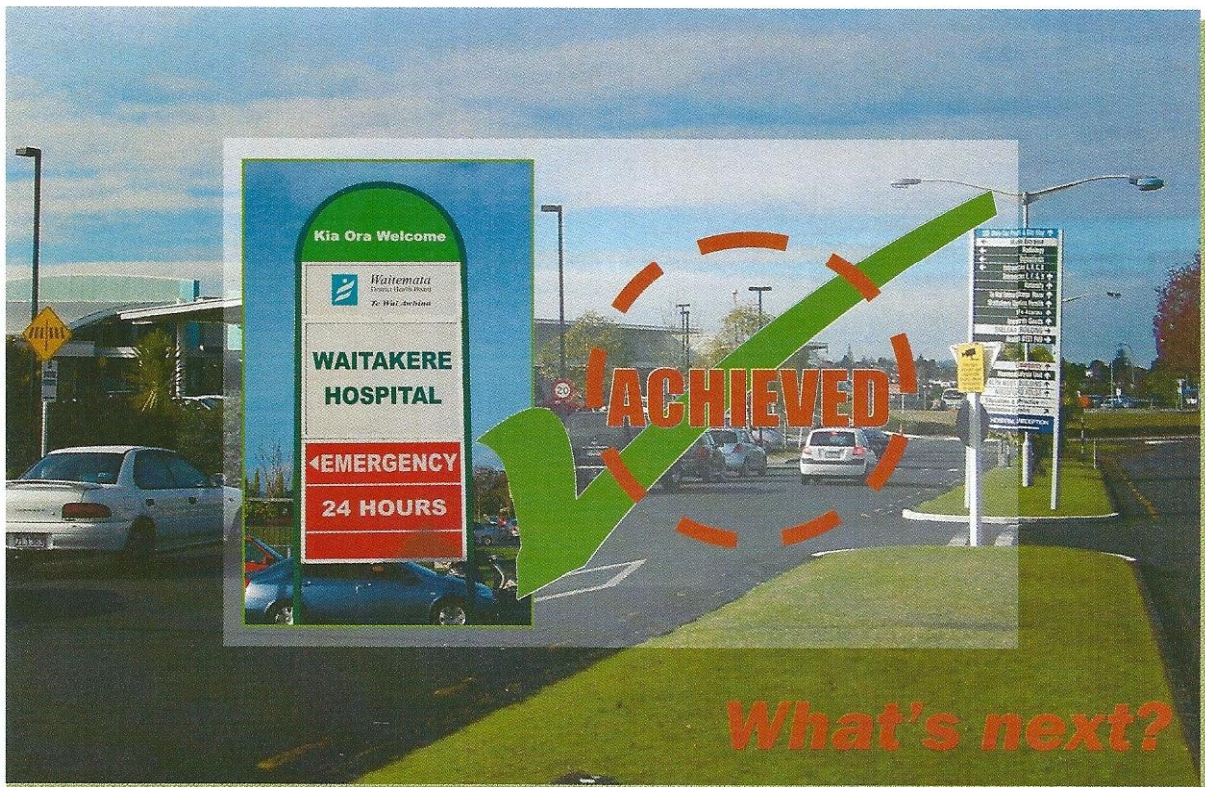




W A I T A K E R E
Health Link

ANNUAL REPORT

— 2011 —



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Acknowledgements

Waitakere Health Link greatly appreciates the financial support received through grants and donations from the following organisations over the past year.

- Waitakere City Council, Community Wellbeing Fund
- Community Post
- Community Organisation Grants Scheme
- Lotteries Grant
- The Trusts Charitable Foundation
- Waitemata District Health Board
- Lion Foundation
- Financial Members of Waitakere Health Link



Waitakere Health Link

Minutes of the Annual General Meeting

7.30 pm Tuesday 7th September, 2010, Tui Glen, Henderson

Present: Maureen Wood, Tracy McIntyre, Kay Lindley, Grace Ryu, Brenda Brady, Bonnie Dowding, Susan Armstrong, Awa Hudson, Aroha Hudson, David Lui, Galuafi Lui, Valerie Lui, Meredith Youngson, Gary Sutcliffe, Linda Williams, Janine Pratt, Penny Hulse, Simon Adams, Victoria Rasmussen, Mike Williams, Wyn Hoadley, Linda Cooper, Ngaroimata Reid, Sandra Coney, Nerina Howe, Clementine Howe, Angela Verhoeven, Neil Miller, Tracey Adams, Jane Adams, Judy Lawley, Graeme Hunt, Anne Siddall, Allison Roe, Steve Ashby, Margaret Little, June Kearney, Kelly Adams, Ian Bradley

1. **Welcome** –By Maureen *Apologies were accepted from:* Alan Greenslade, Tony Rea, Eddy Condor, Max Abbott, Pat Booth, Paddy Sullivan and Max Whitehead, Brian Neeson, Warren Flaunty, Dale Bramley

2. **Adoption of minutes from 2009 AGM**

Kay Lindley moved that these minutes be accepted as a true and accurate record.
Seconded by Awa Hudson All in Favour Carried

3. **Chairperson's Report – Maureen Wood**

Maureen gave a quick overview of Waitakere Health Link's achievements and initiatives over the last ten years, along with some good yarns. Maureen acknowledged past members who are no longer with us – Elaine Underwood and Joy Caples. Maureen spoke to her report, thanked the coordinators and the Executive board for their input and support throughout the year acknowledging the work yet to come with the current PHO reconfiguration and Auckland Super City on the horizon.

