



whānau āwhina
plunket



ANNUAL
REPORT

2020



Our vision
Whānau Āwhina
 In the first 1000 days
 we make the difference
 of a lifetime

**Our vision, goals,
 strategic themes and
 Māori principles**

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Our goals

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

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

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

Our strategic themes

- Tamariki, their whānau/family and communities are at the heart of everything we do.
- High performing Whānau Āwhina Plunket people.
- Integrated, collaborative and connected approach.
- Whānau Āwhina Plunket is a learning organisation fuelled by knowledge, data and insights.
- A bright financial future.

Our Māori principles

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

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

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

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



This is Whānau Āwhina Plunket

Whānau Āwhina Plunket is a charity and Aotearoa's largest support service for the health and wellbeing of children under five and their whānau. Tamariki and whānau are at the heart of Whānau Āwhina Plunket – everything we do is centred on supporting pēpi to have the best possible start in life.

Whānau Āwhina Plunket offers free health and development checks, a 24/7 parenting helpline, and a range of local services doing everything from antenatal classes to injury prevention support.

Tamariki,
their families, whānau and
communities are at the heart
of everything we do.



Well Child Tamariki Ora visits

Every family in New Zealand is eligible for eight free Well Child Tamariki Ora visits. These take place in your home or a local Plunket clinic, or community space (preschool, marae).

Your little one's first five visits happen in their first year, where most people find some extra support is most helpful.

At these visits, parents and caregivers can talk about anything and everything that's top of mind for them: breast or bottle feeding, sleep (or the lack of it), parental mental health, difficult situations at home, tantrums – anything. We're here to help.

Our nurses will also do a health and development assessment with each child to check they're growing as we'd expect. These checks are good at picking up any developmental concerns nice and early, so your little one can have the best possible start at life.

As well as the Well Child Tamariki Ora service, Whānau Āwhina Plunket also offers:

- PlunketLine – a free 24/7 parenting and child health helpline, staffed by registered nurses. PlunketLine also offers a video-chat breastfeeding support service for mums who aren't able to access a lactation consultant.

- Community services – Plunket delivers a range of mostly free services to support children and whānau, often developed after specific needs are identified by that community (e.g. migrant support groups, mental health services, Kaupapa Māori antenatal classes). These services are delivered by our community services staff, often with the support of our wonderful volunteers, and are funded through fundraising, partnerships and community grants.
- A strong voice for all matters related to young children, families and their wellbeing.

Making the difference of a lifetime in the first 1000 days

Scientific research shows the greatest social good will be achieved in investing in a child's earliest years. Everything from brain development to learning physical skills, to secure attachments that help children learn to love and trust others, to speech development and learning self-control - all happen in those first 1000 days.

The type of care a child receives in this critical time can be the difference between a life of happiness or hardship, and Plunket is perfectly placed to make a difference in those early years.

From our Board Chairperson



E aku nui, e aku rahi, tēnā koutou katoa, special greetings to you all.

As I sign off my final Annual Report as Chairperson, it is with great pride at the incredible work, dedication and aroha demonstrated by our Whānau Āwhina Plunket whānau over what has been a truly unprecedented year.

Through the challenges of epidemic and pandemic, our team has continued to work on progressing Whānau Āwhina Plunket's key priority areas of becoming a pro-equity organisation and improving Māori health outcomes, reinforcing our digital channels, and supporting our people.

Of course, none of these things, or the other activities highlighted in this report, would have happened without the efforts of our Whānau Āwhina Plunket people – staff and volunteers – or without the assistance of our sponsors, donors and partners. Ngā mihi, and we thank you for your mahi towards our vision of making the difference of a lifetime in the first 1000 days.

Stepping up to the challenges

The 2019 measles epidemic and, of course, the COVID-19 pandemic, stretched our team and resources and has put pressure on our funding sources, the impact of the latter we will see even more strongly in the 2020/21 financial year.

Through all the challenges we have faced, our people responded, working hard to support parents and caregivers through difficult circumstances, and adapting how we deliver our services to make sure that we could continue to support whānau.

The success of our response was also made possible by the consolidation of our governance structure and our digital transformation over recent years. Now, as a single national body, we can direct our resources to where we can make a greater difference. With the real-time electronic client health record system (ePHR) and Te Māra, our online learning management system, we are able to more easily share data, information and knowledge with staff and other health providers, and quickly upskill our people to meet the demands of a changing healthcare environment.

The benefits of these changes have been particularly evident during the COVID-19 pandemic, with the ability they gave us to redeploy staff to the wider national health response during the height of the pandemic.

Focusing on our long-term sustainability

Whānau Āwhina Plunket has been working hard to focus on our long-term financial sustainability, and I am pleased to advise that we have delivered a positive cash flow for the second year in a row.

We are also delighted to have secured a three-year funding contract for our Well Child Tamariki Ora services for our work to support our communities, drive toward pro-equity and deliver the services that are needed, with greater certainty of funding. Our multi-year contract is an indication of the confidence government has in our direction and in the work our people are doing with New Zealand whānau and families to give pēpi and tamariki the best start in life.

Over the year, we have taken more of our services online, a process accelerated by COVID-19, improving our ability to give whānau and families more options for how they interact with us. Through continuing to offer virtual service delivery options, we can maintain our client-centred approach, providing more options through which whānau and families are able to access a better suite of services - while allowing us to deliver these in an effective, cost-efficient way.

A year of milestones

This year has also been one in which we have achieved significant milestones and experienced some big changes. September 2019 saw the ratification of the Collective Agreement for our clinical staff which brought their roles to parity with salaries on the DHB Multi-Employer Collective Agreement. Staff on Individual Employment Agreements received increases

through the Remuneration Review process towards the end of 2019.

In February, at Karitāne, the place where Whānau Āwhina Plunket began well over a century ago, we revealed our new visual identity and the fuller story of our whakapapa and origins, signalling our commitment to create the conditions for pro-equity and drive towards equitable outcomes for whānau Māori and a new course for our future.

In June we launched our new website, Tūhono Mai, a digital platform to support people with free, relevant and trusted information for the development, health and wellbeing of pēpi, tamariki, and their whānau, families and communities, and as a largely zero data site, able to be accessed for free on mobile phones.

Remembering Andrée and Paul

In December 2019 we learned the sad news of our former President, Andrée Talbot's passing. Andrée made a significant contribution to Whānau Āwhina Plunket, such as overseeing the start of the transition from Area Societies into a Charitable Trust, and establishing a fund for the professional development, engagement and recognition of our volunteers. We are deeply thankful for all Andrée has done for Whānau Āwhina Plunket and the wonderful legacy she has left.

We are also grateful for the contributions of Paul Cressy, former Board Member of the Royal New Zealand Plunket Society who passed in June 2020. Paul was Plunket's first independent Board member, joining in 2012, bringing to the Board his vast governance experience and information technology knowledge, providing the Board with real stability through our ePHR journey.

Ka kite āno

I have loved my time as Chairperson of the Royal New Zealand Plunket Trust, and indeed through all of the roles I have had over my twenty years with Whānau Āwhina Plunket, right from my first role as Treasurer of the Fendalton sub-branch. There are more highlights than I can cover off here, but some from the recent years have included appointing our Chief Executive, Amanda Malu in 2016, navigating Whānau Āwhina Plunket through the transition into a single national charity in 2017, and the launch of our new visual identity and our fuller whakapapa and origin story earlier this year - all in service to our young, our families and communities.

