey to refresh our organisational strategy, Manaaki Ora, and develop our Community Health and Ambulance Service strategies culminated in our direction for the next 10 years being approved. We sought input from our purchasers, our communities, our people, the health sector, iwi Māori, and other similar organisations to ensure Manaaki Ora reflects the health needs of our country and that we are adapting to meet changing needs on our path to 2035.

It was another busy year for our People Experience team, with almost 23,000 job applications to HHStJ processed across the year and 2,788 hires made. This included 1,620 hires into volunteer roles.

In this quarter, year-end performance and development conversations were completed by 90% of users, with an increasing number of our people accessing and utilising our dedicated talent, learning and development tool – Aspire.

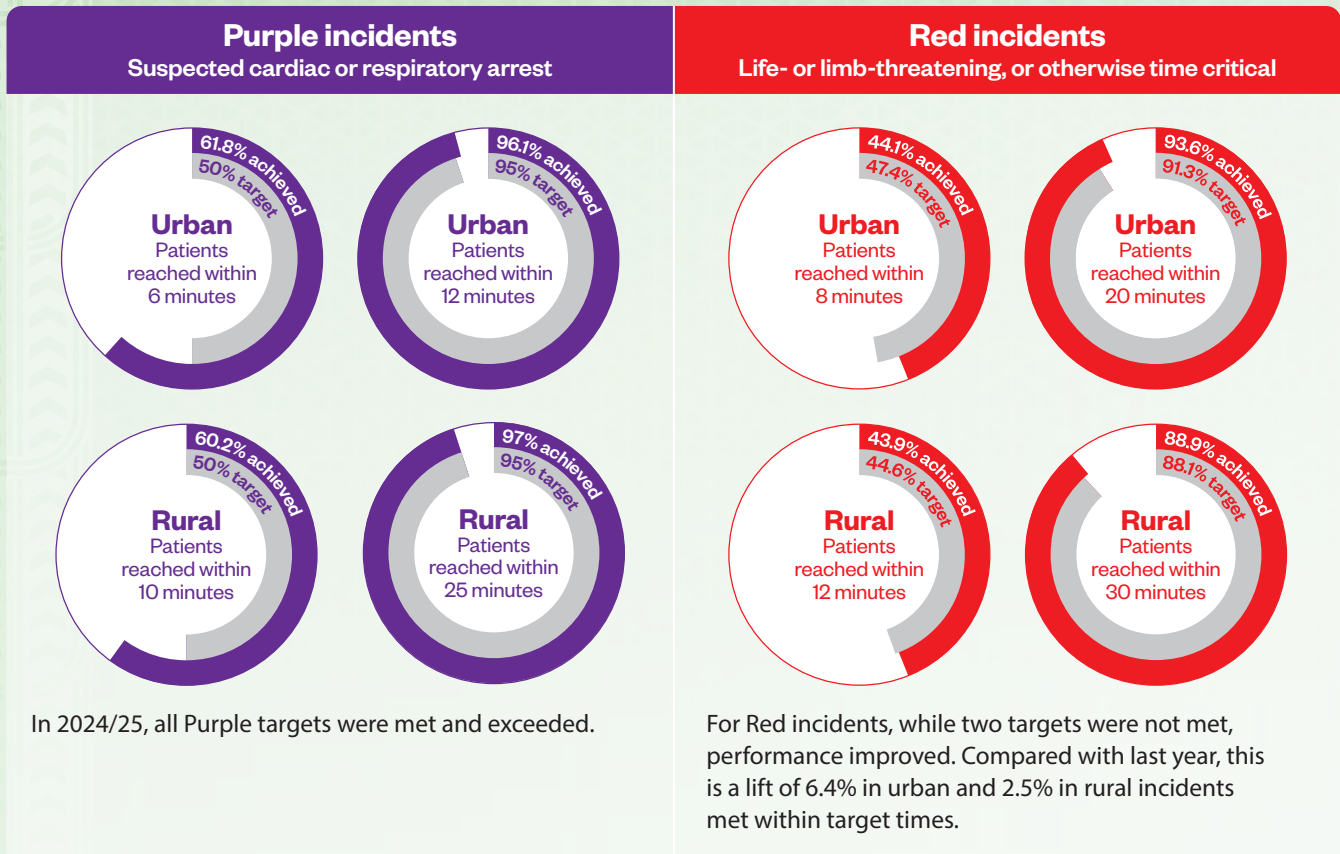
At the end of Q4, we officially inducted our latest group of Peer Support Officers into our Peer Support Programme, this time hailing from teams outside of Ambulance Services. Peer Support Officers provide essential psychological support to their peers, and expanding this programme into the non-ambulance part of our organisation is an important step in ensuring all our people have access to the same tools.

Across all four quarters, our achievements were driven by stronger partnerships with the health sector, built on trust and collaboration. Together, we laid critical foundations for future service funding by progressing three key workstreams: a comprehensive review of our cost base to identify efficiencies and reduce operating costs; an independent analysis of the true cost of running the ambulance service; and the development of a new service model designed to maximise impact, align with the Government’s health priorities, absorb growing ambulance demand, and ease pressures on EDs across the country.

These efforts position Hato Hone St John to continue advocating with confidence for the resources our people, patients, and communities need in the years ahead. ●

# Our ambulance response times in 2024/25

Hato Hone St John measures ambulance response times against national performance targets for our most critical incidents. We aim to reach half of patients within a set time, and 95% within a longer timeframe. For example, in urban areas the target for Purple (suspected cardiac or respiratory arrest) patients is 50% within six minutes and 95% within twelve minutes. Targets are slightly longer in rural areas, reflecting distance.



## 111-call answering

Our service level agreement requires 95% of 111 calls to be answered within 15 seconds. During 2024/25, there were 688,378 emergency ambulance calls to 111. Of these, 91.4% were answered within 15 seconds, and 99% within two minutes. While the service level agreement target was not fully achieved, performance improved significantly across the year as new recruitment processes and additional roles took effect.

## What made the difference

These gains reflect a range of operational, clinical, and support system improvements. Three areas have been critical:

- › **Improved patient flow with hospitals:** policy changes and closer collaboration with Emergency Departments are reducing handover delays.
- › **Active management and oversight:** real-time monitoring, local managers acting on pressures, national escalation plans, and regular senior reviews are driving improvement and shared learning.
- › **Stronger workforce in our Clinical Communications team:** we increased Call Handler establishment and introduced a new recruitment process, resulting in more consistent cover and faster 111-call answering.

By strengthening both how we deliver care and how we manage the system, we are reaching our sickest patients faster and ensuring all patients receive the most appropriate care. ●

# Spotlight on *Te Manawaroa*

**Te Manawaroa is a kaupapa Māori Mana Motuhake (for Māori, by Māori) programme that equips hāpori | community responders with the cultural and clinical skills to serve with confidence, care, and connection.**

Currently being piloted in Kaikohe, a new cohort of volunteer first responders are being trained with essential emergency response skills integrated with Mātaranga Māori (traditional knowledge) to better support the needs of their community. While the first responders complete the standard training required to obtain their New Zealand Certificate in Emergency Care (First Responder), they also undertake training entirely dedicated to te ao Māori.

The programme was developed in response to research showing that Kaikohe has some of the longest ambulance wait times around the motu | country, and that Māori are twice as likely to suffer cardiac arrest than non-Māori. Te Manawaroa aims to remove barriers for Māori, initially in Kaikohe, to contact ambulance services by developing a more responsive community-based service, training and deploying responders who resonate with and understand the hāpori | community they serve.

The programme was established in 2021 and developed in partnership between Te Rōpū Manawaora (Kaikohe,

Māori advisory board), Auckland University of Technology and Hato Hone St John, with the first cohort recruited in 2024. The initiative is guided by the Māori health model Te Pae Māhutonga, which weaves together cultural identity, physical wellbeing, healthy lifestyles, and societal participation to foster leadership and autonomy within communities.

As at the end of FY25, our first cohort has completed their initial training and is now looking forward to graduating in 2026. The aim is to join the Kaikohe station and form part of the response team to ensure a continued presence at the heart of the hāpori, to further break down barriers for Māori to engage with emergency services.

Like many programmes, Te Manawaroa is an important part of our long-term vision to Māori health equity. To truly honour that commitment, we must remain strengths-based and solutions-focused, recognising that our role is to enable the conditions in which Māori can thrive, not just individually, but collectively, with dignity and mana intact.

Although still in its infancy, the programme has already delivered tangible and immediate outcomes with operational staff having stronger insights into tāngata Māori perspectives. ●



# He tau whakatō kākano, kua puāwai ngā rangapū

## A year of impactful partnerships

### Building new relationships

This year, we launched a new major partnership with **Mansons TCLM and The Ted Manson Foundation**. Their commitment marks a new chapter for our Emergency Ambulance Service (EAS), helping us to enhance our operational capabilities and ensure our frontline teams have the resources they need. Their logos are now a proud feature on all ambulances, Event Health Services and Major Incident Support Team vehicles. This partnership marks the next phase in long-standing support from the Ted Manson Foundation, which began after our First Responders attended a tragic incident at one of their family homes – sparking a deeply personal connection that has now grown into a major national partnership.

We were also excited to enter a new collaboration with **MAS**, our new major sponsor of the "3 Steps for Life" programme. Thanks to MAS, we're bringing our vital CPR and AED training to more schools, workplaces, marae, and rural communities, teaching more Kiwis how to act decisively in an emergency.

Also this year, **Ryman Healthcare** chose us as their charity partner for 2025. We've loved seeing their residents and staff come together to fundraise for us. This partnership will help us expand our St John in Schools programme, empowering more tamariki with the skills to become lifesavers in their own communities and more.

### Honouring long-standing connections

Our family of partners continue to show us their unwavering dedication to helping us do more for New Zealand. For more than 18 years, **ASB** has been a champion of Hato Hone St John. This year, they stepped up as the major sponsor of our Caring Caller Programme, providing friendship and support to people feeling lonely or isolated. From their leadership in funding our first EV Ambulance trial, to their staff's enthusiastic participation in volunteer roles and fundraising campaigns, ASB's support this year is a great example of enduring partnership in action.

Special thanks to **Pizza Hut** head office, stores, staff, and customers for supporting us throughout the year once again. In addition to their generous monthly donations, Pizza Hut celebrated its 50<sup>th</sup> anniversary in New Zealand by holding a nostalgic pop-up buffet in Auckland, with all proceeds donated to Hato Hone St John. Donations



Maria and Ted Manson with paramedics Toby and Chelsea.

from Pizza Hut supported our frontline winter welfare programme, our Event Health Services, and more.

We would also like to acknowledge our other valuable partners who have continued to support us year after year in so many ways: **Z Energy, Cookie Time, Trade Me, Office Max, Noel Leeming, and The Canary Organisation**.

### Lighting the way: Supporting our Annual Appeal

This year's 'Light the Way' Annual Appeal saw unprecedented support from our national partners. Their collective fundraising raised more than **\$400,000** (including Giving Day matching).

Our partners ran a variety of creative fundraising initiatives, including:

- › New supporter **BYD** donated \$100 for every vehicle sold in June.
- › **Z Energy** donated 50c from every coffee sold during Annual Appeal week in June.
- › **Pizza Hut** donated \$2 from every Limo Pizza delivered in June.
- › **ASB** ran local fundraising initiatives around the motu and a social media campaign to highlight volunteers who 'Light the Way' for Hato Hone St John.

We would also like to acknowledge the incredible support during Annual Appeal from **Ryman Healthcare, Noel Leeming, Cookie Time, Warriors Community Foundation, Ray White, Somerset, Trade Me** and **Orix**. Thank you to all the businesses who generously donated items to our fundraising auction. ●



# Nā koutou, nā tātou, ka tutuki

## We couldn't do it without you

We gratefully acknowledge the contributions of the wide range of individuals, organisations and anonymous donors who supported Hato Hone St John so generously during the 2024/25 year. These include:

Acorn Charitable Trust managed by Public Trust	IND Investments Limited	Phyllis Eyre Charitable Trust managed by Perpetual Guardian	Thomas Hobson Trust	Gail Stockman
AD Hally Trust managed by Perpetual Guardian	Indomie Mi Goreng	Pizza Hut	Thorburn Charitable Trust	Garth Montgomery
Adam, Sumy and Stephen Young	Invercargill Licensing Trust	PowerNet Limited	Timaru District Council – Community Fund	Gay Ramus
AK Franks Charitable Trust managed by Perpetual Guardian	J & T Hickey Charitable Trust Incorporated	Precise Homes	Toi Foundation	Geoffrey Sargeant
Akarana Community Trust	Jack Jeffs Charitable Trust	Premium Distributors Ltd T/A Mahindra NZ	Trade Me	Gillian Gifford
Alan La Roche	Jen and Mike Ballantyne	Pro Vitamin Co	Trevor Wilson Charitable Trust	Gordon Kelly
Alexander McMillan Trust	Jl Urquhart Family Trust	Pub Charity Limited	Trinity Lands Limited	Grahame Powell
Aotearoa Gaming Trust	John Chen and Lauren Cao	Ray White	TriStar Worldwide Logistics	Janet Cowey
ASB	John Lemon Charitable Trust	Ripponvale Hall Surplus	Trust Foundation	Ina Benbow
Ashburton District Council – Community Agency Grants	Jomac Property	Ripponvale Water Scheme	Trust Waikato	Ino Dalhoff
Ballantyne Charitable Trust managed by Perpetual Guardian	Joyce Wessel	Rita and Peter Taylor	Tui Balms	Irene Goodwin
Bill and Maggie Burrill	Kathleen Dorothy Kirkby Charitable Trust managed by Perpetual Guardian	Robin & Gordon Prowse	Ventia	Jacqueline Moss
Blenheim United	Kenneth Ronald Boyce Foundation managed by Public Trust	Rotary Club of Cromwell	Victor Binkowski	Janet Cowey
Bowls Southland Charity Pairs	Kiwi Gaming Foundation Ltd	Rotary West Rotorua Club	Vital Zing	Jean Darvill
Bruce Cory	L W Nelson Trust managed by Public Trust	Rotorua Trust	Vivienne Ruth Atchison	Jennifer Duncan
BYD	Lanakat Trust	Ryman Healthcare Sanderson	Estate managed by Perpetual Guardian	Jessie Conroy
Canary Foundation	Laurie and Mabel Jenkins Charitable Trust managed by Perpetual Guardian	Selwyn District Council	W G Johnston Charitable Trust managed by Perpetual Guardian	Joan Court-Patience
Central Energy Trust	Lister Presbyterian Health Trust	Shirley and Barry Powell	W R Baird Charitable Trust managed by Perpetual Guardian	Joan Winifred Dodson
Central Lakes Trust	Lois McFarlane Charitable Trust	South Canterbury Community Fund – Chalmers Social Services managed by Perpetual Guardian	Waikato Regional Council	John Atkinson
Chiptech Limited	Louisa and Patrick Emmett Murphy Foundation managed by Public Trust	South Canterbury Community Legacy Fund managed by Perpetual Guardian	Waikato Regional Council Community Transport Fund	John Bloy managed by Perpetual Guardian
Chris Harding	Mainfreight	Southland Care and Welfare Trusts managed by Perpetual Guardian	Warren Winstone	John Gleave
Christchurch Casinos Charitable Community Trust	Mainpower Community Foundation	Stewart Family Trust managed by Perpetual Guardian	Warriors Foundation	John Kirkcaldie
Cleveland Charitable Foundation	Mansons TCLM	Summerset	Warwick Jones and family	John Ray
Combined Service Clubs of Southland Medical Trust	Margaret & Huia Clarke Trust managed by Perpetual Guardian	Swisse	Waste Management	John Stubbs
Community Trust of Mid and South Canterbury	Margaret Mowat's Charitable Trust managed by Perpetual Guardian	T G Macarthy Trust managed by Public Trust	We Care Community Trust	Jolene Lavasii
Cookie Time	Marlborough District Council	Tasman District Council	WEL Energy Trust	Josephine Gamble
Diana Leticia	Marlborough District Health Board	Tasman Smith Charitable Trust	Welfare Trusts	June Moreland
Dianne Olsen	Mars	Terence Maude and Wendy Wood	William Downie Stewart	Keith Hansen
DMS Progrowers Charitable Trust	MAS Medical Insurance Society	The Acorn Foundation	Y&Y Frozen Food Limited	Lilian Hitchcock
Donald and Nellye Malcolm Charitable Trust	Mauger Charitable Foundation	The Ann Pauline Smeaton Charitable Trust	Z Energy	Lisa Dunn
Dunedin City Council	Maurice Paykel Charitable Trust	The Canary Organisation		Lois Pedersen
DV Bryant Trust	Michelle Wright	The Cusack Charitable Trust		Lois Barr
EL & BM Robinson Charitable Trust managed by Perpetual Guardian	Musashi	The Dr Marjorie Barclay Trust		Lynda Underhill
Estate of Ernest Hyman	Napier City Council	The Greenlea Foundation Trust		Margaret Botting
Davis and Ted & Mollie Carr managed by Perpetual Guardian	New Horizon Community Trust	The Kelliher Charitable Trust		Margaret Crozier
Eva and Harold Wilson Charitable Trust managed by Perpetual Guardian	New Zealand Community Trust (NZCT)	The Lion Foundation		Margaret Winteringham
Findex Community Fund	New Zealand Gujarati Sports and Cultural Association	The Mangatawa Beale Williams Memorial Trust		Margot Woolley
Four Regions Trust	NG Allen Trust	The Page Trust managed by Public Trust		Marie Snowden
Friendly Society	Noel Leeming	The Reed Charitable Trust managed by Public Trust		Alan Lacey
Funds Trust	NR & JH Thomson Charitable Trust managed by Perpetual Guardian	The Robert and Barbara Stewart Charitable Trust		Albert Heaslip
Gallagher Charitable Trust	OfficeMax	The Rotary Club of Pakuranga Inc		Andrew Hamilton
Gattung Foundation	Orix	The Sargoud Bequest		Anne Jessen
Gear Promotions	Otago Community Trust	The South Canterbury Trusts managed by Perpetual Guardian		Annette Charlton
Geoff Henderson	Oxford Sports Trust	The Steve Jelas Foundation		Annie Abbott
George and Laura Chan	PA Blackmore Trust managed by Perpetual Guardian	The Ted Manson Foundation		Audrey Taylor
Glenice & John Gallagher Foundation	Pamela Webb Charitable Trust managed by Perpetual Guardian	The Withiel Fund Charitable Trust		Audrey Zuurbier
Grassroots Trust Central Limited	PGG Wrightson Limited	The WR Kettle Trust managed by Public Trust		Barbara MacDonald
Grassroots Trust Limited				Barry Hunter
Grumitt Sisters Charitable Trust managed by Perpetual Guardian				Bernard Bullock
Guy Anson Waddel Charitable Trust managed by Perpetual Guardian				Beverley Small
Hallenstein Glassons				Beverly Henderson
Hawke's Bay Foundation				Bill Hutchings
Huffer				Brian Smart
Ideal Foundation				Bruce Johns
				Catherine O'Kane
				Catherine Culling
				Charles Ferguson
				Charlie Symonds
				Christine Roake
				Christine Spence
				Christopher Applegate
				Colin Benbrook
				Colleen Hetherington
				David Davis
				Dennis Hamill
				Dianne Moffatt
				Donald Omelvena
				Dorothy Brand
				Dorothy Dolphin
				Elizabeth McCann
				Elsie Reaston
				Emma Jane Price Charitable Trust
				Emilija Bozich
				Esme Guy
				Ethel Harris
				Frances Gilbert
				Frank Hobern
				Frederick Berry

### Legacy gifts from the following Estates:

Adele Poulter  
 Alan Lacey  
 Albert Heaslip  
 Andrew Hamilton  
 Anne Jessen  
 Annette Charlton  
 Annie Abbott  
 Audrey Taylor  
 Audrey Zuurbier  
 Barbara MacDonald  
 Barry Hunter  
 Bernard Bullock  
 Beverley Small  
 Beverly Henderson  
 Bill Hutchings  
 Brian Smart  
 Bruce Johns  
 Catherine O'Kane  
 Catherine Culling  
 Charles Ferguson  
 Charlie Symonds  
 Christine Roake  
 Christine Spence  
 Christopher Applegate  
 Colin Benbrook  
 Colleen Hetherington  
 David Davis  
 Dennis Hamill  
 Dianne Moffatt  
 Donald Omelvena  
 Dorothy Brand  
 Dorothy Dolphin  
 Elizabeth McCann  
 Elsie Reaston  
 Emma Jane Price Charitable Trust  
 Emilija Bozich  
 Esme Guy  
 Ethel Harris  
 Frances Gilbert  
 Frank Hobern  
 Frederick Berry

# Statement of Service Performance

For the period ended 30 June 2025

## Our Charitable Purpose – “Why we exist”

Hato Hone St John exists to further the work of The Order of St John and to meet the emergency medical response and community needs within New Zealand for high quality and readily accessible treatment and services.