Brenda Brady moved that her report be accepted.
Seconded by Awa Hudson All in Favour Carried

4. **Treasurer's Report – Meredith Youngson**

Meredith spoke to the Financial report for year end 30 June 2010.

Kay Lindley moved that the financial report be accepted.
Seconded by Awa Hudson All in Favour Carried

5. **Co-ordinator's Report – Tracy McIntyre/Susan Armstrong**

Tracy thanked Brian Neeson for his support this year as was not noted in the coordinators report. Also to Meredith Youngson for her continued role as Treasurer for Waitakere Health Link. Susan and Tracy both mentioned after much lobbying by Community 24/7 ECC at Waitakere was nearly a reality. Tracy McIntyre and Susan Armstrong took their report as read and asked for questions.

Kay Lindley moved that the coordinators report be accepted.
Seconded by Aroha Hudson All in Favour Carried

6. **Election of new members to the Executive.**

Two nominations were received for the position of Community Representative on the Executive committee as follows: Samuel Cho and Maureen Wood. *No election was necessary.*

7 **Waitemata District Health Board Election Candidates**

Candidates attending listed in alphabetical order were: Tracey Adams, Steve Ashby, Ian Bradley, Sandra Coney, Linda Cooper, Wyn Hoadley, Graeme Hunt, June Kearney, Judy Lawley, David Lui, Neil Miller, Ngaroimata Reid, Anne Siddall and Andrew Williams. A two minute presentation was given by each candidate concluding with a lively 20 minute questions and answers from the floor. Kay Lindley noted that child poverty is an issue for our community following the comments from the keynote speaker Grant Duncan at the 2010 Wellness Summit.

Maureen thanked everyone for attending. The Waitakere Health Link 10 year celebration cake was cut, followed by photos of past members and coordinators. The meeting was closed at 9pm.

Signed: _____
Chairperson: Maureen Wood

Signed: _____
Vice Chairperson: Kay Lindley

Financial Report for Waitakere Health Link Incorporated For the year ended 30 June 2011

Page 3

AUDIT REPORT TO THE MEMBERS OF WAITAKERE HEALTH LINK INCORPORATED

I have audited the financial report on pages 5 to 8. The financial report provides information about the past financial performance of the society and its financial position as at 30 June 2011. The information is stated in accordance with the accounting policies set out on page 8.

BOARD'S RESPONSIBILITIES

The board is responsible for the preparation of a financial report which complies with generally accepted accounting practice in New Zealand and fairly presents the financial position of the Society as at 30 June 2011 and its financial performance and cashflows for the year ended 30 June 2011.

AUDITORS' RESPONSIBILITIES

It is my responsibility to express an independent opinion on the financial report presented by the Board and report our opinion to you.

BASIS OF OPINION

An audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial report. It also includes assessing:

- the significant estimates and judgements made by the board in the preparation of the financial report, and
- whether the accounting policies are appropriate to the society's circumstances, consistently applied and adequately disclosed.

I conducted the audit in accordance with generally accepted auditing standards in New Zealand. I planned and performed the audit so as to obtain all the information and explanations which I considered necessary. I obtained sufficient evidence to give reasonable assurance that the financial report is free from material misstatements, whether caused by fraud or error. In forming my opinion I also evaluated the overall adequacy of the presentation of information in the financial report.

Other than in my capacity as auditor, I have no relationship with, or interest in, the society.

UNQUALIFIED OPINION

I have obtained all the information and explanations that we have required.

In my opinion:

- the financial report on pages 5 to 8 complies with generally accepted accounting practice and fairly presents the financial position of the society as at 30 June 2011 and its financial performance for the year ended on that date.

The audit was completed on 4 August 2011 and my unqualified opinion is expressed as at that date.



E.R. CONDER B.Com, A.C.I.S., A.C.A.
AUCKLAND

WAITAKERE HEALTH LINK INCORPORATED

SOCIETY DIRECTORY FOR THE YEAR ENDED 30 JUNE 2011

<i>AIMS & OBJECTIVES</i>	:	To be a vehicle for collaboration of all kinds between the Waitakere Community and local health and disability sector stakeholders
<i>ADDRESS</i>	:	P.O. Box 21852 Henderson Auckland
<i>AUDITOR</i>	:	E.R. Conder
<i>BANKERS</i>	:	Auckland Savings Bank
<i>CO-ORDINATORS</i>	:	Tracy McIntyre / Susan Armstrong

WAITAKERE HEALTH LINK INCORPORATED

STATEMENT OF MOVEMENTS IN EQUITY FOR THE YEAR ENDED 30 JUNE 2011

	<u>2011</u>	<u>2010</u>
<i>EQUITY</i>		
Opening Equity	41,354	41,839
(Deficit) for the year	(15,905)	(485)
CLOSING EQUITY	<u>\$ 25,449</u>	<u>\$ 41,354</u>