It has been an absolute privilege to have worked alongside so many wonderful Plunket people, volunteers and staff, management and governors. It has been a time of tremendous change in the history of Whānau Āwhina Plunket, and while I may be stepping down as Chairperson, I will always hold Whānau Āwhina Plunket in my heart.

Nō reira tēnā koutou, tēnā koutou, tēnā koutou katoa.

Ngā manaakitanga

Christine Lake, Board Chairperson

From our Chief Executive



**Ka hiki ake aku kamo ki oku mauka Hikaroroa, tū mai Te Taari Te Kaumira, me Uretāne
Ka kaukau ake i ōku awa Waikouaiti me Waihao
Ka hoe tōku waka ko Takitimu
Ka noho i waenganui tōku hapū Kāti Huirapa
Ka moe ki ōku marae Puketeraki me Waihao
Ka awhitia e tōku iwi ko Kāi Tahu
Ko au te mokopuna a Mere Harper
Ko Amanda Malu tōku ingoa
Nō reira tēnā koutou, tēnā koutou, tēnā koutou katoa.**

I am very pleased to present to you Whānau Āwhina Plunket's first Annual Report under our new visual identity, launched in February with funding support from the Plunket Foundation.

Embracing our whakapapa

Our new identity recognises our whakapapa and origins, particularly the role played by two Māori midwives from Karitāne, Mere Harper and Ria Tikini, and includes two new tohu, gifted to Whānau Āwhina Plunket by artist Len Hetet.

In February, together with Te Rūnanga o Ngāi Tahu, we launched the Mere Harper and Ria Tikini Memorial Scholarship - a \$3,000 annual scholarship for a full-time nursing student of Ngāi Tahu descent in their final year of study. We see this as one small way of honouring our history and helping build the number of Māori nurses in the system.

This is an important step in our new journey; it is both an acknowledgement of our past and an indication of where we are heading. We've walked alongside New Zealand whānau and families for well over a century, and we know we need to do better to meet the needs of whānau, pēpi and tamariki Māori. Embracing our

whakapapa acknowledges the role of Māori and of Wāhine Toa in Whānau Āwhina Plunket's history and signals our commitment to working in partnership to ensuring equitable outcomes for Māori whānau.

Prioritising equity

Early in 2019 we undertook a pro-equity check-up and have made equity a priority for Whānau Āwhina Plunket. This focus has been made all the more urgent with the release during the year of two key reports highlighting the failure of our health system for Māori. The Waitangi Tribunal Report, Hauora, released in July 2019 found evidence that despite reforms in the health sector, Māori health inequities have persisted across the system.

The Health and Disability System review, released in June 2020, echoes the Hauora report's finding that our current health system does not meet the needs of Māori. The review calls for a change in approach, moving away from merely aspiring to reduce disparities in health outcomes for Māori towards making a genuine commitment to equity. We want to see our political leaders endorse the pathways set out in the Hauora report and the alternative view of the Health and Disability Review final report to deliver better outcomes for Māori and ensure that all of our precious tamariki have the best start in life.

I'm excited about the possibilities for change through our pro-equity journey, and that of the wider health system. We saw over 50% of all new Māori babies and 18% of all our new baby cases are Māori. We want them, and their whānau, to have the best possible experience and outcomes with our service.

Setting out on our pro-equity journey

To help guide our pro-equity mahi, in January this year we established a Kaitohu Matua - Chief Advisor Māori Health, and in April this year we welcomed Lisa Paraku into the Executive Leadership team in this role. In addition, we have established three Kaiārahi Māori roles to support Lisa build our capability to be more responsive to whānau Māori.

These changes are about driving equitable health outcomes for Māori pēpi and tamariki. We remain committed to giving every New Zealand child the best possible start and will always be there for all families and whānau with children under five in Aotearoa. I'm incredibly proud of the work we are doing to get our services and support to those families and whānau who need us.

Responding to the challenges

Whānau Āwhina Plunket people worked extremely hard to respond to the COVID-19 pandemic, working in partnership with the Ministry of Health to quickly refine our service model for the pandemic and lockdown environment. We were able to quickly roll out the technology enabling virtual service delivery and adopt this new way of working with whānau and families. Whānau Āwhina Plunket people also contributed to the wider national health system through the deployment of around 60 of our people to the system effort.

It has been a very full and at times testing year, especially with the challenges posed first by the measles epidemic which lasted into late 2019, and then by COVID-19 – but it is also a wonderful time to be part of Whānau Āwhina Plunket. I remain proud of the incredible difference we make in communities across Aotearoa, and I am excited about the journey we are on to help achieve equitable outcomes for all New Zealanders.

Our thanks

Finally, I must acknowledge and thank our outgoing Board Chairperson, Christine Lake, who has been a part of our Whānau Āwhina Plunket in various volunteer

and leadership roles for 20 years. Christine has helped guide Whānau Āwhina Plunket through some of the biggest changes and challenges in our more than 100 year history, and we are grateful for her knowledge, experience and skills, and the commitment and integrity she has brought to the role. I will certainly miss her calm presence around the Board table. Ngā mihi nui ki a koe, Christine, we are truly thankful for how much you have done for Whānau Āwhina Plunket.

As you read this year's Annual Report, I hope you will appreciate the terrific work of our staff and volunteers, none of which would be possible without the support of our sponsors, donors and partners. Together we are helping to make a difference, working on changing the system for the better, and ensuring every child in Aotearoa has the best possible start in life.

Ngā mihi nui,

Amanda Malu, Chief Executive

In Memoriam: Andrée Talbot

Former President, volunteer and honorary life member, Andrée Talbot sadly passed in late 2019.

Andrée's contribution to Whānau Āwhina Plunket over more than 20 years of service was significant. As a volunteer with Whānau Āwhina Plunket in Devonport in the 1990s, Andrée led a major project for new Plunket rooms, giving the families of Devonport a community base focused around the health and development of their children. Later, as President of Plunket's Waitemata Area Society she led the work of linking eight associated committees and over 40 sub-branch committees into a cohesive group.

In her time with the National Board, Andrée oversaw major initiatives including the project that took Whānau Āwhina Plunket to a paperless system for recording and accessing the data of our tamariki/children, and she led the start of our transition from 18 area societies into one national charitable trust – one of the most significant developments in the history of Whānau Āwhina Plunket, and a change which has set us up very well for the future. Andrée also generously gifted us with funding for the Andrée Talbot Fellowship

to help grow, engage and recognise our volunteers.

Andrée was awarded a Companion of the New Zealand Order of Merit (CNZM) for services to Plunket in the 2019 New Year Honours List.

On receiving her CNZM Andrée stated, "I've loved my years working with Plunket. It's such an important organisation for New Zealand families and I'm proud of my various positions over the years helping to ensure that Plunket continues to play its important role in the wellbeing of our young children."

Andrée's legacy will continue at Whānau Āwhina Plunket through the Andrée Talbot Fellowship and through the thousands of Kiwi tamariki/children, whānau and families who received care over her time with Whānau Āwhina Plunket. We are forever grateful for Andrée's years of dedication and service and the wonderful legacy she has left us.



Delivering towards our strategy

Our Strategic Themes guide our programme of work each year

Strategic Theme One: Tamariki, whānau and hapori – our young, their families and communities are at the heart of everything we do

Our services need to work for all of our young, their families and communities. We know that some families find it harder than others to easily access our services in ways that work for them.

In 2019/20, we continued to maintain strong universal services, while innovating to achieve greater equitable access to our services.

Our prioritised virtual service

The arrival of COVID-19 and subsequent national lockdown earlier this calendar year presented an immense challenge for Whānau Āwhina Plunket – how to continue to provide our services and support to whānau and families under lockdown.

