“We’re new parents and it’s so great knowing someone is always there at the end of the phone.”

Ruyang
Annual Report 2012
The Royal New Zealand Plunket Society Inc.

Together, the best start for every child | Whānau āwhina
connecting
Our vision

Together, the best start for every child
Mā te mahi ngātahi, e puāwai ai ā tātou tamariki

Our mission

Plunket believes in supporting the development of healthy families
E whakapono ana Te Whānau Āwhina Ki te tautoko te kaupapa o te hauora i te whānau

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Our values

As an organisation Plunket values:

**Trust/Te Aroha**: Our underlying value because it is both an input and an outcome; it influences how well people work together, and it is self reinforcing so that the more trust is used and honoured, the stronger it becomes.

**Quality of Service/Te Ūnga**: The value that orients what we do towards achieving excellence in pursuit of the Plunket vision.

**Inclusiveness/Te Mahinga tahi**: The value that unites all stakeholders through recognition of our shared commitment to the Plunket vision.

**Commitment/Te Tautukunga**: The value that describes the spirit of service that people bring to the Plunket vision.
Our guiding principles

**Treaty of Waitangi**: We’re committed to the principles of partnership, protection and participation inherent in the Treaty.

**Socio-ecological perspective**: We’re committed to working from a socio-ecological perspective.

**Cultural safety**: We’re committed to providing a culturally safe range of services.

**Integration**: We recognise the importance of integrating our service with other services to achieve optimal health outcomes for both the children and their family/whānau.

**Best practice**: We’re committed to using standard guidelines founded on evidence-based best practice.

**Health promotion**: We’re committed to health promotion, providing services according to principles implicit in the Ottawa Charter.

From the NZ President

I joined Plunket as a new mum in a small farming community near Oamaru. I really appreciated the support I’d received from Plunket and I wanted to give something back. 29 years later, here I am as NZ President and it’s been a wonderful journey.

My first six months in the role have been very much focused on the governance review process our organisation is undergoing. We must continue to be future focused to remain a relevant service to the families of tomorrow and I believe that’s what our new governance structure will do for us.

At National level the new structure will see independent members on our National Board for the first time in our history, and appointments based on skill and experience rather than length of service with Plunket. At a local level it will see the large number of incorporated societies brought into Area Societies. This will dramatically reduce the number of committees around the country and free up valuable volunteer time to focus on the practicalities of running our community services, rather than on the bureaucratic functions of committees.

The governance review has been a huge undertaking and I would like to thank the Plunket Board, our CEO, Jenny Prince, and the many other individuals at National Office and Area societies across the country for their tireless work on this, and many other projects over the past 12 months.

I would also like to extend my thanks to our hardworking New Zealand Councillors and Māori Caucus members. Both groups have been disestablished as part of the new governance structure and on behalf of all of Plunket I thank them all for their significant contribution over many years.

Volunteers have always been the heart of Plunket and we are in the enviable position of having thousands of hard working, selfless people who give of their time, knowledge, skills and energy to make a difference in their communities. Many of the services we offer simply wouldn’t be possible without our volunteers. I want to thank every one of them for their passion and dedication.

We have a strong and proud history but we cannot sit back and rely on our past. We must push forward and forge new
ground. We must be brave and forward thinking and continue to look to the future so that Plunket will still be the strong, vibrant, innovative organisation it has always been. These are exciting times and I’m thrilled to be a part of it.

With our volunteers working together with staff to deliver a ‘One Plunket’ service we can help to give every child in New Zealand the best start in life.

Mā te mahi ngātahi, e puāwai ai ā tātou tamariki
Together, the best start for every child.

Tristine Clark, NZ President
In the 2011 budget the Government announced an extra $21.3 million over four years to support first time families with new babies. This funding provides additional Well Child visits during a child’s first three months of life, with a focus on children in the most vulnerable circumstances.

As advocates for the best start for every child, we welcome this increased investment for the under fives. We believe it is vital parents have the support they need where and when they need it in those important first days and months of their babies’ lives.

Early engagement with a trusted health provider in those early weeks is a step toward improving the health of young children in New Zealand. This increased funding has given Plunket the flexibility to assess those with the greatest needs and provide the extra support they require.
We see these early contacts as a real opportunity for our staff to establish a relationship and connection with families/whānau. This enables us to address identified health needs, introduce families to the range of Plunket services available in their area and to link them with other services that can support them in the community.