WAITAKERE HEALTH LINK INCORPORATED

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2011

	<u>2011</u>	<u>2010</u>
<i>INCOME</i>		
The Trusts Charitable Foundation	5,121	-
Community Trust	-	2,667
Community Wellbeing Fund	1,500	1,100
Lion Foundation	2,416	-
Lottery Grants	-	15,000
W.D.H.B. Contract	30,364	30,364
W.D.H.B. - Consumer Training Contract	8,248	8,249
C.O.G.S.	4,300	3,000
Health West - NGO Contract	4,234	3,732
Membership Fees	501	462
Interest	1,536	1,511
Donations	159	191
Meeting Fees	1,144	1,144
	\$ 59,523	\$ 67,420
 <i>EXPENSES</i>		
Audit Fees	910	630
Advertising	883	-
Catering Expenses	1,349	1,160
Depreciation	1,030	931
Office Rent	2,496	2,256
Printing & Stationery	7,487	7,392
Salaries	49,005	46,036
Telephone	1,071	1,285
Volunteer & Travel Expenses	5,254	4,928
Training Costs	-	1,211
Venue Hire	114	34
General Expenses	892	951
Computer Expenses	701	1,091
Maori Relationship Project	4,236	-
	75,428	67,905
TOTAL EXPENSES	75,428	67,905
OPERATING (DEFICIT) / SURPLUS	(15,905)	(485)
	\$ 59,523	\$ 67,420

WAITAKERE HEALTH LINK INCORPORATED

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2011

	<u>2011</u>	<u>2010</u>
<i>EQUITY</i>		
Retained Earnings	<u>\$ 25,449</u>	<u>\$ 41,354</u>
 <i>Equity is represented by:</i>		
<i>CURRENT ASSETS</i>		
Cash at Bank	4,555	3,326
Bank Term Deposits	15,710	36,887
Furniture & Computer Equipment	6,049	5,150
GST	3,554	-
	<hr/>	<hr/>
TOTAL CURRENT ASSETS	29,868	45,363
 <i>Less: CURRENT LIABILITIES</i>		
G.S.T.	-	707
Sundry Creditor	3,171	2,054
Waitemata District Health Board	1,248	1,248
	<hr/>	<hr/>
	<u>\$ 25,449</u>	<u>\$ 41,354</u>

Chairman Date

Board Member Date

WAITAKERE HEALTH LINK INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

1. STATEMENT OF ACCOUNTING POLICIES

REPORTING ENTITY

Waitakere Health Link Incorporated is an incorporated society under the Incorporated Societies Act 1908. The financial statements of Waitakere Health Link Incorporated have been prepared in accordance with generally accepted accounting practice.

MEASUREMENT BASE

The accounting principles recognised as appropriate for the measurement and reporting of financial performance and financial position on an historical cost basis have been followed by the society.

SPECIFIC ACCOUNTING POLICIES

The following specific accounting policies which materially affect the measurement of financial performance and financial position have been applied:

1.1 *Income Taxation*

The society has charitable status and is exempt from income tax.

1.2 *Receivables*

Receivables are stated at their estimated net realisable value. Debts considered uncollectible are written off during the year or provided for at balance date.

1.3 *Fixed Assets*

Fixed Assets are valued at cost less accumulated depreciation.

1.4 *Depreciation*

Depreciation on fixed assets has been calculated at rates to allocate the net book value of each asset to its estimated residual value by the end of its probable useful life. Depreciation rates used are as follows:

Computer equipment	30% straight line
Furniture and fittings	20% diminishing value
Office equipment	33% diminishing value

1.5 *Investments*

Investments are stated at cost.

1.6 *Grants*

Grants received are recognised in operating revenue, unless specific conditions attach to a grant and repayment of the grant is required where these conditions are not met. In these cases, the grant is treated as a liability until the conditions are met.

1.7 *Goods and Services Tax*

All transactions are recorded exclusive of Goods and Services Tax.

CHANGES IN ACCOUNTING POLICIES

There have been no changes in accounting policies. All policies have been applied on basis consistent with those used in previous years.

2. CONTINGENT LIABILITIES

The Society has no Contingent Liabilities as at 30 June 2011.

Chairpersons Report 2011

Another year has passed so quickly since we celebrated ten years of Waitakere Health Link. We are now coming to grips with still more changes in the health sector and the Councils. The direction from the WDHB to reduce the number of PHOs in the Waitemata region has been a very stressful time for many people. Many public meetings were held and the Health Links were involved in organising these for their localities. It was at times very confusing with different messages being given and the public not really sure what it was all about and being asked to give their opinions on the decision to have only two PHOs. Well the decisions were made and General Practices have had to make their choices of which PHO to join, so what difference will that make to all their patients. Waitakere Health Link will now need to closely monitor the effects, if any to peoples' health needs and services.

Initially Waitakere Health Link was given the mandate from HealthWEST PHO to select community directors for their Board. It is to be hoped that the new PHOs will also request community input. Currently the three Chairs of the Health Links, Waitakere, Rodney and North Shore Community Voice have been given a seat on the Procure PHO Community Engagement Committee. Also one Coordinator and one Chair were invited to be on the GAIHN (Greater Auckland Integrated Health Network) Community Engagement Committee.