With support from the Ministry of Health, Whānau Āwhina Plunket introduced a new needs-based virtual approach for our Well Child service, to ensure those with the highest needs continued to receive care during this period. The prioritised virtual service, which was delivered by phone and video conference, the 24/7 support offered by PlunketLine, and our Outreach Immunisation Service in Counties Manukau, were considered essential services by the Ministry.

We had always planned to provide an enhanced digital offering; the COVID-19 pandemic proved to be the catalyst for a swifter transition to virtual support as an option for service delivery. We are now better placed to respond to change, and it gives whānau and families more choice in how they use our services.

Online community services during lockdown

During lockdown, our community services also went online with many Plunket playgroups, music and movement sessions, and coffee groups provided over Zoom (video conferencing platform). Some groups found they picked up many more participants during

lockdown as people chose to connect with others online to overcome a sense of isolation.

In Alert Level 4 we were successful in raising funds for the additional hardware needed to get our community services online nationwide. Our next fundraising goal is to raise sufficient funds so we can also offer our parenting education programmes (PEPE) through an online learning platform. This will give isolated parents and carers greater access to information and education to help their babies and whānau to thrive.

Meeting the needs of Māori

Engaging Whānau

We recognise that our current health system does not meet the needs of Māori and have committed to driving better health outcomes for Māori pēpi and tamariki. Supported by the NEXT Foundation, Engaging Whānau is a whānau-led and co-designed approach to improving our services so they become fit for purpose for whānau Māori. We are working alongside communities in Karitāne and Heretaunga (Flaxmere and Camberley) to help us reimagine our service.

Over the past year, the project team has been working with whānau, iwi, non-government organisations, and our people in those locations to develop and bring the whānau-led solutions to life.

We are now in the final phase of the project (implementation and evaluation) where we begin piloting new approaches in selected sites and evaluate them using kaupapa Māori methodologies guided by Tiaho Ltd, a kaupapa Māori research, evaluation and management consultancy service. The insights from Engaging Whānau will be used to improve and support our people in their understanding and ability to engage effectively with whānau Māori, and to develop a pro-equity service which leads to better wellbeing outcomes for whānau and tamariki Māori.

Whirihia

In the Waikato, funding from the Plunket Foundation Charitable Trust has supported the continued delivery of our Whirihia programme. A kaupapa Māori pregnancy, childbirth and parenting programme, Whirihia, supports whānau in the wānanga format, in our own locations, and on marae. This programme is designed

and run according to Māori values, acknowledging te ao Māori in each whānau.

Since commencing Whirihia, we have run Wānanga in Morrinsville, Waharoa, Matamata, Hamilton, Tokoroa, Huntly and Te Awamutu. Many of the Wānanga have been attended by 30-40 whānau, however at the Huntly

Wānanga there has been close to 100 and in Hamilton over 65. These events are growing in popularity, with waitlists for many of the courses. We are awaiting an independent evaluation of outcomes for Whirihia and the findings of this review will be built into the plan to roll the service out into other regions.

Whānau Āwhina Whānau Ora, Kirikiriroa (Hamilton)

Whānau Āwhina Whānau Ora is a post-birth service in Kirikiriroa based on Dr. Rose Pere's Te Wheke model of care. This programme supports whānau in their Well Child journey and helps them access the services they need. Following the successful pilot launch in 2017, the service has continued to deliver care in Hamilton and is now being evaluated as part of the Engaging Whānau project and will form an important part of the development of service changes in Whānau Āwhina Plunket to better meet the needs of Māori whānau and their pēpi.



Supporting wellbeing: Te Whare Tapa Whā model of care, and our 'Calm is a Superpower' series

During Mental Health Awareness Week 2019, we launched our 'Calm is a Superpower' cross-channel content series for our people, customers and the wider community, which ran over the following two months.



The series focused on mindfulness and compassion and was underpinned by concepts from Te Whare Tapa Whā model of care which is about ensuring taha wairua (spiritual wellbeing), taha hinengaro (mental and emotional wellbeing), taha tinana (physical wellbeing), and taha whānau (family and social wellbeing).

Ideas, information and resources on mindfulness and compassion were shared through videos, live chats and articles on our social media platforms, and to our people through our intranet and emails. The series resonated with our people and our community, with staff sharing photos of their places of special meaning and connection while a 'Mindfulness for Kids' video on Facebook garnered over 2,000 engagements and was watched by more than 7,000 people.



Celebrating our whakapapa: The role of Mere Harper and Ria Tikini in Plunket's beginnings

In February 2020, as part of the launch of our new visual identity, we also celebrated our whakapapa, in particular two important wāhine toa who were integral in the formation of what was to become the Royal New Zealand Plunket Society, and, today, Whānau Āwhina Plunket.

Mere Harper and Ria Tikini were two Māori midwives from Karitāne. Both of Kāi Tahu and Kāti Huirapa descent, they were highly respected midwives and healers in the local community.

It was Mere and Ria who helped deliver Thomas Rangiwahia Mutu Ellison (Tommy), the first Plunket baby, in 1906 – and later took baby Tommy to Dr Truby King when breastfeeding issues were causing the baby to lose weight and become unwell. Mere and Ria worked with Dr King and his wife Isabella to care for Tommy who thrived under their care and returned home to his whānau a well child.



In 1907, less than a year later, the Society for the Promotion of the Health of Women and Children (later to become known as the Plunket Society) was formed. Shortly after its formation, the Society opened the Karitāne Home for Babies in Dunedin, with Mere and Ria among the first nurses and midwives working there.

The Plunket Society was on its way to becoming a nationwide service which would touch the lives of generations of New Zealanders. We are proud to uplift and celebrate the role of Mere and Ria, the first in a long line of wāhine toa who have paved the way for Whānau Āwhina Plunket, a service unlike anything else in the world.

Strategic Theme Two: High performing Whānau Āwhina Plunket people

Our people can give their best to New Zealand families and whānau when they are enabled to achieve their own potential and enjoy their mahi. Whānau Āwhina Plunket is committed to becoming a pro-equity organisation, and a key aspect of this work is supporting our people to understand the barriers to achieving equity.

The year has seen a focus on putting in place the foundations towards achieving pro-equity, upskilling and providing improved tools to support our people to do their work to the best of their abilities in order to serve our communities.

Kaiārahi – building our cultural capability

Playing our part in delivering equitable outcomes for whānau Māori means we need to 'walk the talk' and improve our internal capacity and capability. In February 2020 we appointed three Kaiārahi Māori (Māori Capability Advisors) to increase our cultural responsiveness across all of Whānau Āwhina Plunket. Our Kaiārahi work closely with our Kaitohu Matua - Chief Advisor Māori Health, a role established in January to help guide our pro-equity mahi, and our Kaiārataki Māori, our Māori capability lead with a specific focus on clinical support.

Our Kaiārahi play an important role in not only improving our people's confidence and understanding of Te Ao Māori, including tikanga Māori protocols and

kawa, but also working alongside our leaders and the wider business to develop and deliver plans and services which partner with Māori communities to create equitable and meaningful outcomes for whānau Māori.

Supporting maternal mental health

A continuous quality improvement project across our Canterbury and West Coast teams, developed with support from the Health Quality and Safety Commission, has demonstrated an improvement in processes within our Well Child Tamariki Ora service for maternal mental health.

The project added a research-based mental health assessment tool for when a mother screened positive for post-natal mood changes. This helped identify the level of need and enabled more targeted support.