Hato Hone St John is at the frontline of medical response providing Ambulance Services throughout New Zealand. We're also part of the broader landscape of health and social care, through our provision of first aid training, event medical services, medical alarms, youth programmes and a wide range of community programmes.

The purpose of Hato Hone St John is to make life changing differences to the health and wellbeing of people in our communities. For further details on our Vision, Mission, Purpose and Strategic Aims with examples of this in practice please refer to page 4 of the Annual Report.



## Our Ambulance Operations provide efficient and effective care

As a key part of health system in Aotearoa New Zealand, Hato Hone St John Ambulance plays a key role making life changing differences with our communities. Each year there are over 680,000 calls for help, we respond to the community needs and emergencies of over 500,000 kiwis and international visitors and provide scheduled health transport to over 80,000 patients.

Our national reach positions us well to provide the right care, in the right place, at the right time for people in our communities through a nationally enabled, locally delivered service.

### Purpose of our ambulance service

To make life changing differences with our communities by providing the right care, in the right place, at the right time, using the right people, with the right knowledge and skills.

### How we achieve our purpose in a practical sense

We provide a patient centred focus, beyond that of a traditional ambulance service, where ambulances respond into the community and convey patients to a hospital.

When people call for help, they are connected to skilled call handlers who gather information using international call prioritisation software, enabling Dispatchers to immediately send help to life-threatening incidents in the community. Where available, ambulance responders are alerted to incidents where patients are not breathing via an app, enabling early access to CPR and defibrillation.

Non-life-threatening incidents are assessed by a Registered Paramedic or Nurse who can speak directly to the patient or relative to assess whether there is an opportunity to provide the same care, advice or referral which would otherwise be afforded by attending ambulance personnel. For complex or critical incidents, a specialist responder such as a Critical or Extended Care Paramedic, or the Major Incident Support Team may be sent to the scene.

Our broader response framework enables access to health and emergency service partners such as rural nurses and doctors, FENZ, telecare providers, surf lifesaving, and rescue helicopters who may co-respond or first respond where appropriate. Patient transfer ambulances move patients and medical teams between medical facilities to ensure patients have access to the most appropriate specialist care or take the most vulnerable back to the community when their care is complete. Clinical Support Officers and the Integrated Operations Centre continually monitor incidents looking for risk and opportunities to optimise our response to patients using real time information.

As we move forward, we will explore options to partner with communities, form genuine relationships with iwi, further embrace technology, invest in our workforce, and continuously improve to ensure we meet people's health needs in the most effective way.

Measure	Why this is important	2023/24	2024/25	Target* (if applicable)
Patient Experience: Overall Satisfaction (survey score – between 1–5)	<ul style="list-style-type: none"> <li>As part of this survey, patients are randomly selected from previous month's 111 calls where Hato Hone St John transported the patient by ambulance to either a hospital emergency department or other health care provider. The survey measures respondents' impressions and experiences and is used to improve service delivery and design.</li> </ul>	87.3%	85.9%	85.0%
111 calls answered in 15 seconds	<ul style="list-style-type: none"> <li>Every second counts in responding to an emergency so our aim is to answer all calls within 15 seconds.</li> </ul>	85.9%	91.4%	95.0%
Purple Urban 6-minute response time	<ul style="list-style-type: none"> <li>Purple Calls: for immediately life threatening or time critical incidents (i.e., cardiac arrest) – an ambulance will be dispatched immediately (with lights and sirens). Responding quickly to these calls saves lives.</li> <li>Red Calls: for not immediately life threatening or time critical but urgent/potentially serious incidents (i.e., chest pain) we will respond immediately (at normal road speed). Responding quickly to these calls, improves patient outcomes.</li> <li>The targets represent the contracted response times. Purple call targets have been exceeded whilst red call targets have been impacted by broader health system pressures, such as ramping, road speed and road congestion changes and increased adverse weather events.</li> </ul>	59.4%	61.8%	50.0%
Purple Urban 12-minute response time		95.7%	96.1%	95.0%
Purple Rural 10-minute response time		58.6%	60.2%	50.0%
Purple Rural 25-minute response time		96.4%	97.0%	95.0%
Red Urban 8-minute response time		44.2%	44.1%	47.4%
Red Urban 20-minute response time		92.6%	93.6%	91.3%
Red Rural 12-minute response time		44.6%	43.9%	44.6%
Red Rural 30-minute response time		89.1%	88.9%	88.1%

\*Based on contractual targets within the Agreement for Services Contract with Health NZ and ACC.

Measure	Why this is important	2023/24	2024/25
Emergency ambulance calls answered to 111	<ul style="list-style-type: none"> <li>Calls answered by 111 are vital for saving lives, providing timely medical assistance. Call volumes are a driver for understanding patient demand for the ambulance service and to ensure sustainable capacity and capability within the system.</li> <li>HHStJ does not influence call demand and therefore there is no target.</li> </ul>	692,255	688,378
Patients who receive care, advice and treatment from our emergency ambulance personnel	<ul style="list-style-type: none"> <li>Receiving the right care is crucial for promptly treating patients in an emergency. The severity of the incident will determine the appropriate level of care.</li> <li>HHStJ does not influence call demand and therefore there is no target.</li> </ul>	539,732	549,150
Cardiac arrest patients surviving to Emergency Department (Utstein Comparator Group**)	<ul style="list-style-type: none"> <li>Internationally, survival rates following out-of-hospital cardiac arrest (OHCA) are highly variable and can range from less than 6% to greater than 50%. This target is important as the higher the percentage surviving to ED, the higher the survival to discharge.</li> </ul>	49.1%	47.3%
People receive scheduled health transport by ambulance between health facilities or in the community	<ul style="list-style-type: none"> <li>The Patient Transfer Service includes both planned and urgent transfers between hospitals as well as transport for residential care, palliative care, bariatric and air ambulance patients – improving patient care and outcomes. The measure represents health system demand for patient transfer services and to ensure sustainable capacity and capability within the system.</li> <li>HHStJ does not influence demand and therefore there is no target.</li> </ul>	82,846	85,291
We keep people medically safe at events, concerts, and festivals (number of events)	<ul style="list-style-type: none"> <li>Hato Hone St John is New Zealand's leading provider of event medical services to help keep people safe and cared for at events. We look after events of all types and sizes – from community gala days to major international sports matches.</li> <li>When adequate medical services are provided at events, emergency response time is minimised, ambulance call outs are reserved for those who really need them, and emergency department admissions are reduced.</li> <li>HHStJ does not influence Events demand and therefore there is no target.</li> </ul>	3,594	2,906
We treated people at events, concerts, and festivals		14,902	13,233

\*\*Utstein Comparator Group – patients with the greatest survival following OHCA are those with a witnessed arrest presenting in a shockable rhythm.

## Our community health services are meeting local needs

True to our vision and values, Hato Hone St John is busy throughout the community. The programmes we provide help people in many ways. In some cases, they're practical, like transport to health appointments; at other times they're about personal wellbeing, such as providing regular contact with a caring friend. These services are run primarily by volunteers and usually free of charge. Community health relies on the power of communities working side by side to improve the health and wellbeing of all. It is about prevention and people being able to access what they need to proactively manage their health and wellbeing.

### Purpose of our community health services

To make life changing differences working collaboratively with communities in a proactive, practical and supportive manner.

### How we achieve our purpose in a practical sense

We provide essential community health services such as Waka Ora Health Shuttles, Caring Caller, St John in Schools and Retail Stores.

Measure	Why this is important	2023/24	2024/25	Target (if applicable)
Waka Ora Health Shuttle clients who are satisfied with the service (survey)	<ul style="list-style-type: none"> <li>› The survey measures respondents' impressions and experiences when using our health shuttle service, and in the St John in Schools programme. In both cases the survey results are used to improve service delivery and design.</li> </ul>	96.7%	97.3%	80.0%
People use Waka Ora Health Shuttles to get to medical appointments they otherwise may not be able to attend (Number of Waka Ora Health Shuttle trips)	<ul style="list-style-type: none"> <li>› For people who have regular medical appointments, their local Waka Ora Health Shuttle is vital. They can call and book a ride knowing that the reliable shuttle will get them there in plenty of time to support better health outcomes and independence.</li> <li>› The measure supports how we impact in communities and to how we might grow capacity to meet the demand.</li> </ul>	89,606	94,631	91,633
Knowledge of first aid, leadership and the essential life skills taught in our St John in Schools and Youth programmes strengthen the resilience of the children who take part and, consequently, that of their communities	<ul style="list-style-type: none"> <li>› Hato Hone St John is committed to strengthening resilience and improving health and wellbeing in our community and recognise that children of all ages could make a life-saving difference in an emergency.</li> <li>› The measure supports how we impact in communities and to how we might grow capacity to meet the demand.</li> </ul>	130,546	110,102	100,000
Young people learn first aid, leadership, and essential life skills through our Youth Programme		3,133	3,047	3,300
Retail stores for people to donate, recycle, find pre-loved treasures, and support local Hato Hone St John activities	<ul style="list-style-type: none"> <li>› Growing our number of Retail stores provides a vital community service and support.</li> <li>› Our store proceeds go towards local youth programmes, Waka Ora Health Shuttles, and buying vital new equipment, allowing us to continue our life-saving and life-changing work.</li> </ul>	50	50	50
Community Impact Plans	<ul style="list-style-type: none"> <li>› Hato Hone St John's 119 Area Committees create local Community Impact Plans and develop associated budgets to help support health and wellbeing initiatives in their local area. They do this by increasing community skills and resilience to reduce the need for emergency services by taking a proactive approach to the health needs of the community.</li> </ul>	103	100	119

Measure	Why this is important	2023/24	2024/25
We help people feel connected through our Caring Caller programme	<ul style="list-style-type: none"> <li>› Caring Caller is a service that Hato Hone St John provides for people who live alone or feel a bit lonely. Volunteers phone clients regularly to check that everything is ok. This free service is fully funded by donations.</li> <li>› The measure supports how we impact the lonely and vulnerable in our communities.</li> </ul>	596	688
Volunteers who assist patients in health facilities by providing service as part of the Friends of the Emergency Department programme	<ul style="list-style-type: none"> <li>› In times of distress, people need more than treatment; they also need information and support. Because emergency departments are always busy, staff often don't have time to give patients and their families the support and reassurance they're looking for. That's when Hato Hone St John volunteers involved with Friends of the Emergency Department can make a real difference.</li> </ul>	627	636
Health Facilities where we provide service as part of the Friends of the Emergency Department programme		43	44

## Our products and services enable our customers and donors to improve health outcomes

We will improve Aotearoa New Zealand's health and wellbeing outcomes through the health education and wellbeing services and experiences we deliver. We help Hato Hone St John remain financially sustainable and fund other areas of the organisation.

### Purpose of our products and services

To make life changing differences with our communities by providing and enabling financial support for other areas of Hato Hone St John.

### How we achieve our purpose in a practical sense

We provide Telecare medical alarm installation and monitoring, first aid training and medical products, and organisational fundraising.

Measure	Why this is important	2023/24	2024/25	Target (if applicable)
Number of medical alarm customers as at June	<ul style="list-style-type: none"> <li>› Medical alarms are crucial for providing quick access to help, offering peace of mind and assistance during emergencies. The measure reflects our growth and impact within the community and also the financial contribution to sustain Hato Hone St John service offerings.</li> </ul>	61,532	60,396	62,761
Number of people enrolled in First Aid Training	<ul style="list-style-type: none"> <li>› Appropriate first aid can mean the difference between life and death.</li> </ul>	92,624	96,730	98,265
Number of Waka Ora Health Shuttles Fundraised	<ul style="list-style-type: none"> <li>› Fundraising for ambulance and Waka Ora Health Shuttles is vital to enable Hato Hone St John to save lives and improve community health and wellbeing.</li> </ul>	2	5	3
Number of Ambulances Fundraised		50	44	50

## We are committed to Māori health equity

Health equity for Māori is a key focus for Hato Hone St John. To tackle the inequities within our communities, we need to provide Māori with the services they need to help with their healthcare needs. This includes providing transport to attend medical appointments, providing ambulance subscription schemes, or providing increased resources in areas of high need.

### Purpose of our Māori Health Equity Strategy

In Aotearoa New Zealand, health statistics report high Māori health deficits and poor health outcomes compared to non-Māori. People who identify as Māori have an average life expectancy that is approximately seven years less than non-Māori. Reducing inequities means working with Māori to rebalance opportunities and improve access to services.

### How we achieve our strategic purpose in a practical sense

- › Our role in delivering Manaaki Mamao is that of Kaiwhatu | Weaver. We work together with local Hauora Māori providers to deliver health services to Māori and ensure a more proactive, frequent and richer experience when managing their medical conditions.
- › Addressing Māori health equity through new ambulance memberships including Eke Manaaki (Iwi Ambulance Membership) onboarding 2,117 kaumātua in 2025 (2024: 3,206).

Measure	Why this is important	2023/24	2024/25	Target (if applicable)
Hato Hone St John is rated as a brand that Māori can definitely trust	› Trust is a critical component in growing an enhanced relationship with Māori to enable health equity and trust in the services we provide.	40%	52%	53%
Hato Hone St John is rated attractive as a place to work by Māori	› Creating Hato Hone St John as an attractive place to work by Māori improves equity and trust as an employer and instils kaiwhatu.	56%	59%	–

### Our volunteers are critical to our success

Volunteers are the lifeblood of Hato Hone St John. Our volunteers fuel our cause, digging deep to ensure the service we provide to every Kiwi is exceptional. Around 70% of our workforce are volunteers, spanning across ambulance services, event first aid, community programmes, education and more.

Providing ambulance services throughout Aotearoa New Zealand will always be a core activity for Hato Hone St John, however we're also playing an increasing role in meeting the broader health needs of communities. We also want to proactively support those most in need of our assistance to have positive health outcomes. Central to everything we achieve is the energy, generosity and contribution of our volunteers.

#### Purpose of our volunteers

Hato Hone St John has more than 8,000 volunteers across Aotearoa New Zealand who help make life changing differences with our communities.

#### How we achieve this in a practical sense

Hato Hone St John volunteers contribute millions of hours annually across services including emergency ambulance and Event Health Services, Major Incident Support Team, Archives, Area Committees, Caring Caller, Waka Ora Health Shuttles, Retail Stores, and St John Youth. ●

**Key Judgements:** *In preparing the Statement of Service Performance and Impact Report, significant judgement is required with regard to the elements of service performance reported and how those elements are measured or described*

**Judgements:** *In preparing the service performance information for the period, Hato Hone St John has made a number of significant judgements about what information to present, based on an assessment of what information would be most appropriate and meaningful to users when assessing performance against the Hato Hone St John objectives. This was a challenge due to the diverse nature of Hato Hone St John activities and its multiple funding streams, which include grants from government agencies.*

*The decisions about what service performance information to present were made in consultation with key management personnel and programme teams.*

*The judgements that had the most significant effect on the non-financial information presented related to the selection of information about what Hato Hone St John has done in the period – the “key activities” as reported (and the selection of performance measures for each key activity identified).*

*The selection of key activities to report was initially based on management’s assessment of where the entity expected to invest the most time and resources in the period (based on budget information). This was further refined through discussions with staff and key management personnel – as a result the key activities were identified that would best illustrate what Hato Hone St John has done in pursuit of its objectives.*

*Hato Hone St John decided to base its service performance measures on a mixture of the quantity indicators, quality indicators and qualitative descriptors of services delivered in the year, because this information is already retained for internal management purposes. The entity decided not to report against performance measures that assessed the outcome/impact of the entity’s activities because, at this time, performance measures of this nature are not easily available, reliable or independently verifiable.*

On behalf of the Priory Board, which authorised the issue of the statement of service performance on 06 October 2025.



**John Whitehead** CNZM, KStJ  
Chancellor and Chair of the Priory Board/Tumuaki



**Peter Bradley** CBE KStJ,  
Chief Executive/Tumu Whakarae

## Hato Hone St John is a charity

In addition to the Emergency Ambulance Service, HHStJ also provides a range of charitable and social enterprise programmes that directly benefit New Zealanders. These programmes are funded by community donations, including bequests and grants, plus revenue from our commercial social enterprise activities, including first aid kits, first aid training, medical alarms and defibrillators:

- › HHStJ Training provides skills to people within communities to respond to first aid and workplace accidents before or instead of an ambulance being required
- › HHStJ Products, including defibrillators, increase the speed of response to heart attack victims.
- › Telecare provides a medical alarm service to help people live safely for longer in their own homes.
- › A range of Youth programmes, including St John in Schools.
- › Programmes that support our communities, including Health Shuttles and Caring Caller programme.