Of course a big highlight for us was the opening of Waitakere Hospital Emergency Department in June for adults 24 hours, seven days a week. As the full paediatric service had already happened, as a community group we kept lobbying for the service for adults. On behalf of West Auckland community we say a very big thank you to the WDHB. We were also involved in developing the WDHB brochure 'Where should you go' with information regarding the emergency service and where people should go when they required particular health services. This has good clear information so people will know whether they should go to their GP, After Hours for less serious issues, or to the Hospital Emergency Department.

Our coordinators work very hard to keep the links with all the health service providers. The NGO forums continue to provide interesting topics and prove to be popular and particularly with specific themes from presenters in each forum. Susan keeps up the networking with all the appropriate meetings and forums in the community as well as continually applying for funding from various funders. Tracy is heavily involved in the WDHB services through CPHAC, Health Literacy and the Community Engagement Forum and they both work together with some of these.

Waitakere Health Link executive were delighted to be able to support the purchase of some essential items for Waitakere hospital funded from the West Auckland Hospital Foundation. A paediatric transport ventilator for ECC and a Hi/Lo Cot suitable for mothers using wheelchairs or mothers who have had a C-section for the Maternity Unit.

While the Waitakere Health Plan concluded in 2010 we are still working to our vision, mission statement and values and review our annual plan to ensure this is our priority and adhered to.

A big thank you to Stuart Manning who was a WDHB representative on our executive. Stuart unfortunately is no longer with the WDHB so is also no longer a representative on WHL. Stuart was always very supportive and gave us wise advice. Thank you also to Brian Neeson who was the WDHB Board representative and also always very helpful and to Brenda Brady Councillor from the Waitakere City Council.

With the changes in the City Council we now have representatives from local boards instead of one Councillor, thanks to Tracy Kirkley for her support to our coordinators. Sandra Coney is now the WDHB representative on Health Link and she is also a City Councillor so that is a great help to us. There will of course now be changes with the primary health representatives as well with the PHO changes.

Thank you to all the executive members for continuing to support and contribute with such an extensive knowledge of community, health and ethnicity to WHL. Of course without our two wonderful coordinators we would not function, thank you Susan and Tracy, we do appreciate all your work.

Maureen Wood, Chairperson

Executive 2010/11:

Community Elected: Maureen Wood, Kay Lindley, Awa Hudson. Sa' Apa, Bonnie Dowding, David Lui, Grace Ryu. Samuel Cho.

Entitled Members: Aroha Hudson Healthwest PHO, Sandra Coney WDHB, Tracy Kirkley, Denise Yates and Vanessa Neeson, Auckland City Council Local Boards.

Co-ordinators' Report 2011

Here we are again, we are both still working hard to ensure the consumer voice gets heard in health care decision making and disseminating information between healthcare providers and the community.

DEVELOPMENTS OVER THE PAST YEAR FOR WAITAKERE HEALTH LINK (WHL)

Waitakere Hospital Emergency Department

Over the past 10 years Waitakere Health Link Executive has continued to highlight the gaps in services for the Waitakere community where access to 24/7 emergency services was a high priority. July 2011 brought the completion of Emergency Department opening for adults 24/7.

Waitakere Health Link Executive Committee would like to acknowledge and express thanks to the current and previous Waitemata DHB members for their support and commitment to increasing services at Waitakere Hospital. We also recognise and appreciate the hard work and dedication of the management and staff to make the Waitakere Hospital Emergency Department 24/7 an asset for the West Auckland community.

Health Literacy

Waitakere Health Link is committed to improving the printed information provided by health providers to ensure health information is easy to understand. 2011 saw a monthly Consumer Health Literacy Reference Group convened to review printed health information and provide feedback to the Waitemata District Health Board for their consideration.

The monthly Consumer Health Literacy Reference Group meetings have received positive feedback on the reviewed information from WDHB staff. Below are some of the comments received:

- Two Medication Booklets *"It was so useful to get all of the feedback from your group, most of it things I had not considered. It takes so much work to get these booklets published and distributed, that we want to make sure they are useful and easily understood by the people they are designed for. As a health professional it is sometimes difficult to phrase something clearly without slipping into jargon or using too many words"*. Angela Lambie, Pharmacist, Project Manager - Quality Use of Medicines, Planning and Funding Team, Waitemata District Health Board
- Outpatient Letters *"I found the perspective of members of the public regarding the content of our letters very helpful. The various suggested revisions will improve the letters and I am grateful for the efforts of Health Link colleagues in helping us improve our communication with patients"* Andrew Potts, GM Surgical, Waitemata District Health Board

This feedback is also valuable to the Consumers involved, providing them with copies of the finished product so that they can see that their suggestions have been implemented in the finished product and they know that the work they participate in is valued.

Waitakere Health Link also provided a Consumer Health Literacy review on the "123 Where Should You Go?" brochure that was sent to all homes in the West Auckland area to promote 'Emergency Departments for Emergencies only'. The flyer was posted out to all homes in the West to coincide with the opening of Waitakere Hospital 24/7 Emergency Department for Adults.

The WDHB Community Engagement Co-ordinator has been instrumental in providing many of the opportunities for Waitakere Health Link to be involved with Health Literacy reviews on patient information. WHL is close to establish a process within the WDHB for this initiative.