Feedback from participating staff showed increased confidence, skills and knowledge around the assessment and support of women and their mental health.

Te Māra and upskilling for digital services

Our new learning and development hub, Te Māra, was launched in September 2019, designed to provide our people with access to a broad range of learning specific to their role.

Te Māra can be accessed 24/7 on any of our Plunket devices, which provides our people with the flexibility to learn at a time and place that best suits them. Since its launch, 1,116 staff have undertaken courses online. We have created an additional 54 courses; 37 of these are clinical, including 'CPR for Infants and Children', for training on how to deal with a situation where a

child or baby stops breathing, and 'Personal Wellbeing' to support staff with assessing and improving their wellbeing – this was of particular help during the COVID-19 lockdown.

With the announcement of lockdown, our frontline staff had to switch from delivering in-person support for whānau and families to online services in just a few days. This required our staff to rapidly upskill so they could continue to connect and support their clients.

To support our people during lockdown we ran a series of webinars which were hosted on Te Māra for clinical staff. We saw a dramatic shift in online course participation with the highest level of staff engagement for live webinars since the launch of Te Māra.

Breastfeeding peer support volunteers

Whānau Āwhina Plunket is immensely grateful for the many wonderful volunteers who provide their time, energy and aroha to help us support whānau and families. A great example of this are our volunteers helping lead breastfeeding support groups for new mums and their pēpi/babies.

Group sessions are held in a number of locations around the motu, where help is provided by mums who are trained breastfeeding peer support volunteers. These volunteers give non-judgemental support and provide information on the normal course of breastfeeding, helping mums to overcome common barriers and breastfeeding challenges.

There are variations of the service across different communities which reflect local needs, such as a breastfeeding playgroup for Mandarin speakers in Christchurch. This service, established in mid-2019, has proved popular with a growing attendance and additional breastfeeding peer support volunteers being trained over the past year to work with the families using the service.

The service went virtual over the COVID-19 lockdown period, leading to an ongoing joint virtual and in-person offering which has also enabled Mandarin-speaking families from other locations throughout the city and South Island to participate despite transport and geographical barriers. The model is now being promoted to, and picked up by, other communities.



Mere Harper and Ria Tikini scholarship

In honour of our two wāhine toa who were instrumental in starting Whānau Āwhina Plunket, we co-launched with Te Rūnanga o Ngāi Tahu the Mere Harper and Ria Tikini Memorial Scholarship in February. The annual scholarship aims to give financial support of \$3,000 to a full-time nursing student of Ngāi Tahu descent in their final year of study.

"I am proud that Plunket is finally honouring its true whakapapa by celebrating the two Māori women at the very heart of its beginnings. The scholarship we have created with Te Rūnanga o Ngāi Tahu in Mere and Ria's memory is one of the ways in which we are honouring their legacy and our shared history, and it is also helping to equip the next generation of Māori nurses," says great, great granddaughter of Mere Harper, and Chief Executive of Whānau Āwhina Plunket, Amanda Malu.

Our first scholarship recipient is Katherine (Kate) Mihaere. After working for over a decade as a property manager for LJ Hooker, she decided to train to become a nurse, a career path where she could really make a difference.

"While people say, 'oh that's nothing like nursing,' I disagree," Kate says. "I believe that the best property managers care about people, their landlords and their

tenants and that they value those relationships and the trust that both of the other parties place in them. Nursing is the same, you have to care, and you have to be trustworthy or you won't be much good!"

"But it hasn't been a walk in the park. "This was without a doubt one of the hardest things I have ever done in my life. Studying fulltime, working part-time and still coaching rowing and netball. I was a wreck. I cannot say how many times in the first two months I wanted to throw it all in." With the love and support of her tamariki, Kate has persevered and is now completing her final year of Bachelor of Nursing at Otago Polytechnic.

Kate was "blown away" to receive the scholarship and she intends to work towards playing her part in breaking down health inequities, particularly for Māori and Pacific Peoples, and improving health outcomes for these patients.

Congratulations Kate, we wish you all the best with your final year of study and look forward to watching you excel throughout your career!



Strategic Theme Three: Integrated, collaborative and connected approach

Over 291,000 children used our services this year, giving Whānau Āwhina Plunket the unique privilege to identify the needs of families and whānau and work together with them and with other providers to address those needs. This means working with other organisations to coordinate service provision to communities so that together we can best meet the needs of whānau and families.

In 2019/20 we have partnered with other organisations and communities to both meet the needs of our tamariki and whānau in these uncertain times, and support the wider healthcare and community sector in responding to the COVID-19 pandemic.

Collaboration during the height of NZ's pandemic response

When the country went into lockdown from late March 2020, the need for collaboration and cooperation across the health and community sectors was heightened. Whānau Āwhina Plunket rose to the challenge,

contributing to the government's pandemic response by working alongside other organisations to ensure the public could access the health and community services they needed. Around 60 of our people were seconded to support the health system's response to COVID-19.

We worked with Homecare Medical to stand up a team for Healthline's dedicated COVID-19 helpline based in central Wellington. The team included some of our own clinical leaders who supervised the helpline call advisors so they could respond effectively to COVID-related questions from the public. Plunket's Chief Nurse, with other sector leaders, was asked by the Ministry of Health to form an interim Well Child Tamariki Ora



clinical governance group to provide clinical advice and oversight during the pandemic.

Around 20 of our clinical staff joined the frontline of the pandemic response at Community Based Assessment Centres (CBAC testing clinics) which involved taking swabs from members of the public.

We also collaborated with other organisations to meet increased need in the community, especially for groups such as older people and sole parent families with young children. For example, we worked with iwi providers in Gisborne and with Waikato Tainui in Huntly, and we teamed up with the Student Volunteer Army (SVA) to provide contactless home grocery deliveries for those who could not easily get out to do their grocery shopping during lockdown.

College of Midwives MOU

In December 2019, we formalised our partnership with the NZ College of Midwives through the signing of a Memorandum of Understanding (MOU) outlining how we will work together at a local, regional and national level, as well as partner on upcoming strategic initiatives.

During lockdown Whānau Āwhina Plunket and the College of Midwives worked together to reassure whānau and expectant mothers that they could still access the support they needed during the Alert Level 4 lockdown. This included establishing how and what kind of support they would need (in person or virtual), as well as ensuring the referral and clinical handover from midwife to Plunket nurse made the transition as seamless as possible.

Helping the team of five million: Whānau Āwhina Plunket supporting HealthLine for NZ's COVID-19 response

The COVID-19 pandemic saw New Zealand come together in a myriad of ways to support one another. One of the more unique examples of this was where Whānau Āwhina Plunket worked with the Ministry of Health to train up and support a team of travel agents and nursing students to provide a COVID-19 HealthLine call centre based out of a travel agency in central Wellington.

Whānau Āwhina Plunket's PlunketLine Manager, Denise Shera, put together the team for this call centre and says of our clinical staff who worked there. "They were amazing – so invested in being part of NZ's pandemic response and very focused on being there for the people of New Zealand. They created a great atmosphere at the call centre too, working hard not just to help advisors with the calls but also to look after them and make sure they were OK. The travel agency staff really miss them now and want to know when they're coming back for a visit!"

Denise says that this call centre initiative shows how quick and agile Whānau Āwhina Plunket can be in a situation like this. "We started with 10 call advisors on the Saturday

and by the following Friday, we had 200 people on board. I'm proud of how we put together such a wonderful team in a short space of time, and the way everyone worked together so well to help the public during a really difficult time."