### Investment and support from Government and the community in 2024/25

Investment and support from Government and community contracts with Health NZ (to respond to medical emergencies) and ACC (to respond to personal injuries) contribute significantly to our Ambulance Service operating costs.

HHStJ fundraised to cover the operating deficit of the Emergency Ambulance Service together with a contribution towards capital expenditure requirements.

**Government contribution to the Hato Hone St John emergency ambulance services was \$368.6 million against ambulance total operating costs of \$425.5 million and capital investment of \$25.1 million.**

- › Funding from Health NZ to respond to patients who need emergency medical treatment.
- › Funding from ACC for emergency transport and treatment for a claimant's personal injuries.
- › Funding of \$23.2 million from Health NZ and ACC to operate the HHStJ Ambulance Communication Centres in Auckland and Christchurch, where 111 ambulance calls are answered, and where road, water, and air ambulance services are dispatched. This funding also covers the 111 Clinical Hub which connects patients to the right care at the right time, finding the most appropriate health pathway for the caller, freeing up ambulance resource to focus on life-threatening incidents.
- › Funding of \$2.8 million from Health NZ for PRIME (Primary Response in Medical Emergencies) services, a

network of GPs and nurses who provide a co-response to medical emergencies in rural areas, enhancing emergency care in those communities.

- › Funding of \$2.2 million was provided by Health NZ and ACC to offset costs incurred by HHStJ in providing co-ordination of Air Ambulance providers through the Air Desk Service.
- › Funding of around \$1.4 million from Health NZ for Emergency Management, to enhance health preparedness for major emergencies in New Zealand through advancing planning, training, and equipping of the Emergency Ambulance Service, and the integration of planning with other health sector organisations.
- › Additional Funding of \$4.0 million was provided by Health NZ and ACC for both critical ICT projects and the Clinical Hub expansion.
- › In 2024–25 we received \$5.4 million in one off cost pressure funding from Health NZ and ACC. We also received \$0.3 million additional funding for two pilot projects to better support patients in our community.

### Contributions from the community

- › Income from emergency ambulance part charges and other transportation services. HHStJ charges a part charge to patients who are treated by an ambulance officer or are transported in an ambulance because of a medical emergency. The cost to HHStJ of a typical emergency ambulance call out is around \$1,074 (incl GST).\*
- › Part charge revenue from our medical alarm activities where the ambulance service responds to alarm user's needs.
- › Fundraising income from one-off community donations and regular giving, bequests, grants, commercial partnerships, and the HHStJ Ambulance Membership.

### The cost of operating Hato Hone St John ambulance service in the 2024/25 financial year

- › The operating costs of the Emergency Ambulance Services and Health Services groups, including contracts for inter-hospital transfers, private hire use of ambulance resources, and provision of paramedics for events were \$459.5 million.
- › The cost per incident increased 1.3% over 2024/25 due to inflation.
- › After Government funding and net part charge income, the Emergency Ambulance Services and Health Services groups had a combined financial deficit of (\$17.9) million.
- › The total operating costs for HHStJ, including all services and programmes, were \$567.6 million.

\*Based on 455,469 emergency incidents a year (2024/25 data).

# Funding sources and *destinations*

## Emergency Ambulance Services

Based on Hato Hone St John financial results for the 2024/25 financial year

### Summary

Annual Operational Cost to Serve 2024–25

**\$425.5m**

and capital expenditure of

**\$25.1m**

**For Emergency Ambulance Services**

**\$407.7m**

Annual Income 2024–25

**(\$17.8m)**

Funding Deficit supported by Community Health, Fundraising & HHSTJ Reserves

### Revenue

**\$368.6m**

Crown Funding

**\$10.2m**

Ambulance Membership and Telecare Part Charge

**\$18.0m**

Public Part Charge

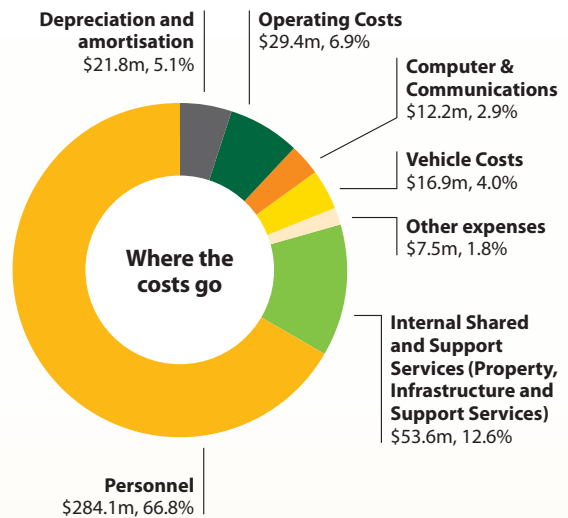
**\$10.9m**

Other Income

**(\$17.8m)**

Emergency Ambulance Services Deficit

### Expenses



## Health Services

Based on Hato Hone St John financial results for the 2024/25 financial year

### Summary

Annual Cost to Serve 2024–25

**\$34.0m**

**For Health Services**

**\$33.9m**

Annual Income 2024–25

**(\$0.1m)**

Funding deficit supported by Community Health

### Revenue

**\$22.9m**

Patient Transfer Service Income

**\$3.6m**

Private Hire Income

**\$6.9m**

Events Income

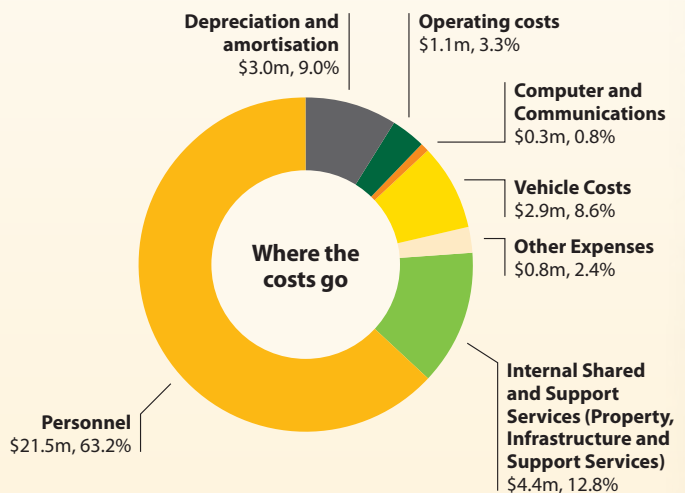
**\$0.5m**

Other Income

**(\$0.1m)**

Health Services Deficit

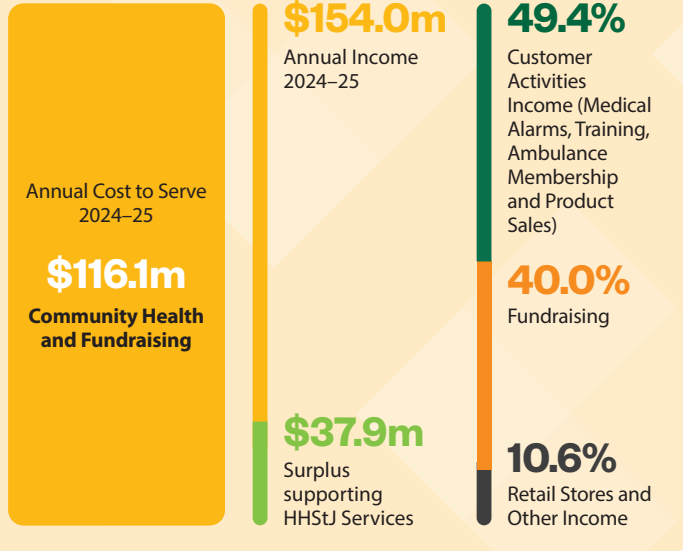
### Expenses



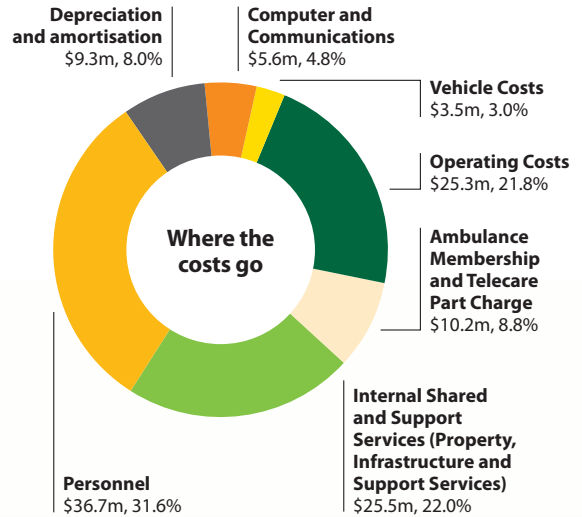
# Community Health and Fundraising

Based on Hato Hone St John financial results for the 2024/25 financial year

## Summary



## Expenses



## Revenue



# Financial *commentary*

These consolidated summary financial statements incorporate all aspects of Hato Hone St John (HHStJ) charitable services, including our various operational service lines, multiple locations, and incorporating 114 community-based Area Committees, reflecting the breadth of HHStJ’s mahi across all of Aotearoa New Zealand.

## Year-end overview 2024–25

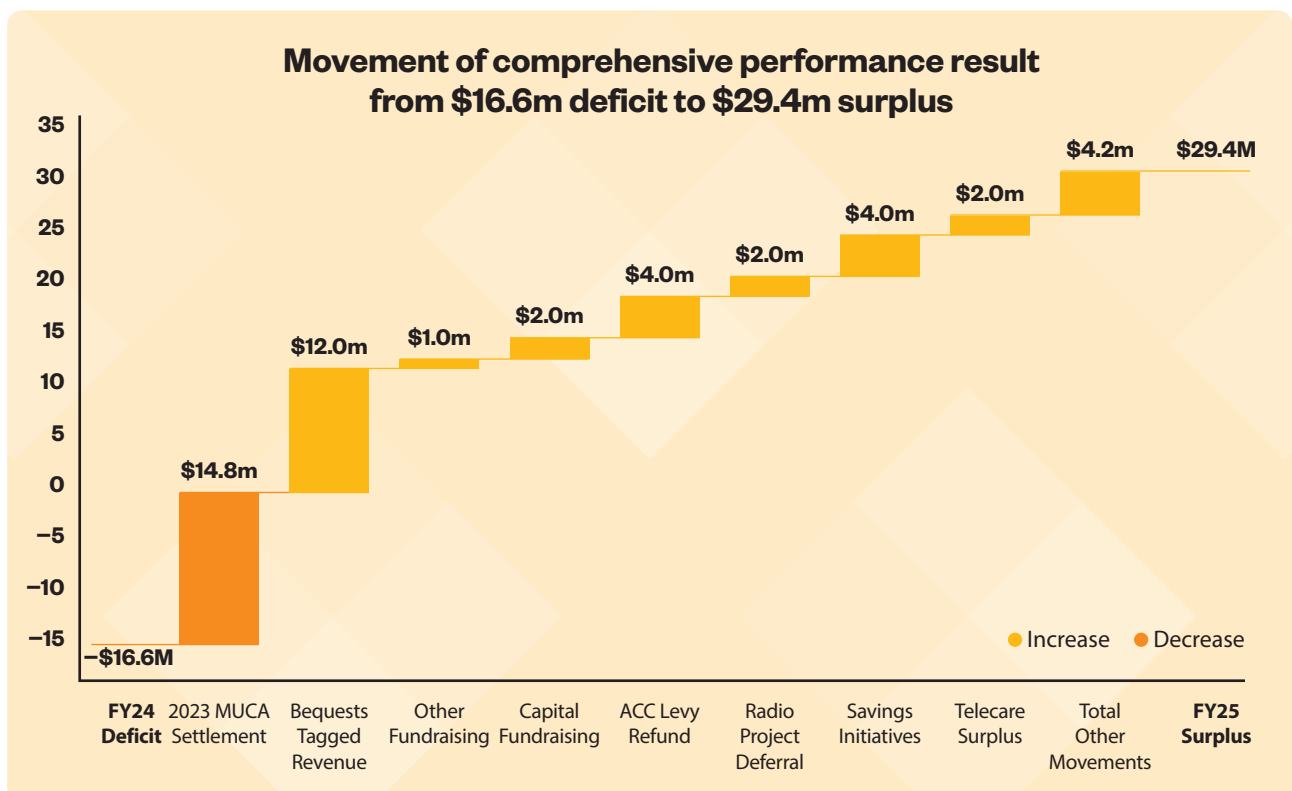
HHStJ reported a total comprehensive surplus for the year of \$29.4 million, which includes a deficit of \$17.8 million from the Ambulance Service.

This result was underpinned by an increase in one-off bequests from our generous donors, a positive contribution from the medical alarm monitoring business acquisition in 2024 and increased government funding for specific initiatives.

It is important to note that a considerable portion of the increased bequest income is tagged for future capital investment or other designated expenditure and therefore not available for general operating use. Additional non-recurring items included an ACC levy refund following a prior year rate adjustment, the deferral of radio network project costs into next year, and savings achieved through reduced travel and vacancy-related expenditure.

The prior year deficit of \$16.6 million was primarily driven by the settlement of the Emergency Ambulance Service Multi Union Collective Agreement (MUCA), with \$14.8 million in backpay costs relating to 2022/23 recognised in 2023/24 following finalisation of the agreement. A careful focus on cost containment throughout the year enabled HHStJ to maintain operating expenditure at levels consistent with the prior year, despite inflationary cost pressures and increased emergency incidents.

Over the four years to 30 June 2025, HHStJ reported an average breakeven position. Our required investment into capital expenditure over this timeframe has increased considerably to maintain minimum viable service delivery. To support this investment HHStJ has utilised reserves and increased the level of borrowing. Core investment has been towards the Emergency Ambulance fleet and property.



## Key performance summary

Revenue for the year increased by \$45.4 million to \$595.4 million. The uplift primarily reflects the impact of the revised Health NZ and ACC funding which addressed inflationary pressures associated with frontline personnel costs. Additionally, targeted funding of \$17.2 million was received to support specific projects and the expansion of the clinical hub.

Fundraising income increased by \$14.7 million underpinned by the continued generosity of bequests. Commercial income also increased by \$9.0 million, reflecting a full year contribution from the medical alarm monitoring business, acquired in the prior year, and customer growth.

Expenditure remained at a similar level to the prior year at \$567.6 million.

## Business unit performance overview

### Ambulance Service

The HHStJ ambulance service group includes the Emergency Ambulance Service, Clinical Services and the Emergency Ambulance Communications Centres (now known as Integrated Operations Centres). In the 2024/25 financial year, the financial result for this group of activities was a deficit of \$17.8 million. The improvement compared to the deficit of \$42.3m in the prior year reflects the Emergency Ambulance Service Multi Union Collective Agreement (MUCA) settlement backpay costs in the prior year of \$14.8m relating to 2022/23. This deficit is supported through the generous bequests, donations, and fundraising activities of the public.

Whilst the 111 call volumes decreased by 0.5% nationally, HHStJ communications centres experienced a 0.5% increase in calls handled. Total incidents rose by 1.7%, with ambulance-attended incidents increasing 2.7% compared to the prior year.

### Health Services

HHStJ Health Services include inter-hospital transfers, non-emergency ambulance transports and event health services, and recorded a deficit of \$0.1 million, compared to a deficit of \$2.6 million in the prior year. Revenue from these services grew by \$4.1 million (13.8%) due to heightened demand for both patient transfer and private hire services. Expenditure increased by \$1.3 million (4.7%) reflecting increased activity and inflationary pressures.

### Community Health Services

HHStJ Community Health Services, include community-based programmes, such as St John in Schools, Caring Caller, and Youth programmes, costs for which are covered by retail store revenue of \$15.5 million, an increase of \$0.3 million, reflecting growing community engagement and demand.

### Customer activities

HHStJ has a range of services and products marketed on a commercial / social enterprise basis. These services deliver health benefits to customers and provide a financial contribution that can be applied to support the ambulance funding deficit and Community Health programmes. The contribution from these activities was \$6.9 million, up from \$2.9 million the previous year. This is mostly attributable to the improved performance of Telecare following the acquisition of the alarm monitoring business in the prior year, and customer growth. Medical product performance also improved, particularly through cost efficiencies in defibrillator sales.

### Charitable gifting

HHStJ remains deeply grateful for the continued support from individuals, businesses, and community funders across Aotearoa New Zealand who provide financial support through donations, bequests, sponsorship, and grants, and non-financial support through their time and expertise as volunteers. HHStJ – including its Area Committees – received donations of \$66.2 million during the year, an increase of \$14.7 million over the previous year. This is primarily reflective of the increased bequests. Many of these generous bequests are earmarked for future capital projects or specific purposes.

By fundraising in local communities throughout Aotearoa New Zealand, HHStJ provides funding for ongoing community activities, as well as supporting local capital projects. This fundraising supports the funding of new ambulance vehicles, ambulance equipment such as stretchers or defibrillators, and the replacement or maintenance of property facilities.

## Key position summary

### Balance sheet

At 30 June 2025, consolidated net assets totalled \$277.4 million, an increase of \$29.4 million over the prior year, reflecting the increase in total accumulated funds over that period.

Current assets increased by \$7.8 million, reflecting the increase in cash and cash equivalents of \$10.2 million offset by the sale of assets held for resale in the prior year. Investments in externally managed funds increased by \$15.8 million to \$41.4 million. These are held to support property development and maintenance and the delivery of Ambulance services and Community Health services in increasingly volatile times.

Property, plant and equipment, investment property and intangible assets of \$312.2 million reflects the capital-intensive nature of the Emergency Ambulance Service and Community Health programmes operated by HHStJ. This capital base has predominantly been funded by the fundraising efforts of communities throughout

Aotearoa New Zealand, alongside bequests from individuals and families, and support from businesses across the country.

Current liabilities reduced by \$5.2 million but was offset by an increase in borrowings. The balance sheet position is vital to ensure HHStJ can continue to meet its operational obligations and maintain certainty in its ability to deliver longer-term capital requirements, for which it faces several demands on its cash reserves. Strong operating cash flows in the year were sufficient to fund both capital requirements and loan repayments.

### Reserves

As an emergency service provider, HHStJ needs to ensure that it is resilient, operationally and financially capable in the face of civil emergencies. Historical events such as the Canterbury and Kaikoura earthquakes, COVID 19 pandemic, Whakaari White Island eruption and Cyclone Gabrielle underscore the importance of this approach. HHStJ needs to ensure it has the capability to respond to these adverse events through the maintenance of sufficient working capital and ongoing Government support when required.