The Foundation

Over the last year, Waitakere Health Link has advocated to the West Auckland Hospital Foundation for the purchase of equipment for Waitakere Hospital. The first was a Hi/Low Cot for Waitakere Hospital Maternity suitable for women who use wheelchairs and women who have had c-sections. The second, a Paediatric Ventilator for use in the Waitakere Hospital Emergency Department, both were gratefully received by staff.

The Supercity a Year On

2011 a year on, we have good support from the Henderson Local Board attending our executive meetings and they are involved in Waitakere Health Link activities on an ongoing basis. This cross sectoral communication

between health and council is vital to ensure up to date information is available when making decisions for primary health into the future.

IT and New Equipment

2011 saw Waitakere Health Link purchase a Laser printer which has reduced ink costs long term. Website Elves continues to support our IT requirements and our website with very prompt service.

Relationship with Maori Project

Waitakere Health Link used existing funding identified for a Maori project to strengthen WHL relationship with the Maori community of Waitakere City with a project at Massey High School. The project ran through the Social Workers at Massey High School delivering Hauora Maori and Sexual health Workshops initially for Year 13 Maori students and then a second workshop in November for Year 11. The objective was to promote positive role models and health messages through the delivery of a Maori Health Education Programme.

Changes in the Health Environment

This last year has seen the restructure of the Primary Health Organisations, from six in the Waitemata District, to two district wide. The two Primary Health Organisations that now operate in the Waitemata district are Procure and Waitemata. To this end, the Waitemata District Health Board and the Auckland District Health Board have merged their Primary Healthcare teams to encompass the district wide PHOs that also provide services in the Auckland District Health Board region.

'Babies Out West' Brochure

Unfortunately, funding for the Waitakere Health Link popular 'Babies Out West' brochure advising of services for parents and families in Waitakere City has been declined by two separate funding bodies.

Since 2003 Waitakere Health Link has distributed 25,000 copies of the "Babies Out West" brochure in the Waitakere District. This has included all new mothers leaving Waitakere Hospital Maternity Wards in the Bounty packs, distributed to Plunket, midwives, community centres, doctors surgeries, Citizens Advice Bureau and has been available at community events such as the Toddlers Day Out.

Waitakere Health Link will continue its endeavour to source alternative funding to reprint this valuable community tool.

OVERVIEW OF ACTIVITIES FOR 10-11

Links with other Organisations

We continue to consolidate our links with other organisations working in health and social services in Waitakere City.

- **Non Government Organisation (NGO) Health Network** - WHL in collaboration with Healthwest continue to host the NGO Health Network meetings, which was established in 2006. Its aim was for NGOs, to gain a better understanding of the PHO environment. This has grown in numbers and support in the last year with over 100 contacts and organisations participating. The topics covered in the past year have included: WDHB Proposed PHO Changes Update, Taea Folau - Pacific Island Problem Gambling Service, NZ Ethnic Social Services, Focus on the Elderly: Residential Aged Care Integration Project, Seniorline Information Service and Recent changes in ADHB, NASC, Men's Health Project. Focus on Children: Plunket, Children's Dental Care, Hidden Disability. Focus on Youth: CADS 'Altered High Youth Service', Te Puna Manawa, Pregnancy Help and Thrive Teen Parent Support.

All NGOs attending have an opportunity to present the services they provide and network to work together more collaboratively in the Waitakere community. Due to restructuring in the PHO environment, the funding to continue this vital link between healthcare providers is yet to be confirmed.

- **Waitakere Community Networks** - WHL continues its involvement with other health and social service organisations and networks in the Waitakere community, sharing information and contributing to network meetings: WAVES - Waitakere Anti-violence Essential Services, CSG - Collaboration Strategy Group, NOW - New Out West, GGE - Greater Glen Eden, Community Waitakere, TANI - The Asian Network Trust, Massey Community Network, CRF - Community Response Forums, Swanson Seniors, Step Up, ACDA - Auckland Community Development Alliance, DIWN - Disability Information Waitakere Network, MSD and Waitakere Community Representatives Meeting.

Relationships with Key Stakeholders

- **Waitemata District Health Board**

- **Community and Public Health Advisory Committee (CPHAC)**

- **Co-opted Member** - Together with North Shore Community Health Voice and Rodney Health Link, we have completed another year as a co-opted member of this committee.
- **Quarterly Reporting** - WHL continue to advocate for improved health services for the Waitakere community through our quarterly reports to CPHAC. Waitakere Health Link identify gaps in services and Issues from our extensive community networks and table them at the Waitemata District Health Board CPHAC meeting to be addressed. Items tabled in the past year were:
 - Access to local 24/7 Waitakere Hospital Emergency Department
 - West Auckland Health Services Foundation request for funding for Hi/Low Cot and Bath, for maternity and a child ventilator for the emergency department
 - Lack of local access to Palliative Care Beds in Waitakere City
 - Lack of process for Health Literacy within WDHB
 - Lack of complaints/feedback booth at Waitakere Hospital
 - Difficulty obtaining newsletter items for Waitakere Health Link newsletter
 - Waitakere Hospital traffic signage and emergency department signage
 - North Shore Hospital Outpatient signage
 - Consumer Representation on the newly restructured PHO governance boards
 - Lack of access to GPs in west Auckland
 - Concern at the cancellation of Webhealth website

Due to the high number of issues raised in these reports that were operational in nature, Waitakere Health Link has been offered a regular meeting with the Waitemata District Health Board CEO to ensure progress can be made on items other than can be addressed at a governance level. This is due to commence in August 2011, and look forward to making progress on a number of outstanding issues.