Anne Hodren, National Educator, was deployed to the helpline. She described her time with the helpline as being both challenging but also very rewarding. "We were taking calls from Kaitia to Bluff, working alongside people from other organisations, including other nurses. It made you feel like you were part of something bigger, part of a team helping New Zealand face the threat of this virus."



Strategic Theme Four: Whānau Āwhina Plunket is a learning organisation fuelled by knowledge, data and insights

Making clear connections between what we are looking to achieve and the insights, data and evidence we gather will assist improved performance, particularly towards equity.

Over the year, we have continued to improve our use of data and insights so that we can deliver tangible improvements that support better health outcomes for our tamariki, whānau and communities.

Tūhono Mai – our new website

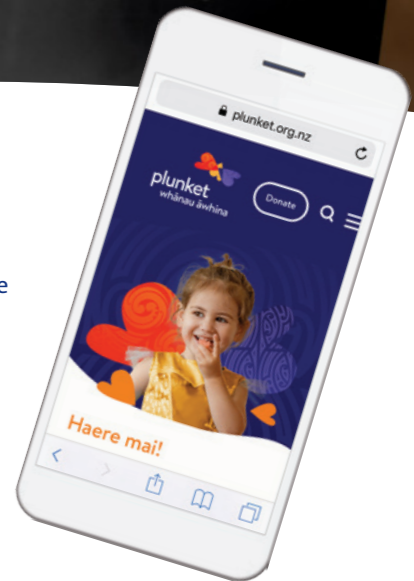
Our new Plunket website, Tūhono Mai, was launched in June 2020, providing accessible, relevant and fit for purpose information for our website visitors.

Tūhono Mai has been developed using user research and designed with the customer at the front and centre. We were delighted to be accepted on to the Ministry of Health's Sponsored Data Initiative, meaning users are not charged for the data used when visiting the majority of our site (parts involving third parties may still incur data charges). Data and insights have helped us address content and navigation issues and we will continue to monitor and evaluate the site using data and customer feedback to deliver ongoing improvements.

After only a short time of the website being live, we have seen the following improvements:

- A faster website speed to load from an average of 3 seconds to 2 seconds.

- An increase in mobile usage from 60% to 68%.
- An increase in digital donations.
- An increased understanding of search queries due to the new website setup and search tool.



Automated text messaging

In the last financial year, we identified that approximately 20% of our customers missed appointments and that our people spent an average of 17.5 minutes each day manually sending text reminders to their customers for upcoming appointments.

To improve support for customers and our people, we developed an Automated Text Reminder project which aimed to reduce the number of missed appointments and the time our people spend manually sending reminders.

The automated reminders are sent one week prior, and again one day prior to an existing appointment. By sending reminders one week prior to the appointment, it gives more time for our people to reschedule an appointment. Sending a reminder early is also helpful where the caregiver may not have reliable mobile phone coverage.

The project has been a great success for both customers and our people. It was a particularly useful tool to help keep our staff safe during COVID-19 by providing succinct health and safety requirements for families to consider prior to their in-person appointment.

Strategic Theme Five: A bright financial future

As a charity, we are reliant on funding to deliver services to families and whānau. It is critical that we have a sustainable revenue base to support the work we do to make the difference of a lifetime. In 2019/20, we have continued to focus on actions that support our long-term financial sustainability.

Securing our future – Well Child Tamariki Ora contract renewed

We successfully negotiated a new three-year contract for our Well Child Tamariki Ora Services, including confirming previous years' one-off grants into our baseline funding. This baseline funding confirmation reflects the significant work Whānau Āwhina Plunket has been doing with the Ministry of Health to provide understanding of the true costs of delivering Well Child services.

Focus on financial sustainability

During our second full year as a charitable trust, we have continued to focus on sustainability across all services and our financial results for the year ended 30 June 2020 were broadly in line with expectations.

We have maintained our positive cash flow from last year in line with our financial strategy which aims to put us in a stronger position for long-term financial sustainability.

The operating deficit has been driven by several factors, not least being the unplanned impact of the COVID-19 pandemic. Another factor behind the deficit was the impact on wages from rising inflation and increases

to the minimum wage. We expect to see the impacts of COVID-19 and inflation continue into the 2020/21 financial year.

Signs indicate that the greatest economic impact of COVID-19 is yet to come, with a noticeable drop in funding predicted through decreased household disposable income, and constraints on funders' income portfolios, alongside an increase in funding needs from the wider charity/community sector. In addition, the potential for a second wave of the virus in New Zealand could also significantly impact Whānau Āwhina Plunket.

While there has been some economic relief provided by the Government, Whānau Āwhina Plunket's services (apart from two ECEs) did not qualify for any subsidies as our overall organisational financial position did not meet the 30% decline threshold. However, many of our community services experienced noticeable funding decreases as our usual sources of funding have reduced with the deterioration of economic conditions and reduced income for grant funders due to venue closures and lower investment returns.

COVID-19 Emergency fundraising appeal

During lockdown we sent out an Emergency Appeal to equip our community services staff with additional hardware to ensure they could deliver their in-person services virtually. We received an overwhelming response from our amazing supporters, corporate partners and trusts, who together helped raise more than a quarter of a million dollars. A special thanks to KPS Society and Rebecca and Alastair Gray whose donations were pivotal in providing funding to provide our people with monitors, headsets and videocall facilities.



International Year of the Nurse and Midwife

Nurses and midwives play a critical role in supporting the health and wellbeing of New Zealanders. To mark the 200th anniversary of the birth of Florence Nightingale, the World Health Organisation made 2020 the International Year of the Nurse and Midwife.

Our nurses have supported Kiwi families and whānau for generations and are an integral part of New Zealand's health system. They tailor their support for each family and deliver a wide variety of support services from Well Child Tamariki Ora Health assessments for pēpi/babies and tamariki to helping connect families with warm and dry housing, clothing and food.

On International Nurses Day we asked Kiwi parents and caregivers to pay homage to their Plunket Nurses and here are some of the kind words they shared with us:

"As a first time mum it's great to have nurses like [my Plunket nurse] to be able to ask questions and find resources. She has been a wealth of knowledge when it's come to many tricky aspects of parenting (finding out at 8 months my son had a severe lip tie, multiple feeding issues, cmpa [cow's milk protein allergy] - just to name a few) and we definitely miss her between appointments."

"[My Plunket nurse] is such a great listener, empathetic and compassionate and tries to find different ways to help which fit in with our family values or is very accepting if we choose not to proceed with a form of advice at that moment of time... she is so responsive and informative with her text message replies, and ensures we have a plan

for the next time we'll meet to make sure we have support and continuity of care."

"[My Plunket nurse] was so kind and compassionate. She patiently answered both my husband and my questions about breastfeeding. We are first time parents, and this gave us so much confidence that we were going in the right direction. She was a patient listener and made us feel heard. She arranged an extra visit as our bubba was underweight in the beginning and we were worried. Lovely experience that gave us so much strength and guidance in parenting, especially as both my partner and my parents are overseas, and we could not have them here."

"We were lucky enough [my Plunket nurse] picked up the signs of our girl having hip dysplasia; had this not been picked up at our appointment with her, the chances of my little girl needing surgery were higher due to her age. [My Plunket Nurse] ensured I had absolutely no anxiety and provided me with the right pages to find information/support from other families. This helped us a lot in preparing ourselves for our visit with the orthopaedics."

"[My Plunket nurse] has given me such great guidance for my baby, has a lovely manner with both me and my baby, is always accepting of my ideas and is so full of enthusiasm that I always come away from the appointment feeling energised and excited about my baby's next stage. I also really appreciate how she checks in with how I am doing too and not just focusing on the baby."