HHStJ must remain committed to maintaining an appropriate level of reserves to ensure it has appropriate facilities and equipment to service the ongoing and increasing health needs of New Zealand communities. The retention of cash reserves is essential to the day-to-day sustainability of these services, especially during times of potential economic shocks.

In addition to supporting day-to-day operations, the retention of reserves is also crucial to HHStJ being able to maintain effective capital assets to support the delivery of services. In 2024/25 we incurred \$48 million in annual capital expenditure. Looking ahead, the organisation anticipates increased capital demands over the next five years, requiring continued reliance on reserves and diversified funding streams. This will ensure that the assets required to support the delivery of services and increases in community-based health needs of New Zealanders are at an acceptable standard, such as our ambulance stations, 111 ambulance communications centre, critical infrastructure, communications, technology, clinical equipment, and fleet. ●



The Order of St John New Zealand

## Summary consolidated financial statements

Summary consolidated statement of comprehensive revenue and expense For the year ended 30 June 2025	Notes	2025 (000's)	2024 (000's)
<b>Revenue</b>			
Revenue from exchange transactions		529,250	498,607
Revenue from non exchange transactions			
Fundraising – operating		48,252	35,521
Fundraising – capital		17,924	15,911
<b>Total revenue</b>	(3)	<b>595,426</b>	<b>550,039</b>
<b>Expenditure</b>			
Cost of sales		2,130	2,684
Personnel	(4)	382,249	386,473
Operating expenses		96,247	96,661
Vehicles		23,759	23,210
Operating supplies		10,190	10,436
Other expenses		8,978	7,865
Depreciation and amortisation		39,461	36,846
Finance costs		4,549	3,377
<b>Other gains/(losses)</b>			
Gain on sale of assets		686	814
Reversal of impairment of assets		–	25
<b>Net surplus/(deficit)</b>		<b>28,549</b>	<b>(16,674)</b>
Other comprehensive surplus		853	93
<b>Total comprehensive surplus/(deficit) for the year</b>		<b>29,402</b>	<b>(16,581)</b>

Summary consolidated statement of financial position As at 30 June 2025	Notes	2025 (000's)	2024 (000's)
<b>Current assets</b>			
Property, plant and equipment	(5)	298,383	290,093
Intangible assets		11,297	10,916
Investment property		2,560	2,620
Investments		41,367	25,518
Term deposits		–	1,847
<b>Total non-current assets</b>		<b>353,607</b>	<b>330,994</b>
<b>Total assets</b>		<b>436,487</b>	<b>406,120</b>
Current liabilities		111,135	116,382
Non-current liabilities		47,929	41,717
<b>Total liabilities</b>		<b>159,064</b>	<b>158,099</b>
<b>Net assets</b>		<b>277,423</b>	<b>248,021</b>
<b>Equity</b>		<b>277,423</b>	<b>248,021</b>

<b>Summary consolidated statement of changes in equity</b> For the year ended 30 June 2025	Accumulated Surplus or (Deficit) (000's)	Fair Value Reserve (000's)	Other Reserves (000's)	Total (000's)
<b>Opening balance 2024</b>	<b>246,327</b>	<b>(4,134)</b>	<b>22,409</b>	<b>264,602</b>
Total comprehensive (deficit)/surplus for the year	(16,674)	93	–	(16,581)
Transfer to/(from) reserves	6,969	–	(6,969)	–
<b>Balance 30 June 2024</b>	<b>236,622</b>	<b>(4,041)</b>	<b>15,440</b>	<b>248,021</b>
Total comprehensive surplus for the year	28,549	853	–	29,402
Transfer to/(from) reserves	499	–	(499)	–
<b>Balance 30 June 2025</b>	<b>265,670</b>	<b>(3,188)</b>	<b>14,941</b>	<b>277,423</b>

<b>Summary consolidated statement of cash flows</b> For the year ended 30 June 2025	2025 (000's)	2024 (000's)
Net cash flows from operating activities <sup>1</sup>	62,038	25,471
Net cash flows used in investing activities <sup>1</sup>	(39,865)	(19,208)
Net cash flows used in financing activities <sup>1</sup>	(11,933)	(2,220)
<b>Net increase in cash</b>	<b>10,240</b>	<b>4,043</b>
Cash and cash equivalents at the beginning of the year	26,883	22,840
<b>Cash and cash equivalents at the end of the year</b>	<b>37,123</b>	<b>26,883</b>

<sup>1</sup> Comparatives include representations for consistency with the current year.

On behalf of the Priory Board, which authorised the issue of the summary consolidated financial statements on 06 October 2025.



**John Whitehead**, Chancellor



**Peter Bradley**, Chief Executive

*These statements should be read in conjunction with the notes to the summary financial statements*

## Notes to the summary consolidated financial statements

### 1 Summary of accounting policies Statement of compliance and reporting group

These summary consolidated financial statements have been extracted from the audited full consolidated financial statements of The Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem and its subsidiaries and controlled entities (the 'Group' or 'Hato Hone St John'). These entities are listed below.

The Order of St John Northern Region Trust Board  
The Order of St John Central Region Trust Board  
The Order of St John South Island Region Trust Board  
St John Ambulance Financial Control Board Timaru  
Waimate St John Foundation Trust

The full consolidated financial statements of the Group have been prepared in accordance with New Zealand Generally Accepted Accounting Practice ("NZGAAP") and comply with Public Benefit Entity Accounting Standards ("PBE") as appropriate for Tier 1 not-for-profit public benefit entities. Hato Hone St John is a charitable trust governed by the Charitable Trusts Act 1957 and registered under the Charities Act 2005.

The audit report on the full consolidated financial statements was unmodified.

#### Basis of measurement

These summary consolidated financial statements have been prepared in accordance with PBE FRS-43 'Summary Financial Statements' and have been extracted from the audited full consolidated financial statements for the year ended 30 June 2025 which were approved by the Priory Board on 06 October 2025. These summary consolidated financial statements have been prepared on the basis of historical cost and are presented in New Zealand Dollars which is the functional currency of the Group. All values are rounded to the nearest thousand (\$000).

These summary consolidated financial statements cannot be expected to provide as complete an understanding as provided by the full consolidated financial statements. For a full understanding of Hato Hone St John's financial position and performance these summary consolidated financial statements should be read in conjunction with the audited full consolidated financial statements.

The audited full consolidated financial statements are available on application to the following address:

Head of Financial Reporting and Control  
Hato Hone St John National Headquarters  
Private Bag 14902  
Auckland 1741

## 2 Statement of Going Concern

As at 30 June 2025, the Group had a working capital deficit of \$28.3m (2024: \$41.3m) and total equity of \$277.4m (2024: \$248.0m). The Group has a surplus for the year of \$28.5m compared to a \$16.7m deficit in the prior year. The Group currently holds \$41.4m (2024 \$27.4m) of investments and term deposits within 'Non current assets' which can be liquidated with reasonable notice to meet current obligations. Hato Hone St John is a not-for-profit charity. The Group financial statements are prepared by the Priory on a going concern basis after due consideration of available cash, financing and investments. Cash and cash equivalents increased by \$10.2m (2024 \$4.0m) driven largely by an increase in donations and bequests.

## 3 Business unit information

Operating business units are reported in a manner consistent with the internal reporting provided to the Chief Executive. Management has determined the operating business units based on the reports reviewed by the chief decision makers that are used to assess performance and allocate resources. Generally revenues and expenses are apportioned to each unit on a direct basis plus an allocation of nonspecific and overhead costs proportional from organisational support functions and shared service functions based on activity drivers most applicable to the underlying support or service. The determination of the activity drivers and the allocation by management involves management judgement due to the respective complexities of the different business units. For example, the human resource activity ratio is higher in Emergency Ambulance Services due to the complexity of the human resource support compared to Community Health and Fundraising. The allocation methodology is subject to whole of business accountability assumptions across functions.

Besides the apportionment of shared and support service costs the other major apportionment between the business units relates to \$10.2m (2024: \$9.6m) in internal recovery by Emergency Ambulance Services from Community Health and Fundraising in respect of the part charge for utilisation of 111 medical ambulance responses to Medical Alarm customers or Hato Hone St John Ambulance Membership members.

### 3(a) Description of business units

**Emergency Ambulance Services** represents the provision of ambulance services including 111 response ambulance services and associated clinical control centres. In addition the expenditure of this business unit includes the delivery of clinical continuing training to support front line paid and volunteer ambulance staff in the provision of emergency first response services to the New Zealand public.

**Health Services** represents the provision of inter-hospital transfers and non-emergency ambulance transportation. It also includes the revenue and costs associated with Event Health Services.

**Community Health and Fundraising** represents the provision of services principally within communities, significantly through the support of volunteers and a smaller degree of direct income dependency, including services such as St John in Schools, free community health services, retail stores, and a national youth programme. It also includes services provided on a commercial basis but which are in alignment with the Hato Hone St John ethos of supporting the well being of New Zealanders including medical alarms to provide security and assistance, and training services that support health and safety outcomes within New Zealand work places as well as enhancing first aid resiliency within communities of New Zealand. Fundraising represents the outstanding and humbling charitable gifting provided by New Zealanders to support the services of Hato Hone St John.

Community Health and Fundraising was previously presented as two separate segments, being 'Customer Activities and Fundraising' and 'Community Services'. These business units are now reported as one.

In October 2024, the Ministry of Foreign Affairs and Trade agreed to fund Hato Hone St John for the provision of paramedic personnel and transportation to support event medic capacity at the International CHOGM event in Apia. A condition of the funding was to include explicit reference to the total funding received of \$980,000 from the International Development Cooperation programme. This is included within 'Revenue from exchange transactions' in the Summary Consolidated Statement of Comprehensive Revenue and Expense.

**Property and Infrastructure** reflects the significant reliance and associated expenditure with the provision of critical support services both for Emergency and Other Transportation Services and to a lesser extent Commercial Services within a National Organisation, including significantly the ICT infrastructure.

**Shared and Support Services** represent the common services utilised across all of the business units, including services such as financial transaction processing, human resources support to paid staff and volunteers, and the customer services centre.

**Investments** represents income and expenditure from non-core activities such as interest on investments including funds held as reserves under trust.

## 3(b) Business unit reporting – operating channel

Group consolidated	Emergency Ambulance Services (000's)	Health Services (000's)	Community Health and Fundraising (000's)	Property and Infrastructure (000's)	Shared and Support Services (000's)	Investments (000's)	Total (000's)
<b>2025</b>							
<b>Income</b>							
Transportation services	386,903	26,438	–	–	–	–	413,341
Commercial	–	39	75,945	–	–	–	75,984
Fundraising and retail stores	–	–	77,140	4,581	–	–	81,721
Rental and investment	271	–	–	494	–	4,906	5,671
Other	10,315	7,456	886	52	–	–	18,709
<b>Total revenue</b>	<b>397,489</b>	<b>33,933</b>	<b>153,971</b>	<b>5,127</b>	<b>–</b>	<b>4,906</b>	<b>595,426</b>
Transfer to property related gains	–	–	–	(4,580)	–	–	(4,580)
<b>Segmental revenue</b>	<b>397,489</b>	<b>33,933</b>	<b>153,971</b>	<b>547</b>	<b>–</b>	<b>4,906</b>	<b>590,846</b>
<b>Expenditure</b>							
Personnel	284,065	21,499	36,668	15,646	24,371	–	382,249
Depreciation and amortisation	21,761	3,048	9,261	5,275	109	7	39,461
Operating costs	58,577	4,326	33,735	26,145	9,247	4,845	136,875
Other expenses	7,503	810	663	2	–	–	8,978
<b>Total expenses</b>	<b>371,906</b>	<b>29,683</b>	<b>80,327</b>	<b>47,068</b>	<b>33,727</b>	<b>4,852</b>	<b>567,563</b>
Transfer to property related losses	–	–	–	(745)	–	–	(745)
<b>Segmental expenses</b>	<b>371,906</b>	<b>29,683</b>	<b>80,327</b>	<b>46,323</b>	<b>33,727</b>	<b>4,852</b>	<b>566,818</b>
<b>Inter-segment transactions</b>							
Ambulance membership and telecare part charge	10,245	–	(10,245)	–	–	–	–
Internal shared and support services	(53,572)	(4,352)	(25,523)	45,171	33,727	4,549	–
<b>Business unit (deficit)/surplus for the year</b>	<b>(17,744)</b>	<b>(102)</b>	<b>37,876</b>	<b>(605)</b>	<b>–</b>	<b>4,603</b>	<b>24,028</b>
Property related (losses)/gains	(10)	–	–	4,885	–	–	4,875
Loss on sale of financial assets	–	–	–	–	–	(354)	(354)
<b>Total (deficit)/surplus for the year</b>	<b>(17,754)</b>	<b>(102)</b>	<b>37,876</b>	<b>4,280</b>	<b>–</b>	<b>4,249</b>	<b>28,549</b>
<b>Business unit assets – Property, plant and equipment, intangible assets and investment property</b>							
<b>Total business unit assets</b>	67,308	14,575	26,387	203,561	384	25	312,240
<b>2024</b>							
<b>Income</b>							
Transportation services	369,234	22,715	2	–	385	–	392,336
Commercial	–	44	66,917	–	–	–	66,961
Fundraising and retail stores	–	(140)	64,541	2,260	1	–	66,662
Rental and investment	201	–	–	485	–	4,055	4,741
Other	10,907	7,212	858	362	–	–	19,339
<b>Total revenue</b>	<b>380,342</b>	<b>29,831</b>	<b>132,318</b>	<b>3,107</b>	<b>386</b>	<b>4,055</b>	<b>550,039</b>
Transfer to property related gains	–	–	–	(2,250)	–	–	(2,250)
<b>Segmental revenue</b>	<b>380,342</b>	<b>29,831</b>	<b>132,318</b>	<b>857</b>	<b>386</b>	<b>4,055</b>	<b>547,789</b>
<b>Expenditure</b>							
Personnel	288,855	21,014	35,756	16,216	24,632	–	386,473
Depreciation and amortisation	22,497	2,139	6,726	5,330	147	7	36,846
Operating costs	59,770	4,920	32,480	26,272	9,246	3,680	136,368
Other expenses	7,147	290	412	–	16	–	7,865
<b>Total expenses</b>	<b>378,269</b>	<b>28,363</b>	<b>75,374</b>	<b>47,818</b>	<b>34,041</b>	<b>3,687</b>	<b>567,552</b>
Transfer to property related losses	–	–	–	(583)	–	–	(583)
<b>Segmental expenses</b>	<b>378,269</b>	<b>28,363</b>	<b>75,374</b>	<b>47,235</b>	<b>34,041</b>	<b>3,687</b>	<b>566,969</b>
<b>Inter-segment transactions</b>							
Ambulance membership and telecare part charge	9,594	–	(9,594)	–	–	–	–
Internal shared and support services	(53,965)	(4,084)	(23,878)	45,595	33,708	2,624	–
<b>Business unit (deficit)/surplus for the year</b>	<b>(42,298)</b>	<b>(2,616)</b>	<b>23,472</b>	<b>(783)</b>	<b>53</b>	<b>2,992</b>	<b>(19,180)</b>
Property related (losses)/gains	(4)	–	(156)	2,475	–	–	2,315
(Loss)/gain on sale of financial assets	–	–	–	–	(53)	244	191
<b>Total (deficit)/surplus for the year</b>	<b>(42,302)</b>	<b>(2,616)</b>	<b>23,316</b>	<b>1,692</b>	<b>–</b>	<b>3,236</b>	<b>(16,674)</b>
<b>Business unit assets – Property, plant and equipment, intangible assets and investment property</b>							
<b>Total business unit assets</b>	63,539	13,176	24,556	204,374	621	–	306,266

**3(c) Business unit information – regional divisions**

Group consolidated	Northern (000's)	Central (000's)	South Island (000's)	National Office (000's)	Total (000's)
<b>2025</b>					
Revenue	33,668	25,578	29,697	506,483	595,426
Expenditure	(10,663)	(11,625)	(12,000)	(533,275)	(567,563)
Internal shared and support services	1,328	4,169	5,149	(10,646)	–
Transfer to property related fundraising and grants	(778)	(616)	(1,548)	(893)	(3,835)
<b>Business unit surplus/(deficit) for the year</b>	<b>23,555</b>	<b>17,506</b>	<b>21,298</b>	<b>(38,331)</b>	<b>24,028</b>
Property related gains	778	1,056	1,548	1,493	4,875
Loss on sale of financial assets	–	–	–	(354)	(354)
<b>Total surplus/(deficit) for the year</b>	<b>24,333</b>	<b>18,562</b>	<b>22,846</b>	<b>(37,192)</b>	<b>28,549</b>
<b>2024</b>					
Revenue	29,537	23,309	23,428	473,765	550,039
Expenditure	(10,802)	(11,084)	(11,833)	(533,833)	(567,552)
Internal shared and support services	1,491	1,512	3,801	(6,804)	–
Transfer to property related fundraising and grants	(574)	(914)	(444)	265	(1,667)
<b>Business unit surplus/(deficit) for the year</b>	<b>19,652</b>	<b>12,823</b>	<b>14,952</b>	<b>(66,607)</b>	<b>(19,180)</b>
Property related gains	447	896	449	523	2,315
Gain on sale of financial assets	–	–	–	191	191
<b>Total surplus/(deficit) for the year</b>	<b>20,099</b>	<b>13,719</b>	<b>15,401</b>	<b>(65,893)</b>	<b>(16,674)</b>

**4 Personnel costs**

Personnel expenditure includes defined contribution plan expense of \$13.7m (2024: \$13.3m).