- **Participation on Steering/Advisory Groups and Workshops**

WHL is represented on the Palliative Care Steering Group, Community Oral Health Services, Primary Healthcare Devolution, Waitakere Emergency Department, Community Engagement Forum and workshops, Wound Care, Lakeview (North Shore Emergency Department), Signage, Community Engagement Strategy, Quality Strategy and Specialised Services for Older Adults working to ensure the consumer voice is heard in health care planning.

- **Information Gathering from WDHB**

- We continue to invite WDHB staff to attend WHL executive meetings ie: Chief Operating Office, GM of Child, Women and Family Service, Waitakere Hospital Emergency Department Staff, Communications Director, Waitakere Hospital SCBU staff, Director, Waitemata Health Campus and Waitakere Hospital Foundation.
- WHL attend a six monthly meeting with Funding and Planning General Manager to update on the ever changing health environment.

Other Waitakere Health Link Activities

- **Health Consumers Agency (HCA)**

Waitakere Health Link, Rodney Health Link and North Shore Community Health Voice formed the 'Health Consumers' Agency' to work collaboratively to cover the Waitemata District. We work to provide Consumer Representative Training Workshops, Network meetings and place Consumer Representatives on Steering/Advisory Groups and health provider workshops.

- **Consumer Representative Training Programme (CRTP)**

The Health Consumers Agency facilitated a Consumer Representative Training Programme workshop, with the aim to establish a core group of Consumer Representatives who are willing to join working groups/committees to provide the consumer's voice. Each workshop usually gives the participants an opportunity to share their ideas and provide valuable feedback to the WDHB on a range of issues.

- **Consumer Representative Network Meetings**

We have hosted a Consumer Representative Network Meetings annually to facilitate sharing of issues, updates, networking, feedback and usually provide a presentation of initiatives happening in the health sector.

- **Newsletter**
Newsletters are produced for Consumer Representatives identifying upcoming workshops and meetings and updates on new initiatives.
- **WDHB Steering/Advisory Groups and Workshops**
We have had many Consumer Representatives attend workshops pertaining to their area of interest and now have a number of Consumer Representatives on WDHB Steering/Advisory groups.

WHL works to keep the Waitakere community informed by:

- **Website** www.waitakerehealthlink.org.nz
The website has been an asset to WHL and has supported information brokering to the community. We would like to thank Website Elves for continuing to update our website. We have had 786 visits to our website in the last year financial year.
- **Monthly Newsletter**
Our monthly newsletter has increased in circulation this year to 700 individuals and organisations linked to Waitakere City. It continues to inform the community of new developments in health services, update on Waitakere Health Link's activities and other community services and health news. We also provide an A4 information page for the widely distributed "Roundabout" magazine that is sent to 1800 households in Titirangi to Huia and also contribute health information items into other community newsletters.
- **Monthly E-News**
The monthly E-news is an update on Waitakere Health Link's activities and health news over the previous month and the contact addresses are also used to disseminate community information through email networks.
- **Babies Out West**
The BOW brochure was originally put together in 2003, we need to secure funding for another reprint.
- **Media**
WHL continues to advocate for health services in Waitakere via media statements and providing updates on local health issues.
- **Funding**
Continuing to obtain independent funding is becoming more and more difficult, with a number of applications being declined in the past year.

OUR MANY THANK YOUS

Maureen continues to chair our organisation, we can always rely on her and is never too busy to listen. Kay our vice chairperson, supports our roles in any way she can promoting health in Waitakere City. We would also like to thank the executive committee for ongoing support of our roles and to Waitakere Health Link and our WDHB board member Sandra Coney who supports our community in her role and Imelda Quilty-King who encourages community engagement within the WDHB.

Thanks to the Roundabout, Orbit and Asian Network publications for featuring a page in their magazine promoting Waitakere Health Link and health information we provide, and Website Elves for their ongoing prompt service and support of our IT equipment.

Waitakere Health Link has 62 financial members made up of individuals and organisations and has been a Charitable Trust since October 2008.

Tracy McIntyre and Susan Armstrong Co-ordinators

WDHB	Waitemata District Health Board
PHO	Primary Health Organisation
WCC	Waitakere City Council
CPHAC	Community Public Health Advisory Committee
HAC	Hospital Advisory Committee of WDHB
NGO	Non Government Organisations
ED	Emergency Department
WHL	Waitakere Health Link
HCA	Health Consumers Agency

Reports from Elected Community Representatives

It is a good feeling when I am aware that there are some dedicated groups of people somewhere in the Waitakere community who take care of people's health, ensure their voices are heard during the decision making processes, and also provide independent viewpoints for better healthcare services.

One of remarkable things that we would like to celebrate with the community would be our contribution in bringing back 24/7 emergency care to the Waitakere community. This has made people in Waitakere feel much more comfortable and safe as they do not have to take long trips with ill family members to the North Shore where people are not familiar. I also would like to share our achievement in having supported the hospital ED to have a new pediatric ventilator so that the hospital can be fully equipped to look after children in Waitakere.