Our year in review

Well Child Tamariki Ora

291,449



Children seen by Plunket (0-5 years) in 2019/20

>48,000



New Plunket babies in 2019/20 (83% of new babies across Aotearoa)

1,906



Contacts made with families every day

21,934



B4 School Checks for 4 year old completed²
(contracts in Auckland, Waitemata, Counties Manukau, Lakes, Bay of Plenty, Manawatu, Wellington, Hutt Valley and Kapiti)



- 42.25% European
- 22.31% Asian (incl Indian)
- 18.09% Māori
- 9.01% Pacific
- 5.80% Unknown
- 2.54% Other

1. This is a decrease from 86% in 2018/19 – as we record new babies at the point of our first face to face contact, this was impacted by the COVID-19 lockdown when services were provided largely virtually. We expect this number to increase in 2020/21.
2. B4 School checks were not conducted during the COVID-19 lockdown

Website & social media



Average of **149,553** Plunket website visits per month



25 Facebook Live Chats were held, with an average of **22,957** views per month



~**900** Breastfeeding support sessions using video conference



>**116,400** Calls (inbound and customer support outbound)

Top topics

- Child health and illness
- Child behaviour
- Breastfeeding
- Nutrition
- Sleep

Response to COVID-19

Moving our service delivery from in-person to virtual in three weeks



We created a prioritised virtual service (PVS) which continued to support whānau, the wider COVID-19 health response and equitable health outcomes.

To support those who needed our services most, we prioritised our Well Child services for the following families and whānau:

- All whānau with new born tamariki from 0-3 months
- Māori, Pacific peoples who have been assessed as having immediate needs
- All whānau who are assessed as having long-term needs

Well Child support 29 March – 21 June



96,840

Contacts with whānau



93,349

Recommendations/referrals for additional support

Families/whānau required additional support with

- Immunisation
- Child health/illness
- Parenting education and support
- Breastfeeding and nutrition
- Community linkages



Top topics

- Child health and illness
- Child behaviour
- Breastfeeding



426

Breastfeeding support video conferences

32,748

Followers reached during our COVID-19 Facebook live chats

Supporting communities during lockdown



>**500**

Virtual parenting education (PEPE) sessions



>**500**

Whānau/families attended virtual playgroups or support groups

Redeployment



61

Plunket staff redeployed to support the Government's COVID-19 response

Leadership through a time of change and development

Celebrating our outgoing Chairperson, Christine Lake

For the past twenty years, Whānau Āwhina Plunket has had the benefit of Christine Lake's time, support and considerable experience. Christine joined Plunket in 2000 as the mum of two young boys, having just returned to New Zealand after thirteen years in the UK. Joining Plunket was a good way for Christine to meet new people and get involved in the local community.

Very quickly, Christine became involved in leadership roles as a Plunket volunteer. She first became Treasurer of the Fendalton sub-branch, moving on to Chairperson of the North West Christchurch branch (and Chairperson of the Riccarton Family Centre), then Chairperson of the Plunket Canterbury Area Society. Christine provided governance support for the Area Society's 55 branches and sub-branches within the Canterbury area.

In 2010 Christine was elected to the National Board and in 2016 moved into the role of acting President of the Royal New Zealand Plunket Society for nine months. Christine was elected Chairperson of the Board of the newly-formed Royal New Zealand Plunket Trust – our new amalgamated national charity – in November 2017.

During her time with the National Board, Christine served on the Risk, Assurance and Audit Committee, the Governance and Succession Committee and led the Board sub-committee overseeing the transition to the National Trust.

In December 2017 Christine received a wonderful and very well-deserved recognition of her significant contribution to Whānau Āwhina Plunket and the community when she was awarded a Kiwibank Local Hero Award (part of Kiwibank's New Zealander of the

Year Awards).

Looking back over her first ten years with Whānau Āwhina Plunket as a volunteer in Christchurch, Christine says something she is particularly proud of is the launch in 2008 of the Christchurch Plunket Family Centre at Twigger Street. "That was a significant achievement on behalf of Christchurch families, having a modern, fit-for-purpose hub where parents and carers can come with their babies and young children for Well Child and community services."

Since joining the National Board in 2010, Christine has helped to see through some big changes, but she says the most significant one from her point of view was the consolidation into a single charity in 2018. "Plunket Society members made a very courageous decision back in 2016 to embark on the road to consolidation, and it was absolutely the right decision. Becoming a single charity was an important step towards becoming a more integrated, connected and unified organisation and achieving our vision."

Christine says the best thing about her time as a Whānau Āwhina Plunket volunteer, in all the roles she has had, is the people. "I have had the wonderful opportunity to meet many Plunket people from around my own region of Canterbury and from all over New Zealand. It has been a real joy and inspiration to spend time with all of these amazing people who are so committed to what Whānau Āwhina Plunket is all about - supporting families."



Farewell Alison Prins

This year we also farewell another of our Board trustees, Alison Prins. Alison first joined Whānau Āwhina Plunket in 2006 after the birth of her first child and worked part-time as a community services leader in the Hawke's Bay.

During her time with Whānau Āwhina Plunket, Alison project-managed the build of the Hawke's Bay Community Hub and brought a remit to the National Conference with proposed changes to improve Whānau Āwhina Plunket's approach to governance. This remit would be the catalyst for changing Whānau Āwhina Plunket's board structure from a fully elected board to fully appointed board structure.

It was this passion for improving governance that led Alison to become the President of the Hawke's Bay Area Board and, in November 2014, a member of the National Board. "It's our responsibility to use our resources to make the biggest difference for those kids who need it. I just really loved being part of that and helping us to realise the potential this organisation has," says Alison.

Equity has been a big driver for Alison and she has enjoyed being part of a team to help Whānau Āwhina

Plunket realise its full capabilities. Alison said, "this organisation has the biggest opportunity to make an impact not just for tamariki but for New Zealand into the future... to see that becoming a reality now that some hard commitments are being made and there are dates for delivering on those commitments, is the best – it's why we are here."

Alison will continue her work in the non-for-profit space as a board member for Presbyterian Support East Coast and she has recently taken on a role to manage the Graeme Dingle Foundation in Hawke's Bay.



Our new visual identity: Honouring our past, signalling our commitment to equity

Our new visual identity, launched in February 2020, acknowledges the significant role that women, Māori women especially, played in what would become Whānau Āwhina Plunket.

It also signals our commitment to working alongside whānau and communities to help improve outcomes and aspirations of whānau and tamariki Māori, to achieve generational change in Aotearoa New Zealand.

The hearts coming together in our logo image represent Whānau Āwhina Plunket's essential caring role within whānau, with the primary focus being on the physical and emotional wellbeing of the child. They also form the shape of an abstract butterfly, a metaphor for growth and positive transformation.

On the wings are two tohu; these patterns were designed and gifted to Whānau Āwhina Plunket by artist Len Hetet. The first is called Tūhonohono and represents the meeting of hands and the embrace of a parent and child. The whakataukī (proverb, saying), also created by Len, that goes with this image is: "Accept the gift of love and care as our hands meet in unity. Join me in the belly of the wind as we journey through life."

The second tohu is called Ngā Pae o te Harakeke, and the central pattern represents our women of strength and is an acknowledgment of Mere Harper and Ria Tikini. The outer pattern represents the child, parents and grandparents and is likened to the structure of the flax bush. The whakataukī for this tohu is: "Acknowledge our ancestors who brought us to this earth. So, we are cared and nurtured for as like to leaves of the flax plant."