**5 Property, plant and equipment**

2025		Cost (000's)					
Asset class	Opening Book Value	Additions	Transfers	Disposals	Transferred to Held for Sale	Impairments	Closing Book Value
Land	56,732	–	–	–	–	–	56,732
Buildings	179,520	2,682	4,707	(102)	–	–	186,807
Buildings WIP	6,587	3,909	(4,707)	–	–	–	5,789
Vehicles	140,899	16,524	–	(9,620)	–	–	147,803
Furniture, fixtures & equipment	103,061	20,547	3,403	(11,072)	–	–	115,939
Equipment WIP	3,403	988	(3,403)	–	–	–	988
<b>Total property, plant and equipment</b>	<b>490,202</b>	<b>44,650</b>	<b>–</b>	<b>(20,794)</b>	<b>–</b>	<b>–</b>	<b>514,058</b>
Heritage assets	200	–	–	–	–	–	200
<b>Total historic cost</b>	<b>490,402</b>	<b>44,650</b>	<b>–</b>	<b>(20,794)</b>	<b>–</b>	<b>–</b>	<b>514,258</b>
2025		Depreciation (000's)					
Asset class	Opening Depreciation and Impairments	Depreciation	Transfers	Disposals	Transferred to Held for Sale	Impairments	Closing Depreciation and Impairments
Buildings	50,980	3,970	–	(99)	–	–	54,851
Vehicles	92,111	12,564	–	(9,333)	–	–	95,342
Furniture, fixtures & equipment	57,218	19,532	–	(11,068)	–	–	65,682
<b>Total accumulated depreciation</b>	<b>200,309</b>	<b>36,066</b>	<b>–</b>	<b>(20,500)</b>	<b>–</b>	<b>–</b>	<b>215,875</b>
<b>Net</b>	<b>290,093</b>	<b>8,584</b>	<b>–</b>	<b>(294)</b>	<b>–</b>	<b>–</b>	<b>298,383</b>

2024							
Cost (000's)							
Asset class	Opening Book Value	Additions	Transfers	Disposals	Transferred to Held for Sale	Impairments	Closing Book Value
Land	54,754	3,734	(21)	–	(1,735)	–	56,732
Buildings	166,637	6,798	7,586	(838)	(663)	–	179,520
Buildings WIP	9,984	4,300	(7,697)	–	–	–	6,587
Vehicles	130,479	16,709	902	(7,191)	–	–	140,899
Vehicles WIP	1,151	–	(1,151)	–	–	–	–
Furniture, fixtures & equipment	101,332	21,219	(23)	(19,459)	(8)	–	103,061
Equipment WIP	949	2,454	–	–	–	–	3,403
<b>Total property, plant and equipment</b>	<b>465,286</b>	<b>55,214</b>	<b>(404)</b>	<b>(27,488)</b>	<b>(2,406)</b>	–	<b>490,202</b>
Heritage assets	200	–	–	–	–	–	200
<b>Total historic cost</b>	<b>465,486</b>	<b>55,214</b>	<b>(404)</b>	<b>(27,488)</b>	<b>(2,406)</b>	–	<b>490,402</b>

2024							
Depreciation (000's)							
Asset class	Opening Depreciation and Impairments	Depreciation	Transfers	Disposals	Transferred to Held for Sale	Impairments	Closing Depreciation and Impairments
Buildings	47,628	4,037	(131)	(367)	(162)	(25)	50,980
Vehicles	87,919	11,530	(250)	(7,088)	–	–	92,111
Furniture, fixtures & equipment	58,357	18,285	(23)	(19,398)	(3)	–	57,218
<b>Total accumulated depreciation</b>	<b>193,904</b>	<b>33,852</b>	<b>(404)</b>	<b>(26,853)</b>	<b>(165)</b>	<b>(25)</b>	<b>200,309</b>
<b>Net</b>	<b>271,582</b>	<b>21,362</b>	<b>–</b>	<b>(635)</b>	<b>(2,241)</b>	<b>25</b>	<b>290,093</b>

#### 5(a) Impairment of property, plant and equipment

No impairment losses were recognised during the year (2024: \$0.025m reversal).

The Hall at 92 Cuba Street Palmerston North remains unoccupied as it is deemed unsafe and is likely to be demolished. The book value of \$0.199m remains fully impaired.

The buildings at 29–31 Pererika Street, Rotorua have been demolished in the current year. The property's book value of \$0.559m was fully impaired.

#### 5(b) Assets classified as held for sale

The Sale and Purchase agreement on the property held at 366–368 Gloucester St, Taradale went unconditional in May 2024 and settled on 1st July 2024.

### 6 Related party disclosures

The Group regards a related party as a person (including their immediate family members) or an entity with the ability to exert control individually or jointly, or to exercise significant influence over the Group, or vice versa. Related party trading balances are payable on demand. The Group has not recorded any impairment of receivables relating to amounts owed by related parties during the year (2024: nil). This assessment is undertaken each financial year through examining the financial position of the related party and the market in which the related party operates.

### 7 Operating lease commitments

	2025 (000's)	2024 (000's)
<b>Non-cancellable operating lease payments</b>		
Less than 1 year	10,728	11,578
Later than 1 year less than 5 years	25,322	29,132
Later than 5 years	34,694	38,743
<b>Total operating lease commitments</b>	<b>70,744</b>	<b>79,453</b>

Operating leases are leases that do not transfer substantially all the risks and benefits incidental to ownership of the leased item to the Group. Operating lease payments are recognised as an operating expense in surplus or deficit on a straight-line basis over the lease term. Hato Hone St John has operating lease agreements related to properties, equipment and vehicles rented by Hato Hone St John for administrative and operational purposes.

**8 Capital commitments**

	2025 (000's)	2024 (000's)
Property, plant and equipment	11,797	20,594
<b>Total capital commitments</b>	<b>11,797</b>	<b>20,594</b>

**9 Contingent liabilities**

Contingent liabilities are subject to uncertainty or cannot be reliably measured and are not provided for. Disclosures as to the nature of any contingent liabilities are set out below. Judgements and estimates are applied to determine the probability that an outflow of resources will be required to settle an obligation. These are made based on a review of the facts and circumstances surrounding the event and advice from both internal and external parties.

	2025 (000's)	2024 (000's)
Lease premises guarantees	1,603	1,439
<b>Total guarantees</b>	<b>1,603</b>	<b>1,439</b>

**10 Subsequent events**

There were no material subsequent events to these accounts which would affect the interpretation of the accounts.



## Ko te Mana Whakahaere me ngā Komiti Pū

### Governance and key committees as at 23 June 2025

#### The International Order

**Sovereign Head**  
HM King Charles III

#### The Great Officers

**Grand Prior**  
HRH The Duke of Gloucester  
KG GCVO GCStJ

**Lord Prior**  
Prof M R Compton  
AM GCStJ

**Prelate**  
The Rt Rev T J Stevens  
CBE GCStJ

**Chancellor**  
Mr T Budd GCStJ

**Sub Prior**  
Dr S A Evans GCStJ

#### The Priory in New Zealand

##### Priory Chapter

**Prior**  
HE The Rt Hon Dame A C  
Kiro GNZM QSO DStJ

**Chancellor**  
Mr J H Whitehead  
CNZM KStJ

**Deputy Chancellor**  
Maj B P Wood \* KStJ  
DSD ED

**Chancery Appointee**  
Mrs S L Marshall DStJ \*  
(until 30 Nov 2024)

**Bailiffs and Dame Grand Cross**

Mr J A Strachan GCStJ \*  
Mr N B Darrow GCStJ  
Mrs J A Hoban GCStJ  
Dr S A Evans GCStJ

##### Elected and Appointed Members

Mr R D Blundell KStJ  
Ms C M Chan OSTJ \*  
Ms C A Fraser OSTJ \*  
Ms N N Gini DStJ \*  
Mr S G Greaves OSTJ \*  
Ms B J Hynes CSTJ \*  
Mr P D Rankin CSTJ  
Mrs A M Rosamond OSTJ  
Mrs T R Simonsen CSTJ \*  
(until 18 Oct 2024)  
Mr K F Smith CSTJ  
Mr P G Tranter CSTJ  
Mr K I Williamson KStJ  
QSM JP

##### Priory Officers

**Director of Ceremonies**  
Mr J D Wills KStJ

**Hospitaller**  
Ms L Evans OSTJ

**Librarian**  
Mr T M Skilton CSTJ ED JP

**Medical Advisor**  
Dr D J Anderson  
ASM MStJ

**Priory Dean**  
The Most Rev Archbishop  
Sir D J Moxon KNZM  
KStJ MMCM

**Priory Secretary**  
Ms C R Benson DStJ \*

**Registrar**  
Col (Rtd) S J Franklin CSTJ

**Volunteers Advisor**  
Mr G J Gillespie KStJ \*

##### Advisors to Priory Chapter

**Kaitohutohu-a-iwi**  
Mr T Pahi  
(until 13 May 2025)

**Cadet of the Year**  
Miss B E Walker \*  
(until 31 Dec 2024)  
Miss L G Wilson \*  
(from 1 Jan 2025)

##### Priory Chapter Committees

##### Priory Honours Committee

**Chair**  
Mr J H Whitehead  
CNZM KStJ

**Committee Members**  
Brig J P Broadley MBE  
(independent member)

Mrs P A Buchanan CSTJ \*  
Mr I L Dunn KStJ  
Col (Rtd) S J Franklin CSTJ  
Miss J R Gardner OSTJ \*  
Mr G J Gillespie KStJ \*  
The Most Rev Archbishop  
Sir D J Moxon KNZM  
KStJ MMCM  
Mr G W Salmon KStJ  
Ms C R Benson DStJ \*  
(ex-officio)  
Mr P R Bradley CBE KStJ  
(ex-officio)

##### Priory Nominations and Appointments Panel

**Chair**  
Mr J H Whitehead  
CNZM KStJ

**Committee Members**  
Mr B M Blackburn JP \*  
Ms N N Gini DStJ \*  
Mr G W Salmon KStJ  
(until 30 Sep 2024)  
Ms C Scholes  
Mr K I Williamson KStJ  
QSM JP  
Maj B P Wood \* KStJ DSD  
ED (from 11 Nov 2024)

##### Order Affairs Committee

**Chair**  
Mrs J A Hoban GCStJ

**Secretary**  
Mr P D Wood KStJ \*

**Committee Members**  
Mr G J Crowley OSTJ  
Mrs P J Hall MStJ  
Mr G S Handy OSTJ JP  
Mrs S A Howe CSTJ (until  
8 Jun 2025)  
Ms E McClure OSTJ \*  
Mrs M A Rankin OSTJ \*  
Mr P D Rankin CSTJ  
Mr P G Tranter CSTJ  
Ms C R Benson DStJ \*  
(ex-officio)  
Mr J H Whitehead CNZM  
KStJ (ex-officio)

#### Priory Rules Committee

**Chair**  
Mr P D Wood KStJ \*

**Committee Members**  
Ms C R Benson DStJ \*  
Mr P D Rankin CSTJ  
Mr P F Robinson OSTJ \*  
Mr T M Skilton CSTJ ED JP  
Mr M G C Stephens  
MStJ VRD  
Mr J A Strachan GCStJ \*  
Mr B S Sutton  
Mr K I Williamson KStJ  
QSM JP  
Mr J H Whitehead CNZM  
KStJ (ex-officio)

#### Volunteer Support Group

**Chair**  
Mr G J Gillespie KStJ \*

**Committee Members**  
Ms J M Cutforth MStJ  
Mrs S E Drinkwater  
Mrs E Mason MStJ  
Mrs M A McLeod MStJ  
(until 28 Feb 2025)  
Ms R S Oakley  
Mrs K S Sunckell CSTJ  
Mr R T Volmer  
Mr N A Whitfield \*  
Mr J H Whitehead CNZM  
KStJ (ex-officio)

#### Priory Board

**Chair**  
Mr J H Whitehead  
CNZM KStJ

**Deputy Chair**  
Maj B P Wood  
KStJ DSD ED \*

**Chancery Appointee**  
Mrs S L Marshall DStJ \*  
(until 30 Nov 2024)

**Members**  
Mrs W M A Hong  
(from 1 Oct 2024)  
Ms G H M Moana-  
Tuwhangai MNZM JP  
Mr B M Nielsen CSTJ  
(from 1 Oct 2024)  
Mr A Prasad JP  
Ms J Read QSO MStJ  
(until 30 Sep 2024)  
Mrs P M Rose QSO CSTJ  
Mr G W Salmon KStJ  
(until 30 Sep 2024)  
Mr C L Watson MStJ

#### Priory Board Committees

##### Clinical Governance Committee

**Chair**  
Maj B P Wood  
CStJ DSD ED \*

**Committee Members**  
Dr D J Anderson  
ASM MStJ  
Mr J E Butcher  
Dr S A Evans GCStJ  
Ms B J Hynes CSTJ \*  
Ms G H M Moana-  
Tuwhangai MNZM JP

Dr J E Moore CSTJ  
Mr A Prasad JP  
Mr D M Spearing MStJ  
Dr V J Thornton  
Mr G C Tobin  
(Paramedic Attendee)  
Mr J H Whitehead CNZM  
KStJ (ex-officio)

#### Risk and Audit Committee

**Chair**  
Mr A Prasad JP

**Committee Members**  
Ms S M Cumming  
ONZM DStJ  
Mrs W M A Hong  
(from 1 Oct 2024)  
Ms J Read QSO MStJ  
Mr K F Smith CSTJ  
Mr J H Whitehead  
CNZM KStJ

#### People and Capability Committee

**Chair**  
Mrs P M Rose QSO CSTJ

**Committee Members**  
Mr P N Brown  
Ms L F Hutchinson  
Mr B Keys  
(until 23 Oct 2024)  
Mr S Mataele  
(from 1 Dec 2024)  
Ms G H M Moana-  
Tuwhangai MNZM JP  
Mr G W Salmon KStJ  
(until 30 Sep 2024)  
Mr C L Watson MStJ  
Mr J H Whitehead  
CNZM KStJ

#### Asset Management Committee

**Chair**  
Mr G W Salmon KStJ  
(until 30 Sep 2024)  
Mr C L Watson MStJ  
(from 1 Oct 2024)

**Committee Members**  
Mr T R G Blacktop CSTJ  
Mr J D Butson OSTJ  
Mr G S Handy OSTJ JP  
Mr B M Nielsen CSTJ  
(from 1 Oct 2024)  
Mr K Simpkin CSTJ \*  
Mrs E Wansbrough  
(from 1 Dec 2024)  
Mr C L Watson MStJ  
(until 30 Sep 2024)  
Mr J H Whitehead CNZM  
KStJ (ex-officio)

#### Tāhuhu Advisory Komiti

**Chair**  
Ms G H M Moana-  
Tuwhangai MNZM JP

**Committee Members**  
Mr T R Gage  
Mr J Kendrick MStJ  
Ms N W Manawatu-  
Brennan  
(until 6 Nov 2024)  
The Most Rev Archbishop  
Sir D J Moxon KNZM  
KStJ MMCM

Mrs P M Rose QSO CSTJ  
Miss M Turrall  
Mr J H Whitehead  
CNZM KStJ

#### Region Trust Boards

##### Northern Region

**Interim Chair**  
Mr K F Smith CSTJ  
(until 30 Apr 2025)

**Chair**  
Mr W F Leech MStJ  
(from 1 May 2025)

**Elected Members**  
Mr J E Issott OSTJ  
Mr W F Leech MStJ  
(until 30 Apr 2025)  
Mr N B Roberts OSTJ  
Mr K E Shaw MStJ  
Mr K Simpkin CSTJ \*  
Miss D M Smith CSTJ  
(until 2 Aug 2024)

**Appointed Members and Capability**  
Miss G M Atkinson MStJ \*  
(from 10 Mar 2025)  
Mr M R Crosbie CSTJ  
(from 1 Oct 2024)  
Dr A Zhu CSTJ

**Patron**  
Mr R D Blundell KStJ

##### Central Region

**Chair**  
Mr T R G Blacktop CSTJ

**Elected Members**  
Miss C J Abbott OSTJ  
Mr G W Salmon KStJ  
Mr G H Burt  
Mr R M Hurrell  
Mr A R Ludlow MStJ  
Mr G W Salmon KStJ  
(from 7 Oct 2024)  
Mr M G C Stephens  
MStJ VRD

**Appointed Members**  
Ms L F Hutchinson  
(until 31 Mar 2025)  
Mr R R Sharma

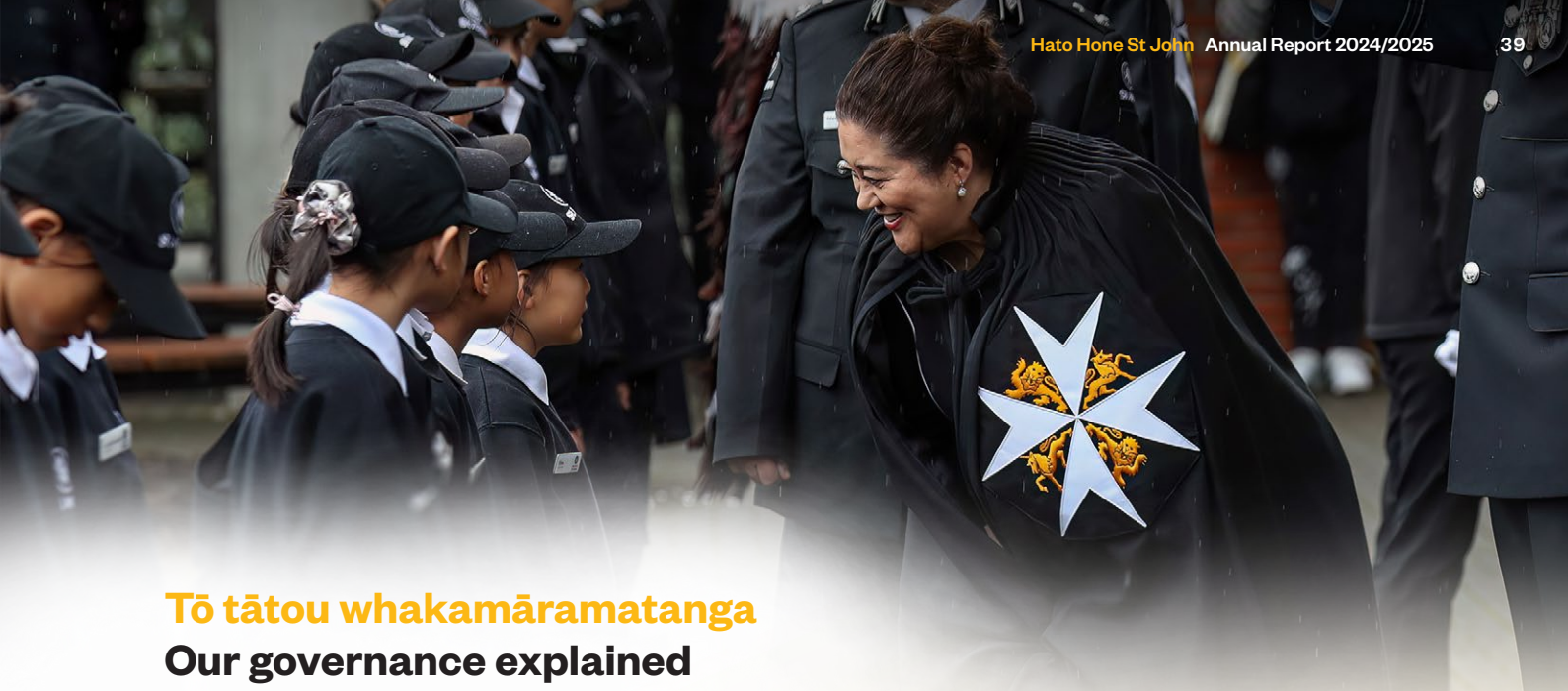
**Youth Governance Intern**  
Miss E N Ball \*

##### South Island Region

**Chair**  
Mr G S Handy OSTJ JP

**Elected Members**  
Mr C J Blanchfield MStJ  
Mrs M P A Corkindale DStJ  
Mr C J Fraei OSTJ \*  
(until 9 Sep 2024)  
Mr P W Hunt MStJ  
Mr M MacKereth MStJ  
Rev R D Morgan OSTJ  
Ms A A Shepherd CSTJ  
Mrs T R Simonsen CSTJ \*  
(from 21 Oct 2024)  
Mrs A C Tiffen MStJ

**Appointed Members**  
Mrs P A Buchanan CSTJ \*  
(from 20 Jan 2025)  
Miss J D Gillespie MStJ \*



## Tō tātou whakamāramatanga

### Our governance explained

Hato Hone St John is part of a global organisation. As we are a Royal Order of Chivalry, at the head of the family is the Sovereign Head King Charles III. Richard Duke of Gloucester is the Grand Prior.