I would like to thank Maureen for your leadership and both WHL coordinators Tracy and Susan for their hard work in particular. They have bridged the gap between healthcare service providers and professionals, and enabled them to connect at the NGO Health Network meeting. It has been a privilege and I have very much enjoyed learning from our members' expertise and professional experiences. I look forward to continually working with these good hearted people by providing my experiences with ethnic people and new settlers who experience lack of understanding of New Zealand's health systems.

Samuel Cho, The Asian Network Incorporated

It's sometimes hard to put down on paper the work that has been done over 12 months BUT the highlights for me have been:

- Finally, Waitakere Hospital is open 24/7 for adults - well done everyone involved!
- The pamphlet "Where should you Go?" to assist people looking for help with health care
- The hospital signage
- The work involved with feedback on the Draft Strategic Plan
- Supporting the application to the Waitakere Health Services Foundation to obtain funds for the Hi/Lo cot for Maternity and the Child Ventilator

Congratulations to our two very capable and hard working co-ordinators Tracy and Susan plus a big ups for the Executive Committee of Waitakere Health Link.

Bonnie Dowding

It has been a real pleasure to be part of the Waitakere Health Link board over the past 12 months. Health Link has done much to build and maintain excellent relationships with the WDHB, Waitakere health providers, NGO's and the wider community. I must give credit to our wonderful chair, Maureen Wood, and our two passionate coordinators, Tracy and Susan, for the amazing amount of work they have done to make Health Link a formidable force in the health voice for the Waitakere area.

Kay Lindley

Auckland is now a super city and our community is also super diverse. As a community representative, I would like to express my thanks to WHL for ensuring that Asian and ethnic voices are heard and for accommodating the community's needs in the Waitakere Health advocacy process

Grace Ryu (Asian Health-WDHB, Ethnic Advisory Panel- AKL Council)

Reports from ‘Entitled’ Provider Members

The Waitakere health Link constitution states that the entitled organisations are required to report back to the community via WHL on how their organisations have worked to observe the values and behaviors of the Waitakere Health Plan. These organisations are WDHB, HealthWEST, Waiora Healthcare Trust, Westfono Healthcare and Auckland City Council.

The past 12 months has seen many changes in the health sector affecting the West Auckland community. The most significant change was the WDHB's decision to reconfigure the PHO's in the Waitemata area from 6 PHO's which were constrained to working within specific areas to 2 PHO's that will both operate across the whole WDHB area. While it may deliver some benefits in the future the result this year was confusion and politicking at the governance and management level which distracted the sector from its core work on the "coal face". The community in the main does not understand nor interested with these political and governance issues but are concerned with the day to day services that directly affect their health and wellbeing.

Community services such as GP practices, Health Promotion, community support, outreach nursing services and whanau ora continue to provide high quality and effective health care services to our West Auckland Community. West Fono employed more doctors during this time, achieved Cornerstone Accreditation and saw an increase in its enrolled population.

David Lui, Elected Community Representative and for Westfono Healthcare

Tracy Kirkley is a newly elected Local Board member who has been attending the WHL meetings regularly. Tracy has been contributing to the discussion meetings held by WHL, Tracy is interested in seeing the progress of various community led initiatives, within the health sector, and providing feedback for the community .

Tracy Kirkley, Elected Board Member, Henderson-Massey Local Board, Auckland Council

30 June 2011 saw the end of an era with the configuration of PHOs in the Waitemata DHB and the end of a West Auckland focused PHO, focusing specifically on the needs of West Auckland General Practices and the West Auckland community.

HealthWEST will however continue as a provider of Community based health and social services as well as whanau ora and will support Waitakere HealthLink.

The Chair of *HealthWEST* Limited and West Auckland GP, Dr Jonathan Simon is proud of its past and optimistic about its future. The unique programme of community services it has developed over the past several years is just one of many major achievements, which also include its continuing medical education programme and its "outstanding" support services for practices.

HealthWEST will remain an autonomous organisation, as a not-for-profit community service provider.

Aroha Hudson, CEO, Healthwest Limited

Members Survey

Waitakere Health Link's vision is to "foster collaborative relationships between communities and healthcare providers through consultation, advocacy, and monitoring". As part of our annual review process we conducted a survey of our members to ascertain how effective we are in achieving our goals and where we need to put more effort. We received a response rate of 16%.

Respondents were asked to score each specific activity under the four goals on the 1-2-3-4-5 scale according to how they felt Waitakere Health Link has performed during the past year. 1 means very unsuccessful; 2 means unsuccessful; 3 means OK - neither particularly successful, nor especially successful; 4 means successful; and 5 means very successful; DK means Don't Know. The scores for last year are in brackets. The results are below:

How effective are we in achieving our goals?