Thank you to our supporters, partners and donors

Whānau Āwhina Plunket receives funding from the Ministry of Health to deliver the Well Child Tamariki Ora services; however, to ensure we can continue to provide free community services like parent support groups and parenting programmes for whānau and families, we rely on the generous support of individuals, organisations, trusts, foundations, and other contract providers such as Oranga Tamariki (for Family Start) and DHBs across Aotearoa.

Partners

Thank you to our amazing family of partners, including:

- Star Partner BestStart Educare continued to support Whānau Āwhina Plunket's families. They held their fifth Plunket Appeal, bringing the combined total raised for Whānau Āwhina Plunket to \$189,000 over the past five years.
- The Wright Family Foundation continued to fund the PlunketLine breastfeeding video conferencing service. During 2019/20, Whānau Āwhina Plunket has supported around 900 mothers on their breastfeeding journey.
- Wattie's are our longest standing partner. To acknowledge our 30th partnership anniversary, they kindly donated 50,000 pouches of baby food to Whānau Āwhina Plunket to support families.
- The Warehouse has supported Whānau Āwhina Plunket families struggling during winter with heaters, curtains and baby blankets. They also



donated over 70 new laptops for Whānau Āwhina Plunket people, enabling them to host more virtual parenting sessions during the nationwide COVID-19 lockdown.

- Huggies have renewed their contract with Whānau Āwhina Plunket for the next five years and are working with us to provide nappies around the country for Whānau Āwhina Plunket families and whānau who need them most.
- Resene formalised their long standing partnership with Whānau Āwhina Plunket this year and created new initiatives - the Very Important Plunket Person award and the People's Choice award. These awards not only help to recognise the incredible work of our volunteers throughout Aotearoa, but also encourage Kiwis to vote for which Whānau Āwhina Plunket facility gets spruced up each year.

Bequest Society

"I cannot think of an organisation more worthy of considering for a bequest," says Jean Marendering, the founding member of our Bequest Society.

In 2015, Whānau Āwhina Plunket created a society to thank and celebrate a special group of people who have included a gift in their will to support the Plunket Foundation. For ideas, we asked supporters like Jean, a former teacher and school principal.

"I was thrilled to become its first member," Jean says. One of Jean's abiding memories is seeing her baby

brother suspended in a napkin sling, being weighed by his Karitāne Nurse. "I have long ago come to realise the incredible support that Whānau Āwhina Plunket gives mothers as they do the most important job in the world; nurturing children in the first 1000 days of their lives."

Jean has kindly included a gift in her will for the Plunket Foundation. The Foundation prioritises projects that support Whānau Āwhina Plunket to improve the wellbeing of tamariki and families and whānau. Thank you, Jean, and everyone who has included a gift to the Plunket Foundation in their will.



Grants

We are immensely grateful for the support of our grant funders, whose contributions enable us to provide uninterrupted support to families and whānau across the country through the year's challenging times, and deliver services to help build strong, connected communities across New Zealand.

A heartfelt thank you to the Lion Foundation for their ongoing assistance. Their generous funding has helped to keep our community services accessible to support children, families and whānau in communities across the country over the past year. As a community partner, the Lion Foundation provides support both at a national level, as well as helping our local teams as they work with families in their areas to ensure they are connected with others in their community and supported in their parenting roles.

To support stronger, more connected communities and help build resilience, Lotteries funding helped Whānau Āwhina Plunket's community teams support over 384 diverse Plunket groups and countless families and whānau throughout Aotearoa. Lottery funding also contributed to the work of Plunket's Māori Programmes Manager and our Population Health Advisor. Their work was primarily focused on our Engaging Whānau project, which aims to increase whānau confidence and resilience on their journey to wellbeing, improving outcomes and eliminating inequities.

Donations and bequests

Thank you to our 1,537 supporters who provide a monthly donation to our Bright Beginnings programme, contributing more than \$320,000 every year vital to keep community services available to all. Their ongoing support helps to ensure Kiwi families, whānau and their tamariki have the opportunity to remain connected and supported within their community throughout the first few years of their parenting journey.

This year we were thrilled to be able to upgrade our playground and Whānau Āwhina Plunket Centre in Owairaka, Auckland. This is the first Plunket playground specifically designed to develop under 5-year olds'

fundamental movement skills. While the opening was delayed due to COVID-19, it would not have been possible without the support of the Murray family, Auckland Council and the Ministry of Education.

Thanks to the generosity of philanthropist Merrill Holdsworth, we have produced an educational video on Down Syndrome for our staff. With support from The Down Syndrome Foundation, the video features families sharing their experiences and ways our people can enhance their ability to support family and whānau who have tamariki with Down Syndrome.

We were immensely grateful for the support for our COVID-19 Emergency Appeal, which enabled us to move many of our community services online during lockdown.

Fundraising events

Hosting and running fundraising events is an important way to raise additional funds to support services provided by Whānau Āwhina Plunket. A huge thanks to all of our supporters and volunteers who got behind these events and helped Whānau Āwhina Plunket make a difference of a lifetime.

In September, we held three campaigns – Pledge for Plunket, Dunk it for Plunket and Cheese Week. This was followed up by our sold-out Melbourne Cup event in November, held for the second year in a row with the support of Momentum.

While our initial Annual Charity Golf day, with support from Computer Concepts Ltd, was rained off in October, the event was successfully rescheduled to February.

The beginning of the year saw us commence our series of Fun Runs across the regions. We were able to deliver our physical runs in Wellington and Hamilton; however, as a result of lockdown we decided to re-shape the remaining Fun Run campaign. Over the weekend of 28-29 March, we hosted a series of virtual fun run events across Aotearoa where participants could pick how and when they participated, receiving great feedback:

"I absolutely love these virtual runs. They have given me flexibility to be involved. It's also great to have a community involvement via Facebook and email etc."



whānau āwhina
plunket

Whānau Āwhina Plunket Board & Leadership

Royal New Zealand Plunket Trust (as at 30 June 2020)

Chairperson

Christine Lake

Deputy Chairperson

Matthew Harker

Trustees

Tarati Blair-Hunt

Lucy Hickman

Nigel Kirkpatrick

Alison Prins

Alex Skinner

Craig Tamblyn

Amohaere Tangitu

Honorary Life Members of the RNZPT

Dianne Armstrong, CBE

Druis Barrett, CNZM

Carol Becker, ONZM

Shirley Cornish

Jenny Cox

Tristine Clark

Kaye Crowther, QSO

Merle Newlove, QSO

Jill O'Connor

Pat Seymour, OBE, QSO

Andr e Talbot CNZM

(passed, December 2019)

George Tuffin

Whānau Āwhina Plunket Executive Leadership Team (as at 30 June 2020)

Chief Executive Officer

Amanda Malu

Deputy Chief Executive, Corporate Services

Liz Barton

Deputy Chief Executive, Operations

Linda Biddle

Chief Strategic Advisor

Radha Balakrishnan

Chief Advisor Māori Health

Lisa Paraku

Chief Nurse

Dr Jane O'Malley

Financials

Report from Chair of Risk Assurance and Audit Committee

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

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

The Committee meets at least three times a year with Plunket's Chief Executive Officer, Deputy Chief Executive, Corporate Services and Chief Strategic Advisor.