#### Grand Council

The governing body of St John worldwide is its Grand Council. They guide our mission, shape our future by setting the international strategy, oversee international policies, and ensure we stay true to our values.

#### Prior

The position of Prior in New Zealand is held by the Governor-General. At present, our Prior is The Rt Hon Dame Cindy Kiro, GNZM QSO DStJ. The Prior is supported by the Chancellor, who is her deputy. Our Chancellor is John Whitehead, CNZM, KStJ.

#### Priory Chapter

Priory Chapter is the governing body of the Priory and advises the Prior on all matters relating to the affairs and work of Hato Hone St John. They oversee the ethos of the organisation, approve the strategic and financial direction, support change to international policy and the conferral of honours and awards. Priory Chapter is the guardian, ensuring the organisation is upholding the values and character of the Order. They are the accountability body overseeing the Priory Board, similar to a shareholders' council.

Priory Chapter is chaired by the Governor-General, as Prior of the Order in New Zealand, or by the Chancellor as deputy.

#### Priory Board

Priory Board (chaired by the Chancellor) holds the delegated authority from Priory Chapter for operational governance, supervising the unity, control, and management of Hato Hone St John. There are five subcommittees which focus on people matters, risk and audit, clinical governance, asset management, and our engagement with Māori.

#### Regional Boards

Our Regional Boards administer Hato Hone St John functions within each region, as delegated to them by the Priory Board. They have specific responsibility for setting the structure of Area Committees, who in turn develop a deep understanding of community health and wellbeing needs. Area Committees plan programmes and initiatives to ensure their community becomes stronger and healthier. They care for our people, finances, and property while enhancing the reputation of Hato Hone St John in their community.



## Independent Auditor's Report on the Summary Consolidated Performance Report

To the Trustees of the Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem ('The Order of St John New Zealand')

<b>Opinion</b>	<p>The summary consolidated performance report of the Trustees of the Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem ('The Order of St John New Zealand') and its subsidiaries (the 'Group') comprises the summary consolidated financial statements on pages 31 to 37 and the summary consolidated statement of service performance on pages 20 to 24. The complete set of summary consolidated financial statements comprises the summary consolidated statement of financial position as at 30 June 2025, and the summary consolidated statement of comprehensive revenue and expense, summary consolidated statement of changes in net equity and summary consolidated statement of cash flows for the year then ended, and related notes. The summary consolidated performance report is derived from the audited consolidated financial statements of the Group for the year ended 30 June 2025.</p> <p>In our opinion, the accompanying summary consolidated performance report, on pages 31 to 37 and 20 to 24, is consistent, in all material respects, with the audited consolidated performance report, in accordance with PBE FRS 43: <i>Summary Financial Statements</i> issued by the New Zealand Accounting Standards Board.</p>
<b>Summary consolidated performance report</b>	<p>The summary consolidated performance report does not contain all the disclosures required by Public Benefit Entity Standards. Reading the summary consolidated performance report and the auditor's report thereon, therefore, is not a substitute for reading the audited consolidated performance report and the auditor's report.</p>
<b>The audited consolidated performance report and our report thereon</b>	<p>We expressed an unmodified audit opinion on the audited consolidated performance report in our report dated 6 October 2025.</p>
<b>Priory Board's responsibilities for the summary consolidated performance report</b>	<p>The Priory Board is responsible on behalf of the Group for the preparation of the summary consolidated performance report in accordance with PBE FRS 43: <i>Summary Financial Statements</i>.</p>
<b>Auditor's responsibilities</b>	<p>Our responsibility is to express an opinion on whether the summary consolidated performance report is consistent, in all material respects, with the audited consolidated performance report based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) ('ISA (NZ)') 810 (Revised): <i>Engagements to Report on Summary Financial Statements</i>.</p> <p>Our firm carries out other assignments for the Group in the area of reasonable assurance for New Zealand Community Trust (NZCT) and New Zealand Qualifications Authority grants (NZQA). These services have not impaired our independence as auditor of the Entity and Group. In addition to this, partners and employees of our firm deal with the Entity and its subsidiaries on normal terms within the ordinary course of trading activities of the business of the Entity and its subsidiaries. The firm has no other relationship with, or interest in, the Entity or any of its subsidiaries.</p>
<b>Restriction on use</b>	<p>This report is made solely to the Priory Board, as a body, in accordance with Section 12.2 of the Rules of Priory. Our audit has been undertaken so that we might state to the Priory Board 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 Priory Board as a body, for our audit work, for this report, or for the opinions we have formed.</p>





*Deloitte Limited*

Auckland, New Zealand  
6 October 2025

This audit report relates to the summary consolidated performance report of The Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem ('The Order of St John New Zealand') and its subsidiaries (the 'Group') for the year ended 30 June 2025 included on the entity's website. The Priory Board responsible for the maintenance and integrity of the Entity's website. We have not been engaged to report on the integrity of the Entity's website. We accept no responsibility for any changes that may have occurred to the summary consolidated performance report since they were initially presented on the website. The audit report refers only to the summary consolidated performance report named above. It does not provide an opinion on any other information which may have been hyperlinked to/from the summary consolidated performance report. If readers of this report are concerned with the inherent risks arising from electronic data communication, they should refer to the published hard copy of the summary consolidated performance report and related audit report dated 6 October 2025 to confirm the information included in the summary consolidated performance report presented on this website.

# Serving *communities* ACROSS AOTEAROA NEW ZEALAND

**Key**

-  Ambulance Station
-  Area Committee
-  Station and Area Committee
-  Retail Store



 Chatham Islands →



**Hato Hone  
St John**

To find out more about what Hato Hone St John does in communities around Aotearoa New Zealand or to support:

**[stjohn.org.nz](https://stjohn.org.nz)**

**0800 ST JOHN (0800 785 646)**

**[info@stjohn.org.nz](mailto:info@stjohn.org.nz)**

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## **RESULTS BASED ACCOUNTABILITY REPORT**

**1 July 2024 to 30 June 2025**

- Performance Measures - Data
- Performance Measures – Report
- RBA Schedule
- Financial Report

## Manawatu Tenants Union Data Report

Performance Measures	Jul-Dec 2024	Jan-June 2025
How many tenants in total did you engage with	108	228
How many tenants are from the Manawatu District	7	10
Percentage of tenants from the Manawatu District	6.48%	4.39%
How many tenants responded to the 'satisfaction' question in the survey	3	3
Of those tenants who responded to the 'satisfaction' question in the survey, what percentage reported they were Highly Satisfied or Satisfied with the service	100%	100%
How many tenants in total were supported to address a tenancy issue	106	220
Of those tenants who came to MTU with a tenancy issue, what percentage Strongly Agreed or Agreed that as a result of working with the Manawatu Tenants Union have better access to secure, safe, and affordable housing	100%	100%

# Manawatū Tenants' Union

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MDC Community Grant

**Housing is a Human Right**

# Manawatū Tenants' Union

Phone: 06 357 7435

Hancock Community House, Palmerston North

Email: [info@mtu.org.nz](mailto:info@mtu.org.nz)

[www.mtu.org.nz](http://www.mtu.org.nz)

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## Service Aim/Delivery

Between July 1<sup>st</sup> 2024 and 30<sup>th</sup> June 2025

- the Coordinator reported 843 contacts
  - o 681 have occurred via the phone or internet,
  - o 158 visited the office or at an outreach clinic.
- detailed information for 336 tenants needing case management
  - o 377 separate issues,
  - o 12 tenants supported through the Tenancy Tribunal or mediation.

## Key Factors Impacting Performance Measures

An important factor in the last year has been the drying up of Central Government funding which has not been able to be replaced. Seeking an alternative source has been a factor in absorbing labour hours and has resulted in the need to move away from the current model of service provision. We are thus developing an alternative model and hope to enact this within the second half of 2025.

For tenancy-related factors, we continue to see the impact of the return of 90-day no-cause terminations leading to fewer tenants being willing to stand up for their rights. This has been mitigated somewhat by reduced pressure in the renting space as tenants have more confidence in being able to find somewhere new than they have been since Covid. The upcoming deadline of the Healthy Homes Standards has contributed to drawing attention to where maintenance has been falling short and represents a high number of pressing cases.

## Approaches to Improve or Accelerate Performance

Due to significant changes in existing funding over the past two years and moving into this next financial year, we are no longer able to put attention into efficiency gains without compromising the core service. Part of an option for efficiency gains is altering reporting on accountabilities as there are no longer three significant funders with similar outcomes to report.

## Non-reporting or Variances in Reporting

There is nothing to add apart from noting the usual difficulties in getting post-intervention feedback forms filled out.

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## Progress to be Reported

### **How many tenants were engaged with?**

The total number of contacts was 843, with 336 tenants needing case management. 17 of these identified themselves as from the Manawatū District.

### **How many education seminars were delivered?**

We have delivered 34 education seminars. 11 of these were in the Manawatū District.

### **How many tenants have been supported to solve a tenancy issue?**

326 case managed tenants have been supported to resolve a tenancy issue. 10 were established to not have a tenancy issue that we could engage with or no longer desired our support.

### **How many tenants responded to positively to our service?**

There were 6 completed feedback forms. In addition, the Coordinator has reported 290 tenants that we have followed up with who responded positively to our engagement over the phone or in person outside the survey.

### **How many tenants strongly agreed or agreed that they were able to address their tenancy issue with MTU's support?**

100% responded to this enquiry and felt that our service enabled them to be more able to address their tenancy issue.

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## Activities and Events

The activities MTU has engaged in for this reporting period are:

- Seminars and education:
  - Inclusion Workshop
  - Sustainable Development Goals
  - Ready 2 Rent (Housing Advice Centre)
  - Ready 2 Rent (Ngāti Kauwhata)
  - Ready 2 Rent (Te Aroha Noa)
  - Renters' Rights for Refugees (Red Cross)
- Media presence:
  - Flatting Today
  - Interview by Generation Rent UK
- Regular meetings:
  - Manawatū Community Housing Trust
  - Te Pū Harakeke
  - Hancock Community House Tenants
  - Housing Needs Monitoring Group
  - Tenant Advocates' Network
  - Minister of Housing
  - Palmerston North MP
  - PNCC Housing Insecurity Hui
- Policy engagement:
  - Letter sent to Ministers on Defence Force housing
  - Submitted Healthy Homes Commitment to PNCC
  - Submitted Letter of concern to PNCC regarding reduced funding following Budget consultation
  - Submissions
    - Dangerous, Affected, and Insanitary Buildings Policy
    - Disputes Tribunal Amendment Act 2024
    - Horizons Long Term Plan
    - Insulation Standards in Housing and Other Dwellings Consultation
    - MDC Draft Growth Strategy
    - PNCC Draft Annual Budget
    - PNCC Local Water Done Well
    - Regulatory Standards Bill
    - Residential Tenancies Act Amendment 2024
    - Taxation and the Not-for-profit Sector

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- Treaty Principles Bill
- Outreach:
  - Building Blocks of Community – Roslyn Library
  - Renting Clinic – Feilding Library
  - Volunteering Expo with Volunteer Central at Palmerston North Library
- Networking:
  - Carasso Social Housing Research and Development Program at Tel Aviv University
  - CohoHui 2025
  - CTU
  - Enable
  - Etū
  - Greens Party
  - Habitat for Humanity
  - Manawatū Community Housing Trust Annual BBQ
  - Ministry of Social Development
  - Palmerston North City Council
    - William Wood
    - Lorna Johnson
    - Brent Barrett
    - Rachel Bowen
    - Kaydee Zabelin
  - Renters United
  - Tenancy Services
  - UnionAid
  - Unions Manawatū

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## Selected Case Work Narratives

### **Retaliatory Notice**

A tenant came to us following a \$140 per week rent increase that they found very difficult to avoid with short notice. The tenant found out that the increase was because the property owner had decided to redefine the main living space of the home as an additional bedroom, which they disputed. We advised questioning the rent increase. When the tenant did so, the property owner put on pressure to leave through harassing emails, a sudden additional inspection during which another person was shown through the room as a prospective tenant, and a 63-day notice to terminate the tenancy the same day the tenant disputed the rent increase.

We worked with the tenant to prepare a Tenancy Tribunal application. When the property owner received notification, they continued their harassment and produced a second 42-day termination notice to move back into the property claiming that they had split up with their partner. We attempted to reach a mutually beneficial agreement with parties to support the tenant moving on quickly and allowing the property owner quicker access. However, the property owner refused to engage. On the day of the hearing, the Tribunal found the landlord had issued a retaliatory notice, breached the tenant's privacy by showing a potential tenant through his home under the guise of an inspection, and owed the tenant \$4,027 in compensation and exemplary damages with the full bond returned.

However, the landlord paid \$2,000 after a week, then refused to pay the rest of what they owed. We subsequently supported the tenant in filing a civil enforcement application with the District Court, securing a warrant to seize property to enforce the order. This promptly resulted in the full payment being made.

### **Escaping Domestic Violence**

A young female tenant approached us following domestic violence and the need to escape her current tenancy. We ensured that she got all the proper documentation and sent it to the property manager. However, the property manager disputed that the domestic violence was real, instead they contacted the tenant's partner at the time and queried him regarding the violence and the need for the tenant to leave the property. This was a significant breach of privacy and presented a substantial risk of preventing a domestic violence victim from escaping – even threatening the tenant's life.

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However, the property manager still chose to take the tenant to the Tenancy Tribunal to dispute the domestic violence claim. We were present to support the tenant's right to make the claim and that the proper notice and declaration was given. The Tribunal reminded the property manager that they must accept the notice and the termination of the tenancy as all proper documentation was provided.

## **Every Voice Matters: Supporting Tenants to Be Heard—Even When the Outcome Feels Mixed**

A boarding house tenant left their home at short notice due to personal and mental health challenges. Unfortunately, the room was not left in a very tidy condition, so the boarding house management put a significant claim on the bond. The claimed costs were for cleaning, rubbish removal, moving possessions, and shifting the tenant's car. However, the tenant didn't feel they had been treated fairly or respected in the dealings with the boarding house management.

On the day of the Tenancy Tribunal, we did our best and represented the tenant who lacked the facilities to do so themselves. Through us, we ensured that his story was heard with its barriers and struggles and how they impacted his mental state at the time of leaving the tenancy and now. The claimed costs were largely accepted, with some dismissed, and a small claim returned to the tenant. Importantly for the tenant, the mental health impact was acknowledged and the Tribunal decided to suppress their name for their protection. For the tenant, it wasn't a significant win, but they needed someone to stand beside them and speak with them. Having a fair go and to be listened to as a matter of justice without being ignored was what the tenant needed to settle the dispute and go on without resentment.

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## Feedback

### **A letter from one of our seminars**

“On behalf of Horizon Education, I just wanted to reach out to say a massive thank you for you giving up your time to come in and speak with our learners about what is available through the Manawatu Tenants Union and through your connections in Hancock Community House.

It was amazing to hear your extensive knowledge of both the housing arena, and also the union side of things that you have been involved in.

Thank you, also, for bringing in prizes for our students (and staff...) when your questions were answered and for the encouraging way you engaged with the conversations.

I have had one learner actively come forward to offer response (see below).

At some stage, in the near future, I would like to arrange a time to bring the students through to Hancock Community house so that they are aware of where it is and the services contained.

"Thank you for coming into Horizon Education and teaching us, the students, and possibly even the tutors, about the rights and responsibilities of both a tenant and a landlord. Lots of us were unsure about the facilities and supports available for housing/tenancy issues, and thanks to you, we were able to learn about them and get some ideas for finding support due to your explanation and booklets. We are glad you came in and shared your knowledge and experience—truly, thank you."

Again, I thank you. You, and the Manawatu Tenants Union, are real assets to our community.”

### **Other pieces of feedback given**

They went above and beyond with my issue. I was surprised to get so much help and would recommend MTU to absolutely everyone who has issues with their landlords.

I couldn't be happier with MTU. I hope they continue to help people the way they helped me.

Cam has been a tremendous help the last couple of months and I can't thank him enough for the continued support and guidance. I have come away with lots of knowledge and understanding of tenants rights.

Seriously, I am so grateful for the support and it seems to be coming in from multiple angles.

# Manawatū Tenants' Union

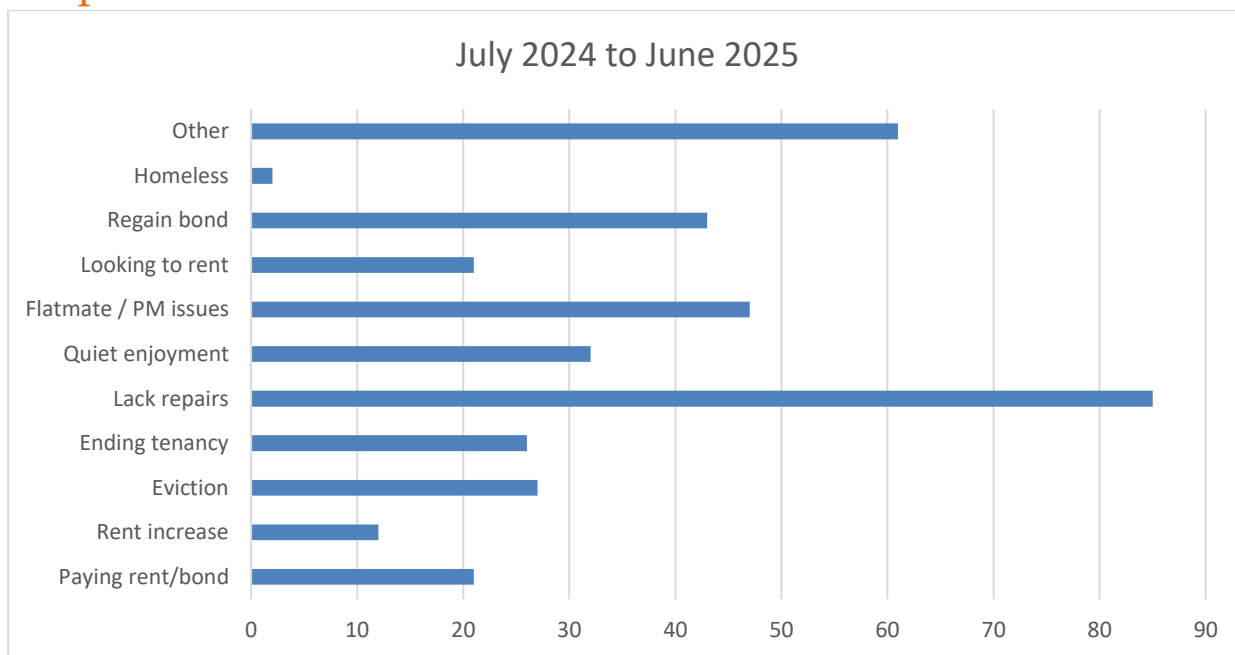
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## Graphs



The Healthy Homes Standards, particularly failures, have been a dominant feature of the last year. More attention has been put on the standard of housing with the upcoming deadline. However, the problem is how close some of these have got to the official deadline and these have produced Tenancy Tribunal proceedings. An issue that has arisen is that tenants need to either accept the property owner / manager's claim of meeting Healthy Homes Standards, or they are forced to pay additional costs to have their own official inspection.