Goal 1: To be a vehicle for the community voice to be heard in healthcare planning and decision making

	Average Score	Range
Waitakere Health Link (WHL) represents the Waitakere community by participating in WDHB Community Engagement and Consumer Participation Alliance, attending CPHAC meetings and other WDHB committees are required	4.8 (4.6)	4 - 5 1 DK
WHL provides Consumer Representative Training workshops for community members participating in health committees	4.9 (4.8)	4 - 5 1 DK
WHL actively supports the community representatives on the HealthWEST Board	4.8 (4.7)	4 - 5 1 DK
WHL actively promotes collaboration between HealthWEST and the Community Sector through regular NGO forums	4.8 (4.6)	4 - 5 1 DK
WHL works collaboratively with Auckland City Council by being involved in discussions and partaking in forums regarding the Auckland Supercity changes.	4.6 (4.4)	4 - 5 2 DK
Comments Received:		
<ul style="list-style-type: none"> • Now it is Auckland City Council the task is larger, probably need more support from executive. • I have not kept myself up to date with WHL activity other than receiving and reading newsletters. • Very good service for the <u>West</u> Auckland community especially 24 hour hospital emergency. • WHL coordinators actively involved WDHB community engagement, CPHAC and consumer feedback process etc. • Waitakere Hospital new Emergency Department brochure finalised by WHL - very successful outcome!! • Much work has been done by the staff towards all of these KPI's. • The NGO Health Network forum is inspiring and showing a real lead in the community. 		

Goal 2: To identify new health issues in the community as they arise by

	Average Score	Range
Building good relationships with other health and social services in the community to find out what is happening for them	4.8 (4.4)	4 - 5 0 DK
Providing opportunities for the community to communicate their concerns and issues through a well advertised FREEPOST address, phone number, fax number and email address	4.8 (4.6)	4 - 5 0 DK
Comments Received:		
<ul style="list-style-type: none"> • WHL coordinators also engaged with settlement support network (DoL) and other community social support network to build good relationships and to collect wider information and community resources. • The newsletters are full of interesting facts about Waitakere Hospital services and community health matters and are very well received. 		

Goal 3: To respond to health issues and concerns raised by the community by

	Average Score	Range
Promoting public awareness of current health issues through the newsletter, public forums and the email network	4.7 (4.8)	4 - 5 0 DK
Sharing information with other appropriate individuals and groups	4.8 (4.6)	4 - 5 1 DK
Bringing groups together to work on shared projects	4.6 (4.4)	4 - 5 1 DK
Providing up to date and accurate information to the community on current health issues	4.9 (4.7)	4 - 5 0 DK

Advocating on behalf of the community to healthcare decision makers	4.8 (4.6)	4 - 5 0 DK
Comments Received:		
<ul style="list-style-type: none"> I have not kept myself up to date with WHL activity other than receiving and reading newsletters. Effective health promotion via WHL newsletters. Proactive manner and advocacy activity on health decision making process – feedback during PHO restructuring process, North Shore Emergency Department new building, signage, Waitakere Hospital Emergency Department, Waitakere Child Health – ventilator. Much advocacy takes place at Waitemata DHB meetings and progress is definitely being made. 		

Goal 4: To act in the interest of the Waitakere Community by

	Average Score	Range
Promoting the community perspective whenever the opportunity arises	4.9 (4.6)	4 - 5 1 DK
Providing opportunities for the community voice to be expressed and heard	4.8 (4.3)	4 - 5 0 DK
Having a large community representation on the Waitakere Health Link executive	5 (4.6)	5 1 DK
Comments Received:		
<ul style="list-style-type: none"> I have not kept myself up to date with WHL activity other than receiving and reading newsletters. Successful feedback / voice for Waitakere Hospital Emergency Department 24/7 service!! Provided community feedback re: Waitakere Hospital signage in hospital site. The new makeup of the board is much more representative of the people of Waitakere. 		

How effective are we in achieving our values?

Waitakere Health Link's values are: Collaboration, Accountability, Initiative, Achievement and Community. Respondents were asked to score each statement based on the scale (1-10) below that reflects your agreement with the following statements. The scores for last year are in brackets. The results are below:

totally disagree 1 2 3 4 5 6 7 8 9 10 completely agree

	Average Score Between 1 & 10	Range
Waitakere Health Link actively fosters the spirit of collaboration between healthcare providers and the community	8.6 (8.9)	6 - 10 0 DK
Waitakere Health Link works effectively with community and healthcare providers to promote good two way communication and understanding.	8.2 (8.6)	5 - 10 0 DK
Waitakere Health Link follows up on issues raised and reports back through a variety of methods	8.9 (9.8)	6 - 10 2 DK
Waitakere Health Link demonstrates excellent financial accountability to the community and its funders.	9 (9.1)	7 - 10 1 DK
Waitakere Health Link is proactive in identifying community health issues and working with community and healthcare providers to find ways of addressing them.	8.8 (8.7)	5 - 10 0 DK
Waitakere Health Link is proactive in finding ways for the community voice to be expressed and heard.	8.9 (8.5)	7 - 10 1 DK
Waitakere Health Link is easily accessible to the community.	8.6 (8.4)	6 - 10 0 DK
Additional Comments:		
<ul style="list-style-type: none"> Thank you for all your time, energy and commitment. Many thanks to the Chair and two coordinators – they are very professional and passionate regarding Waitakere community's well-being. They are not full time workers but working very full time ☺ As there is always room for improvement I have given a 9 for each of these statements. The goals I gave the maximum number too as I feel that is the effort of the staff which is always outstanding. 		

WHL thanks everyone who responded to this questionnaire. The results and the comments made will be invaluable for helping us to plan more effective ways of achieving our goals over the next year.