Risk Assurance and Audit Committee

Alex Skinner	Trustee, Committee Chairperson
Christine Lake	Trustee, Board Chairperson
Nigel Kirkpatrick	Trustee

Independent Auditor's Report

To the beneficiaries of Royal New Zealand Plunket Trust

Report on the summary financial statements

Opinion

In our opinion, the accompanying summary financial statements of Royal New Zealand Plunket Trust (the 'trust') on page 26:

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

The accompanying summary financial statements comprises:

- the summary statement of financial position as at 30 June 2020; and
- the summary statements of comprehensive revenue and expense, changes in net assets/equity and cash flows for the year then ended 30 June 2020.
- notes, including a summary of significant accounting policies and other explanatory information.

Basis for opinion

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

We are independent of the trust in accordance with Professional and Ethical Standard 1 International Code of Ethics for Assurance Practitioners (Including International Independence Standards) (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) ('IESBA Code'), and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code.

Our firm has also provided an Agreed Upon Procedures report in relation to the transfer of Paremata Creche to a third party. Subject to certain restrictions, partners and employees of our firm may also deal with the trust on normal terms within the ordinary course of trading activities of the business of the trust. These matters have not impaired our independence as auditor of the trust. The firm has no other relationship with, or interest in, the trust.

Use of this Independent Auditor's Report

This report is made solely to the beneficiaries as a body. Our audit work has been undertaken so that we might state to the beneficiaries those matters we are required to state to them in the Independent Auditor's Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the beneficiaries as a body for our audit work, this report, or any of the opinions we have formed.

Responsibilities of the Trustees for the summary Financial Statements

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

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

Auditor's Responsibilities for the summary Financial Statements

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

We expressed an unmodified audit opinion on the financial statements in our audit report dated 24 September 2020.

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

KPMG
Wellington

7 October 2020

Summary financial statements

Royal New Zealand Plunket Trust Summary Financial Statements for the year ended 30 June 2020

This is a summary of the Trust's audited financial statements for the year ended 30 June 2020 which were authorised for issue on 24 September 2020. The summary financial report has been extracted from the full audited statements dated 30 June 2020.

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

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

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

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

Statement of Comprehensive Revenue and Expense for the Year Ended 30 June 2020	2020 \$000	2019 \$000
Contract Income	79,508	71,626
Sponsorship/Donations/Grants Income	10,209	10,390
Other Income	1,903	2,531
	91,620	84,547
Employee Costs	70,516	63,082
Service Delivery Expenses	19,621	18,660
Depreciation & Amortisation	3,467	5,495
	93,604	87,237
Operating (Deficit) for Year	(1,984)	(2,690)
Net Change in Fair Value of Available for Sale Financial Assets	5	3
Total Comprehensive Revenue and Expense for the Period	(1,979)	(2,687)

Statement of Changes in Net Assets / Equity for the Year Ended 30 June 2020	2020 \$000	2019 \$000
Opening Equity Balance	33,053	35,740
Operating (Deficit) for Year	(1,984)	(2,690)
Net Change in Fair Value of Available for Sale Financial Assets	5	3
Total Comprehensive Revenue and Expense	(1,979)	(2,687)
Closing Equity Balance	31,074	33,053

Statement of Financial Position as at 30 June 2020	June 2020 \$000	June 2019 \$000
Current Assets		
Cash and Cash Equivalents	1,790	54
Accounts Receivable	3,915	1,513
Inventory and Other Current Assets	2,011	1,578
Total Current Assets	7,716	3,145
Non Current Assets		
Property, Plant and Equipment	39,102	41,845
Intangible Assets	8,421	8,883
Other Receivable	450	652
Investments	208	231
Total Non Current Assets	48,181	51,611
Total Assets	55,897	54,756
Current Liabilities		
Cash and Cash Equivalents	0	195
Payables	3,979	3,056
Employee Entitlements	7,908	6,305
Income Received in Advance	10,924	9,329
Lease Provision	0	19
Finance Leases	881	903
Total Current Liabilities	23,692	19,807
Non Current Liabilities		
Finance Leases	531	1,296
Make Good Provision	600	600
Total Non Current Liabilities	1,131	1,896
Total Liabilities	24,823	21,703
Net Equity	31,074	33,053
Total Liabilities and Equity	55,897	54,756

Statement of Cash Flows for the Year Ended 30 June 2020	2020 \$000	2019 \$000
Net Cash Flows from Operating Activities	4,549	2,087
Net Cash Flows from Investing Activities	(1,478)	439
Net Cash Flows from Financing Activities	(1,140)	(1,445)
Net Increase / (Decrease) in Cash Held	1,931	1,081

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Tauranga Energy Consumer Trust (TECT)
TG McCarthy Trust
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Tikipunga Protestant Children's Home
Thomas Richard Moore Trust
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The Southern Trust
The Trusts Community Foundation
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Upper Hutt City Council
Valder Ohinemuri Charitable Trust
Waitaki District Council
Water Safety NZ
WEL Energy Trust
Wellington Community Trust



Help make
the difference
of a lifetime

Whānau Āwhina Plunket volunteers and supporters are the best kind of people.

They're generous, kind, big-hearted, and their investment of love, time and resource makes the difference of a lifetime for Kiwi kids.

If you'd like to join our whānau of Plunket supporters, there are lots of different ways you can get involved:

Donate

Whānau Āwhina Plunket services such as parenting courses and migrant and post-natal support groups are all entirely reliant on donations, partnerships and grants to continue to operate. You can help by donating today at plunket.org.nz/donate.

Bright Beginnings – regular monthly giving

We'd love your help with a regular monthly donation, to give every baby the best possible start in life. Through your support, we can make sure services are available for all who need them, and help families dealing with family violence, or who are living in isolation or poverty. Join Whānau Āwhina Plunket's Bright Beginnings regular giving programme at plunket.org.nz/monthly-giving.

Become a volunteer

Whānau Āwhina Plunket couldn't do what we do to support whānau without the help of our incredible volunteer network. If you would like to donate your time and skills to help support tamariki and whānau in your community to thrive, you can sign up as a Plunket volunteer at plunket.org.nz/volunteer.

Gifts in wills

You can make a positive and lasting difference to the lives of New Zealand's children and their families by including a gift to the Plunket Foundation in your will. Because children and families thrive with love, care and support, and you can help Whānau Āwhina Plunket to provide them with this wraparound support, for generations to come. Please get in touch legacy@plunket.org.nz to find out more and thank you for considering this incredibly kind decision.

Knit for Plunket

Help provide much-needed warmth and comfort for some less fortunate little ones on chilly winter days by donating your knitting to Whānau Āwhina Plunket. Find out more at plunket.org.nz/knit-for-plunket.

Payroll Giving

Many workplaces have Payroll Giving, an easy way to give to your favourite good cause automatically from your pay – and it applies your 33% tax credit week-by-week. If you donate \$10 a pay, then only \$6.67 will be taken out of your account. Talk to your Payroll team today to find out whether you have Payroll Giving – or you could start it at your workplace!

The Good Registry

Don't want or need any more 'stuff' for Christmas or your birthday this year? Why not do some good instead and sign up with The Good Registry, a social giving platform where anyone (from corporates to little kids) can give the gift of giving. You can give Good Gift Cards, or set up your own special event profile where friends and family can donate to your favourite good cause (like Whānau Āwhina Plunket) as your present. Find out more at plunket.org.nz/the-good-registry.

Fundraise for Whānau Āwhina Plunket

Have an idea for how you could raise some money to support Whānau Āwhina Plunket? We have a platform that empowers you to do just that! Head to raiseabundle.org.nz.

Arohanui.

Thank you for your
help and support.
It truly means
the world.



whānau āwhina
plunket