An anticipated problem has been a jump in the number of terminations, and fears of termination. As there is no-cause terminations, the ability to fight these remain limited, even when there could be reasons. We have been getting tenants not expressing their rights due to fear of termination.

An unexpected development has been a rise in contacts for regaining bond when the property owner / manager has threatened Tenancy Tribunal proceedings and not done so. However, the property owner / manager continues to refuse to sign the bond refund form, withholding access to the money unnecessarily and forcing the tenant to initiate proceedings themselves to regain their bond.

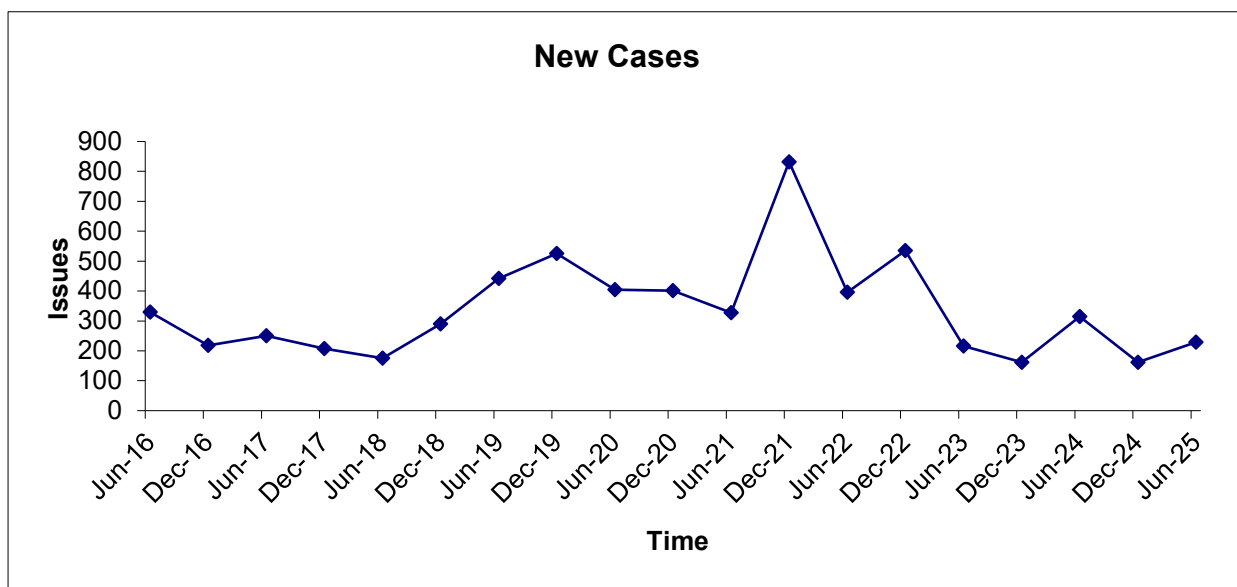
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The number of issues, tenants, and contacts has reverted to a steady rise following the recent tenancy legislation changes and the deadline of the Healthy Homes Standards. Fortunately, we remain below the peak of the Covid pandemic, but these remain steady within the bounds anticipated by earlier in the housing crisis. We feel that cutting back on public and social housing support has thus been pre-empted and likely to perpetuate problems.

## Schedule 1

<b>Name of service, programme or initiative</b>		Manawatū Tenants' Union						
<b>Funding Amount</b>		\$5,000 per annum						
<b>Term of contract</b>		3 years						
<b>Direct Client/s</b>		Individuals who receive support from Manawatū Tenants' Union						
<b>Funded Activities and Goals</b>		<ul style="list-style-type: none"> <li>• Tenant Advice and Advocacy</li> </ul>						
		<b>QUANTITY OUTPUTS</b>	<b>QUALITY OUTPUTS</b>	<b>SKILLS &amp; KNOWLEDGE</b>	<b>ATTITUDE &amp; OPINION</b>	<b>BEHAVIOUR CHANGE</b>	<b>CIRC. CHANGE</b>	<b>POPULATION OUTCOMES</b>
<b>Service component</b>	<b>Direct Clients</b>	<b>How much</b>	<b>How well</b>	<b>Better Off</b>				
Tenant Advice and Advocacy	Individuals	Total # active clients	% clients <sup>i</sup> report they are highly satisfied/satisfied <sup>ii</sup> with the support and service they received				#/% clients who strongly agree/agree <sup>iii</sup> they have better access to secure, safe and affordable housing as a result of the support and service provided through the Manawatū Tenants' Union	<b>Whānau – We are actively engaged</b>

		# clients who come from the Manawatū District	% clients that come from the Manawatū District					
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<sup>i</sup> Clients are individuals who are provided support through the Manawatū Tenants Union as outlined in this schedule

<sup>ii</sup> Note; 5point likert scale from highly dissatisfied to highly satisfied

<sup>iii</sup> Note; 5point likert scale from strongly disagree to strongly agree

# **Financial Report (Management)**

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**Manawatū Tenants' Union Incorporated**

**For the Year Ended 30 June 2025**

# Manawatū Tenants' Union Incorporated

## Funds Received and Paid

For the period 1 July 2024 to 30 June 2025

	2025	2024
<b>Operational Receipts</b>		
Donations, Koha, Bequests and Other fundraising	1,097	510
Grants (Note 7)	63,550	78,774
Government Contracts	7,000	16,122
Education and Outreach	2,550	2,795
Interest	750	1,753
Flexi-Fund Management Fee	5,000	0
Flexi-Fund - Fund Balance Received	25,000	0
Other cash received	527	921
<b>Total Operational Receipts</b>	<b>105,474</b>	<b>100,875</b>
<b>Operational Payments</b>		
Accountancy Fees	2,875	1,901
Advertising	2,470	52
Communication & Website Services	1,571	-
Donations and Hardship Fund paid	705	100
Flexi-Fund - Funds Distributed	1,025	0
Fundraising costs	13	24
General Expenses	6,121	4,193
Insurance	2,642	2,329
PNCC-HCH Expenses	4,519	2,050
Printing & Stationery	775	429
Staff Expenses	770	115
Subscriptions	1,525	1,584
Supervision	1,242	1,932
Telephone & Internet	1,241	1,912
Travel Expense	2,071	2,215
Wages	76,691	74,611
<b>Total Operational Payments</b>	<b>106,255</b>	<b>93,448</b>
<b>Excess Operational Receipts/(Payments) for Year</b>	<b>( 781 )</b>	<b>7,427</b>
<b>Other Receipts</b>		
Grants for Capital Purposes	2,993	-
<b>Other Payments</b>		
Purchased Assets	6,165	-
<b>Total other Receipts and Payments</b>	<b>( 3,172 )</b>	<b>-</b>
<b>Total Cash Flow for Year</b>	<b>( 3,953 )</b>	<b>7,427</b>
Cash Balance at Start of Year	72,206	
Cash Flow for Year	( 3,953 )	
Cash Balance at End of Year	68,253	

CCA

# Manawatū Tenants' Union Incorporated

## Assets and Liabilities

As At 30 June 2025

	2025	2024
<b>Current Assets</b>		
Bank Accounts and Cash	68,253	72,206
Receivables	30	-
<b>Total Current Assets</b>	<b>68,283</b>	<b>72,206</b>
<b>Current Liabilities</b>		
Unexpended Grants (Note 7)	-	6,500
Annual Leave Liability	9,601	7,292
Payables	50	-
Flexi-Fund - Fund Balance Unspent	23,975	-
<b>Total Current Liabilities</b>	<b>33,626</b>	<b>13,792</b>
<b>Available Funds</b>	<b>34,657</b>	<b>58,414</b>

### Other Significant Assets

Fixed Assets at Cost	14,185	6,920
<b>Total Other Assets</b>	<b>14,185</b>	<b>6,920</b>

CCA

# Manawatū Tenants' Union Incorporated

## Accounting Policies

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### 1 Basis of Preparation

Transactions are reported on a cash basis as paid or received during the period. No accrual accounting adjustments have been made to the figures in the 'Funds Received and Paid' report, and no depreciation has been applied to fixed assets.

The report is prepared for internal management and governance purposes and should not be confused with a General Purpose Financial Report compliant with the NZ Financial Reporting framework.

### 2 Fixed Assets

Fixed Assets, including land or buildings, shown in 'Other Significant Assets' show any property, plant or equipment that is being held for provision of services. It does not include any property that is held for investment purposes only.

### 3 Grants

Grant shown in 'Operational Receipts' denote the amount of grant funding received in the reporting period, and disregards any such funds being carried over from previous or to next periods. Carried over amounts are shown as a Liability in 'Assets and Liabilities'.

### 4 Government Contracts

Government Contracts' in 'Operational Receipts' denotes the amount of money the organisation has received in the reporting period under a contract with a government department, regardless of whether these receipts relate to activities in the reporting period. Any commitments for future reporting periods arising from such funds are shown as liabilities in 'Assets and Liabilities'.

### 5 Bank Accounts and Cash

Bank Accounts and Cash' in 'Assets and Liabilities' denotes any cash held by the organisation that is available instantly or at short notice, including any term deposits, regardless of maturities.

### 6 Taxation

As a Registered Charity Manawatū Tenants' Union Incorporated is exempt from Income Tax.

Manawatū Tenants' Union Incorporated is not registered for GST, and all figures are shown inclusive of GST.

CCA

# Manawatū Tenants' Union Incorporated

## Notes to the Accounts

### 7 Grants Received and Expended

Manawatū Tenants' Union Incorporated has received and expended the following grants, with thanks:

2025		Carried over from previous year	Received this year	Expended this year	Carried over to next year
	Catholic Social Services	-	2,000	2,000	-
	Community Services Council	-	5,000	5,000	-
	Eastern & Central Community	-	10,000	10,000	-
	COGS	-	5,000	5,000	-
	Manawatu District Council	-	5,000	5,000	-
	NZ Lottery Grans	-	20,000	20,000	-
	PNCC-Strategic Priority Grants	5,000	11,550	16,550	-
	Lion Foundation	1,500	-	1,500	-
	TG McCarthy Trust	-	5,000	5,000	-
	<b>Totals</b>	<b>6,500</b>	<b>63,550</b>	<b>70,050</b>	<b>-</b>

2024		Carried over from previous year	Received this year	Expended this year	Carried over to next year
	Lion Foundation	-	1,500	-	1,500
	PNCC-Creative Communities Fund	-	5,000	-	5,000
	Catholic Social Services	-	3,000	3,000	-
	Community Services Council	-	4,585	4,585	-
	Eastern & Central Community	-	7,500	7,500	-
	COGS	-	3,000	3,000	-
	NZ Lottery Grants	-	30,000	30,000	-
	Pub Charitites	-	5,689	5,689	-
	PNCC-Strategic Priority Grants	-	15,500	15,500	-
	Sargood	-	3,000	3,000	-
	<b>Totals</b>	<b>-</b>	<b>78,774</b>	<b>72,274</b>	<b>6,500</b>

CCA

# 6PAC Report

We have performed a **6-point account check (6PAC)** on the financial statements of Manawatū Tenants' Union Incorporated for the year ended 30 June 2025.

More details about the checks we perform are available from our web site, <https://commaccounting.co.nz/services/6pac-service/>

Our findings are:

1. The financial statements are compliant in format with reasonable financial reporting practice for management reports;
2. Transactions recognised by the organisation have been categorised and accounted for according to the requirements for this type of entity;
3. Reported bank and investment balances correspond with information available from the organisation's banking providers.
4. The organisation keeps sufficient records to document their reported expenditure;
5. Provided disclosures in the Notes follow reasonable financial reporting practice for management reports; and
6. The calculation of disclosed accruals, such as Accounts Payable, Receivable, prepayments etc, is correct.

## Reporting Basis

CCA does not vouch for the correctness of all information given in the financial statements we have checked, only for the findings given in this report. As part of our checks we have examined the information that the organisation has provided us with, but we have not undertaken any checks on the validity, accuracy or completeness of this information.

Our 6PAC report should not be mistaken for a form of assurance (audit or review). It is a service developed and provided by Community Capacity Accounting to accommodate the needs of typical stakeholders in not-for-profits, and to give an affordable alternative to an assurance engagement.

The person(s) undertaking a 6PAC check was not involved in the preparation of the financial statements, or the delivery of any significant services for the reporting period.

*Community Capacity Accounting*

10<sup>th</sup> October 2025

**Community Capacity Accounting**



## **Feilding Community Patrol**

# **RESULTS BASED ACCOUNTABILITY REPORT**

**1 July 2024 to 30 June 2025**

- Performance Measures - Data
- Performance Measures – Report
- RBA Schedule
- Financial Report

## Feilding Community Patrol Data Template

Performance Measures	01 Jul-31 Dec	01 Jan-30 Jun	Total 01 Jul-30 Jun
<b>How much: Quantity of effort</b>			
Total # volunteers engaged in patrol activities	32	33	65
Total # hours on patrol	413	591	1004
# incidents reported to Police	74	143	217

How Well: Quality of effort			
# clients (volunteers) who answered the 'likely to recommend' question in the survey (denominator)	15	16	31
# clients (volunteers) who scored 0-6 on the Likert scale (detractors) (numerator)	3	3	6
# clients (volunteers) who scored a 9 or 10 on the Likert scale (promoters) (numerator)	9	10	19
<b>Employee Net Promoter Score</b>	40	44	42

Better Off? Effect of effort			
# clients (Community members) who answered the 'sense of safety' question in the survey (denominator)	25	73	98
# clients (Community members) who strongly agree OR agree feel a greater sense of safety in their Community as a result of the Feilding Patrol presence (numerator)	20	60	80
<b>% clients who strongly agree OR agree feel a greater sense of safety in their Community as a result of the Feilding Patrol presence (SK,S)</b>	80%	82%	82%

**Feilding Community Patrol**  
**Results Based Accountability Narrative Reporting**  
**1 July 2024 to 30 June 2025**

Describe the key factors impacting on the performance measures.

The Patrol currently has 36 members, up from 32 at the end of 2024. A changeover to a new rosterer and roster system created some initial hiccups, but is now working smoothly. Over the past few months, the Patrol has been rostered on around 70–75% of days, which represents a strong and consistent presence in the community.

Volunteer availability is occasionally stretched during winter months, and continued recruitment will be beneficial. This year, there were a small number of resignations and short-term leave of absences, but overall numbers remain healthy.

The Patrol has benefitted from new sponsorship and support, including Trident Homes, Homely Property Management, and the proceeds from the Turnaround Fashion show, in addition to ongoing fuel sponsorship from ITM and Central Demolition.

Expansion of housing in Feilding has created additional demand, particularly with thefts in new subdivisions. The Patrol also took on extra responsibility after it was noted that gates at reserves and cemeteries were not consistently being secured, requiring additional checks.

Briefly describe any ideas or approaches you may have to improve or accelerate your performance.

The Patrol continues to use flexible rostering and “leave of absence” arrangements to encourage retention. Recruitment has largely been opportunistic, with several new members joining after the high-profile Fashion show fundraiser.

The adoption of a new online reporting system has been a significant improvement, streamlining communication between patrollers, the Police liaison officer, Police intelligence, and the Patrol Leader. This has reduced administrative overhead, provided more accurate and timely information, and strengthened coordination with Police.

Training remains a strong focus. A recent team training session ensured members are confident in using the new system, and the Patrol has funding applications in place for first aid training, a locator beacon, and a vehicle tablet.

Looking ahead, the Patrol is planning further de-escalation training with Police, has arranged a visit to Police National HQ and Communications Centres (late 2024), and is in the process of finalising an MOU with Civil Defence to assist in emergencies.

The Patrol now also maintains a list of available patrollers to assist Police with traffic management in times of staff shortage, further cementing its value as a trusted community partner.

Please provide a detailed explanation of any non-reporting or variances in reporting against the contract.

There are no issues of non-reporting.

Is there anything else that you need to bring to our attention?

The Patrol acknowledges and appreciates the continued support of:

Its dedicated volunteers,

Manawatu District Council,

Feilding Police,

Local businesses including Trident Homes, Homely Property Management, ITM, and Central Demolition,

And community supporters such as Turnaround Fashion, whose fundraiser boosted both finances and visibility.

Do you have a success story that you would like to share? (This may include a case study, video clip, presentation or other).

The Patrol has been involved in several notable incidents over this period:

Missing persons searches, where patrollers provided valuable assistance to Police.

First response at motor vehicle accidents, helping secure scenes until emergency services arrived.

The rollout of the new online reporting system, which has transformed communication and reduced workload for both the Patrol and Police.

A standout success story was the Turnaround Fashion fundraiser, which not only raised significant funds but also directly resulted in several new patrollers joining — bringing with them valuable local networks and strengthening community links.

## Schedule 1

<b>Name of service, programme or initiative</b>	Feilding Community Patrol
<b>Funding Amount</b>	\$3,500 per annum
<b>Term of contract</b>	3 years
<b>Direct Client/s</b>	Volunteers who provide patrol services in Feilding Members of the community Feilding Police
<b>Funded Activities and Goals</b>	<ul style="list-style-type: none"> <li>Patrol services for Feilding community</li> </ul>

		QUANTITY OUTPUTS	QUALITY OUTPUTS	SKILLS & KNOWLEDGE	ATTITUDE & OPINION	BEHAVIOUR CHANGE	CIRC. CHANGE	POPULATION OUTCOMES
Service component	Direct Clients	How much	How well	Better Off				
Volunteer Patrol Service	Volunteers who provide active patrol support for Feilding community	Total # volunteers engaged in patrol activities	% volunteers who are trained in community patrol					
			% volunteers who report they are highly satisfied/satisfied with the content and delivery of the training					
		Total # hours on patrol						

	Members of the community (individuals)				Community members who strongly agree/agree <sup>i</sup> they feel a greater sense of safety in their community result of the Feilding Patrol presence <sup>1</sup>			<b>Tinana – We prepare for tomorrow today</b>
	Feilding Police	Total # incidents <sup>2</sup> reported to Police						

Notes: 1 Outcome measure linked to community perceptions of safety as a result of Patrol presence.

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<sup>i</sup> Note; 5point likert scale from strongly disagree to strongly agree.

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<sup>1</sup> Note; this is a subjective survey question that relies on the community voice. Examples of data collection methodology include; mail drop information and survey; online survey question embedded onto website, facebook survey link; collaborative survey with Police, email survey to business community who benefit from patrol services.

<sup>2</sup> Incidents to be defined and or re-worded. This relates to any people safety incidents that require advice, intervention and/or additional support.



**AllanMcNeill**  
Chartered Accountants | Shaping business

# Annual Report

Feilding Community Patrol Incorporated  
For the year ended 31 March 2025



## Contents

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# Compilation Report

## Feilding Community Patrol Incorporated For the year ended 31 March 2025

Compilation Report to the Trustees of Feilding Community Patrol Incorporated.

### Scope

On the basis of information provided and in accordance with Service Engagement Standard 2 Compilation of Financial Information, we have compiled the financial statements of Feilding Community Patrol Incorporated for the year ended 31 March 2025.

These statements have been prepared in accordance with the accounting policies described in the Statement of Accounting Policies .

### Responsibilities

The Trustees are solely responsible for the information contained in the financial statements and have determined that the Special Purpose Reporting Framework used is appropriate to meet your needs and for the purpose that the financial statements were prepared.

The financial statements were prepared exclusively for your benefit. We do not accept responsibility to any other person for the contents of the financial statements.

### No Audit or Review Engagement Undertaken

Our procedures use accounting expertise to undertake the compilation of the financial statements from information you provided. Our procedures do not include verification or validation procedures. No audit or review engagement has been performed and accordingly no assurance is expressed.

### Independence

We have no involvement with Feilding Community Patrol Incorporated other than for the preparation of financial statements and management reports and offering advice based on the financial information provided.

### Disclaimer

We have compiled these financial statements based on information provided which has not been subject to an audit or review engagement. Accordingly, we do not accept any responsibility for the reliability, accuracy or completeness of the compiled financial information contained in the financial statements. Nor do we accept any liability of any kind whatsoever, including liability by reason of negligence, to any person for losses incurred as a result of placing reliance on these financial statements.

### Departure from Reporting Framework

The accounting policies adopted are not in conformity with generally accepted accounting practice. Accordingly the financial statements should only be relied on for the expressly stated purpose.

**AllanMcNeill**  
**Chartered Accountants**  
**Feilding**  
Dated: 23 May 2025



## Entity Information

### Feilding Community Patrol Incorporated For the year ended 31 March 2025

**Established**

26 May 2014

**IRD Number**

120-502-069

**Nature of Business**

Community Patrol

**Chairperson**

Tony Ferris

**Treasurer**

Neal Duff

**Co-ordinator**

Janelle Morris

**Secretary**

Mandy Groombridge

**Bankers**

Westpac  
Feilding

**Accountants**

AllanMcNeill  
Feilding

**Charities Registration No**

CC53598 17 June 2016

**Type of Entity**

Registered Charitable Trust

**Entity Structure**

An Incorporated Society with patrols being undertaken by volunteers from the community who have been Police vetted and are acceptable to the local Police.



### **Sources of Cash Resources**

The Trust's activities are mainly funded by Grants and Donations.

### **Purpose of Entity**

To enhance the wellbeing of the wider Feilding Community through maintaining regular mobile patrols in the area and to enhance Police operations towards a safer community.

### **Activity Description**

Conducts mobile patrols normally in the Feilding township and nearby outlying communities.



# Approval of Financial Report

**Feilding Community Patrol Incorporated**  
**For the year ended 31 March 2025**

The Trustees are pleased to present the approved financial report including the historical financial statements of Feilding Community Patrol Incorporated for year ended 31 March 2025.

APPROVED

Toni Ferris - Chairperson

Date 25/5/25

Neal Duff - Treasurer

Date 25/5/25

Janelle Morris - Co-ordinator

Date 25/5/25

Mandy Groombridge - Secretary

Date 25/5/25



# Statement of Financial Performance

## Feilding Community Patrol Incorporated For the year ended 31 March 2025

	2025	2024
<b>Other Business Income</b>		
Contributions	2,090	960
Donations	900	500
Manawatu District Council Priority Services Fund	3,500	3,500
Community Patrol NZ Grant	-	1,000
Fundraising	205	110
<b>Total Other Business Income</b>	<b>6,695</b>	<b>6,070</b>
<b>Less Expenses</b>		
<b>Operating Expenses</b>		
Repairs & Maintenance - Plant	521	-
<b>Vehicle Expenses</b>		
Fuel & Oil	1,979	2,897
General	-	874
Insurance	(283)	476
Registration & RUC	572	774
Repairs	464	500
<b>Total Operating Expenses</b>	<b>3,254</b>	<b>5,521</b>
<b>Total Cash Expenses</b>	<b>3,254</b>	<b>5,521</b>
<b>Net Cash Profit (Loss)</b>	<b>3,441</b>	<b>549</b>
<b>Non Cash Expenses</b>		
Depreciation	141	1,267
Loss on Sale of Fixed Assets	1,748	-
<b>Total Non Cash Expenses</b>	<b>1,889</b>	<b>1,267</b>
<b>Net Operating Profit (Loss)</b>	<b>1,552</b>	<b>(718)</b>
<b>Other Income</b>		
Interest Received	97	18
<b>Total Other Income</b>	<b>97</b>	<b>18</b>
<b>Net Profit (Loss) Before Taxation</b>	<b>1,649</b>	<b>(701)</b>
<b>Trustee Income Before Tax</b>	<b>1,649</b>	<b>(701)</b>
<b>Net Profit (Loss)</b>	<b>1,649</b>	<b>(701)</b>

The accompanying notes form part of these financial statements. The above information has been prepared without performance of audit or review engagement procedures and must be read subject to the compilation report.



## Statement of Changes in Equity

Feilding Community Patrol Incorporated  
For the year ended 31 March 2025

	2025	2024
<b>Equity</b>		
<b>Trust Equity</b>		
Opening Balance	8,381	9,082
Net Profit (Loss) For The Year	1,649	(701)
<b>Total Trust Equity</b>	<b>10,030</b>	<b>8,381</b>
<b>Total Equity</b>	<b>10,030</b>	<b>8,381</b>

These financial statements have been prepared without conducting an audit or review engagement, and should be read in conjunction with the attached Compilation Report and Notes to the Financial Statements.



# Statement of Financial Position

## Feilding Community Patrol Incorporated As at 31 March 2025

	NOTES	31 MAR 2025	31 MAR 2024
<b>Trustees Equity and Reserves</b>			
Trust Equity		10,030	8,381
<b>Total Trustees Equity and Reserves</b>		<b>10,030</b>	<b>8,381</b>
<b>Assets</b>			
<b>Current Assets</b>			
<b>Cash and Bank</b>			
Westpac Bank	2	9,061	3,199
Taxation Balance		55	11
<b>Total Current Assets</b>		<b>9,116</b>	<b>3,210</b>
<b>Non-Current Assets</b>			
Fixed Assets as per schedule (at Book Value)	1	914	5,303
<b>Total Non-Current Assets</b>		<b>914</b>	<b>5,303</b>
<b>Total Assets</b>		<b>10,030</b>	<b>8,513</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Accounts Payable		-	132
<b>Total Current Liabilities</b>		<b>-</b>	<b>132</b>
<b>Total Liabilities</b>		<b>-</b>	<b>132</b>
<b>Net Assets</b>		<b>10,030</b>	<b>8,381</b>

The accompanying notes form part of these financial statements. The above information has been prepared without performance of audit or review engagement process and must be read subject to the compilation report.



## Statement of Cash Flows

### Feilding Community Patrol Incorporated For the year ended 31 March 2025

	NOTES	2025	2024
<b>Operating Activities</b>			
<b>Cash was provided from:</b>			
Grants & Donations		5,795	5,570
Interest received		50	10
Sale of Vehicle		2,500	-
<b>Total Cash was provided from:</b>		<b>8,345</b>	<b>5,580</b>
<b>Cash was applied to:</b>			
Operating expenses		2,483	5,247
Administration expenses		-	86
<b>Total Cash was applied to:</b>		<b>2,483</b>	<b>5,333</b>
Net Cash Inflow (Outflow) from Operating Activities		5,862	247
<b>Add Opening Cash brought forward</b>			
Add Opening Cash brought forward		3,199	2,952
Ending Cash Carried Forward		9,061	3,199
<b>Cash Balances in Balance Sheet</b>			
Westpac Bank		9,061	3,199
Ending Cash Carried Forward		9,061	3,199

The accompanying notes and audit report form part of these financial statements.



# Statement of Accounting Policies

## Feilding Community Patrol Incorporated For the year ended 31 March 2025

### Revenue Recognition

Revenue is measured at the fair value of the consideration received or receivable for the sale of goods and services, to the extent it is probable that the economic benefits will flow to the company and revenue can be reliably measured.

Sales of services are recognised in the period by reference to the stage of completion of the transaction at the end of the reporting period. Lease income is recognised on a straight line basis over the life of the lease. Interest received is recognised as interest accrues, gross of refundable tax credits received. Dividends received are recognised on receipt, gross of non-refundable tax credits.

### Going Concern

These financial statements have been prepared on the basis that the Charitable Trust is a going concern.

### Fixed Assets and Depreciation

Fixed Assets are included at cost less aggregate depreciation provided at the maximum rates allowed by the Inland Revenue Department. Fixed Assets that are leased under a finance lease for the purposes of the Income Tax Legislation are capitalised and depreciated. The depreciation rates used are shown in the Taxation Depreciation Schedule.

### Taxation

The Feilding Community Partol Incorporated has charitable status and is exempt from income tax.

### Goods and Services Tax

The entity is not registered for GST. The financial statements have been prepared on a GST inclusive basis.

### Changes in Accounting Policies

There have been no specific changes in accounting policies and they have been applied on a consistent basis with those of the previous period.

### Fundraising and Grants

Fundraising and Grant income is accounted for depending on whether or not it has a "use of return" condition attached. Where no use or return conditions are attached, the revenue is recorded as income when the cash is received. Where income includes a use or return condition, it is initially recorded as a liability on receipt. The income is then subsequently recognised within the Statement of Financial Performance as the performance conditions are met.

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The accompanying notes form part of these financial statements. The above information has been prepared without performance of audit or review engagement procedures and must be read subject to the compilation report.



## Donations

Donations are accounted for depending on whether they have been provided with a "use of return" condition attached or not. Where no use or return conditions are attached to the donation, revenue is recorded as income when the cash is received. Where donations included a use or return conditions, the donation is initially recorded as a liability on receipt. The donation is subsequently recognised within the Statement of Financial Performance as the performance conditions are met.

Donated goods or services (other than donated assets) are not recognised.

Where significant donated assets are received with useful lives of 12 months or more, and the fair value of the asset is readily obtainable, the donation is recorded at the value of the asset obtained. Where the fair value of the asset is not readily obtainable, the donation is not recorded. Donated assets with useful lives less than 12 months are not recorded.

## Bank Accounts and Cash

Bank and Cash in the Statement of Cash Flows comprise of cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

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The accompanying notes form part of these financial statements. The above information has been prepared without performance of audit or review engagement procedures and must be read subject to the compilation report.



# Notes to the Financial Statements

## Feilding Community Patrol Incorporated For the year ended 31 March 2025

	2025	2024
<b>1. Property, Plant and Equipment</b>		
<b>Plant</b>		
Plant Cost Price	3,770	3,770
Accumulated Depreciation	(2,856)	(2,715)
<b>Total Plant</b>	<b>914</b>	<b>1,055</b>
<b>Motor Vehicles</b>		
Motor Vehicles Cost Price	-	21,700
Accumulated Depreciation	-	(17,451)
<b>Total Motor Vehicles</b>	<b>-</b>	<b>4,248</b>
<b>Total Property, Plant and Equipment</b>	<b>914</b>	<b>5,303</b>

During the year, Feilding Community Patrol Incorporated received the use of a vehicle donated by Manawatu District Council. As ownership remains with MDC, the vehicle is not recognised as an asset in these financial statements.

	2025	2024
<b>2. Bank</b>		
Westpac Bank	9,061	3,199
<b>Total Bank</b>	<b>9,061</b>	<b>3,199</b>

	2025	2024
<b>Reconciliation of Net Profit</b>		
<b>With Cash flows from Operating Activities</b>		
Reported Surplus	1,649	(701)
<b>Add (less) Movements in Other Working Capital Items:</b>		
Fixed Assets	4,389	1,267
Accounts Payable	(132)	(312)
Taxation	(44)	(7)
Unexpired Grant MDC - Training	-	-
<b>Net Cash Inflow (Outflow) From Operating Activities</b>	<b>5,862</b>	<b>247</b>

The accompanying notes form part of these financial statements. The above information has been prepared without performance of audit or review engagement procedures and must be read subject to the compilation report.



## Taxation Depreciation Schedule

Feilding Community Patrol Incorporated  
For the year ended 31 March 2025

NAME	DISPOSED	COST	OPENING VALUE	PURCHASES	SALE PRICE	LOSS	RATE	DEPRECIATION	CLOSING ACCUM DEP	CLOSING VALUE
<b>Motor vehicles cost price</b>										
RAV4 4WD	7 May 2024	18,750	3,605	-	2,121	1,483	20.00%	-	-	-
RAV4 4WD Lightbar	7 May 2024	2,950	644	-	379	265	20.00%	-	-	-
<b>Total Motor vehicles cost price</b>		<b>21,700</b>	<b>4,248</b>	<b>-</b>	<b>2,500</b>	<b>1,748</b>		<b>-</b>	<b>-</b>	<b>-</b>
<b>Plant</b>										
Phone & Accessories		272	6	-	-	-	25.00%	2	268	5
Plant - firstaid kit/jackets/radio/ fire extinguishers		595	595	-	-	-	0.00%	-	-	595
Toshiba Computer		931	16	-	-	-	50.00%	8	923	8
Defibrillator		1,972	438	-	-	-	30.00%	131	1,665	307
<b>Total Plant</b>		<b>3,770</b>	<b>1,055</b>	<b>-</b>	<b>-</b>	<b>-</b>		<b>141</b>	<b>2,856</b>	<b>914</b>
<b>Total</b>		<b>25,470</b>	<b>5,303</b>	<b>-</b>	<b>2,500</b>	<b>1,748</b>		<b>141</b>	<b>2,856</b>	<b>914</b>

The accompanying notes form part of these financial statements. The above information has been prepared without performance of audit or review engagement procedures and must be read subject to the compilation report.

## Council

Meeting of 06 May 2026

Business Unit: Corporate

Date Created: 23 April 2026

### Appointment of Liaison Councillor to Ngāti Te Au Marae

#### Purpose Te Aronga o te Pūrongo

To seek Council approval for the confirmation of a marae liaison appointment to Ngāti Te Au Marae.

#### Recommendations Ngā Tūtohinga

That the Council appoints Deputy Mayor Grant Hadfield to be the Council's marae liaison to Ngāti Te Au Marae.

Report prepared by:

Ash Garstang

Governance and Assurance Manager

Approved for submission by:

Frances Smorti

General Manager - Corporate

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## 1 Background Ngā Kōrero o Muri

- 1.1 Council is progressing the confirmation of marae liaison appointments across the district to strengthen relationships between elected members and marae.
- 1.2 Marae liaison roles support engagement with hapū and iwi, enabling councillors to participate in hui and build meaningful connections with their respective marae.
- 1.3 Due to the timing of marae governance processes, appointments are being brought to Council as they are finalised.

## 2 Strategic Fit Te Tautika ki te Rautaki

- 2.1 This report supports Council’s strategic priority of “A future planned together” by strengthening relationships with marae and iwi across the district.

## 3 Discussion and Options Considered Ngā Matapakinga me ngā Kōwhiringa i Wānangahia

- 3.1 Further appointments will be presented to Council for confirmation once remaining marae have completed their processes.

## 4 Risk Assessment Te Arotake Tūraru

- 4.1 This report relates to Council’s strategic risk “Iwi Relationships”, which recognises the importance of maintaining strong and effective relationships with iwi and tangata whenua.
- 4.2 Strong relationships between marae and Council support positive collaboration, improve engagement in Council decision-making, and enable more effective navigation of Council regulatory and project processes.
- 4.3 These relationships also support marae by providing a consistent point of contact with Council, improving access to information, and enabling more effective participation in Council processes and decision-making. They also play an important role during local emergencies, where marae often act as key community hubs providing welfare support, shelter, and coordination for affected communities.
- 4.4 The appointment of marae liaison councillors is a key enabler within this risk area, supporting ongoing relationship-building at a local level. Confirming these appointments in a timely manner helps strengthen connections between marae and Council, contributing to improved trust, communication, and collaboration.
- 4.5 Council has a cautious risk appetite in the areas of reputational and cultural risk. In practice, this means that Council seeks to carefully manage risks associated with relationships and cultural engagement, while still proactively investing in opportunities to strengthen partnerships that deliver long-term value.

## 5 Engagement Te Whakapānga

### Significance of Decision and Māori Engagement

- 5.1 The decision is considered to be of low significance under the Significance and Engagement Policy. While no broader community engagement has been undertaken, targeted engagement has occurred with marae through their own governance processes, supported by Council. This approach aligns with the principle of engaging directly with relevant parties where a matter is of specific interest to those groups.

### Community Engagement

- 5.2 No additional community engagement is required.

## 6 Operational Implications Ngā Pānga Whakahaere

- 6.1 There are no operational implications with this report.

## 7 Financial Implications Ngā Pānga Ahumoni

- 7.1 There are no financial implications with this report.

## 8 Statutory Requirements Ngā Here ā-Ture

- 8.1 There are no statutory requirements relating to the appointment of marae liaison Councillors.

## 9 Next Steps Te Kokenga

- 9.1 A subsequent report will be presented to Council at a later stage to confirm remaining marae liaison appointments.

## 10 Attachments Ngā Āpitihanga

- Nil