This additional work has meant we had to look at how we were going to deliver on our contractual obligations. While we increased our nursing staff by 10 percent and made some practical changes to the way we work, it was still challenging to meet the new contract obligations. We want to thank our staff for their hard work. While we fell just short of meeting our contract targets, our Plunket people continued to show dedication and commitment to the families and communities in which they work.

Our Governance structure

This year Plunket celebrated our 105th birthday, a major milestone for any organisation.

We have continued to ask ourselves over the last two years, “What do we need to do to ensure Plunket’s relevance and therefore continuity in the years ahead”. To this end, we still align our business strategy to our three key pillars: Innovation, Relevance and Growing services. This overarching strategy underpins and drives everything we do.

As New Zealand’s population continues to diversify, both ethnically and culturally, it is vital Plunket maintains its relevance as the needs of New Zealand families/whānau change.

Key to remaining relevant was ensuring we have the skills and focus in our areas to drive the Plunket vision in each community. Just as families and whānau are changing, so too is the community of volunteers who help Plunket. This army of volunteers is vital to Plunket’s well-being and we needed to look internally to make sure as an organisation we were attracting those with the skills needed to take us into the future.

After two years of a robust consultation and a major review of our governance structure from the National Board through to each branch and sub branch – a number of changes were recommended and these changes were voted in at our AGM in November 2011. The first of these came into effect mid-way through the year with newly formed Area Boards implemented in each of our 18 areas. These Area Boards will be more accountable for the work done through Plunket in their communities. What has been great to see is the number
of new people with diverse backgrounds who have been attracted to be part of this Plunket structure.

This review has meant taking a hard look at ourselves but we believe these changes to our governance will free up volunteer time to focus on supporting the development of services that are unique to their community. They will also ensure we have the leadership structure we need to take Plunket into the future.

It has certainly been an exciting time to be leading and managing our organisation. Change to any organisation, especially one the size of Plunket, is not an easy process to go through and we would like to commend those who have worked to get us through the process.

**Our future**

In looking to the future, while reviewing the year three key themes emerged – innovating, connecting and growing. These three themes have run as a thread through the work we have delivered.

Plunket’s history is steeped in social and technological innovation and the way we communicate with families/whānau has changed enormously over the past 105 years.

From paper-based telegrams to the internet – Plunket has continually looked at how we can use technology to meet the needs of our clients.

As the world moves toward expecting access to services 24/7 Plunket needs to ensure we have sufficient levels of support available as and when families need it. We need to change the way we deliver services and enable clients to access the information they need in ways that are meaningful to them.

**PlunketPlus**

We are currently in the first phase of launching an innovative new system for capturing client health information. This will have a significant impact on health outcomes for New Zealand children.

During the last 12 months we have invested an enormous amount of time, money, research and development into our new client information system PlunketPlus. PlunketPlus will be used to collect and store all the information and health data regarding contact with Plunket clients. It will replace the current paper based records and a variety of different Plunket databases.
The security of this information is paramount and we are working with the New Zealand IT Health Board to ensure we comply with the new Health Information Security Framework.

The PlunketPlus project is critical to the ongoing relevance of Plunket in New Zealand’s changing society. The system will provide greater support to our nurses, allowing them to record and access information electronically in the field, reducing duplication of administration and record taking and allowing them to focus even more on the children and families/whānau they are working with.

PlunketPlus is the biggest innovation at Plunket since PlunketLine was established in 1994. It is an example of Plunket’s commitment to innovation to improve health outcomes for New Zealand children.

Our people

People are the most important part of Plunket. Over the last three years we have invested in developing our people towards our goal of providing a seamless Plunket experience for the families and communities we work with. We call this experience ‘One Plunket’.

Because we work in an ever changing world, where the needs of our communities, families and children are varied and ever-changing, Plunket people need to be nimble and flexible as individuals in our work, as teams, and as an organisation. We have been focussing on developing a culture of transparency and accountability that enables our people to transform the way they work in order to be effective in this modern environment. This will enable us to keep ahead of these constantly changing needs and priorities and be responsive when we need to be.

Our leadership development programme is continuing and growing, and we have formally rolled out our “ACEing it at Plunket” behavioural competencies: Adaptability, Connection to Plunket, and Emotional Maturity. These competencies provide a common foundation to guide all Plunket people in how to successfully apply their technical skills, knowledge and abilities at Plunket - no matter what their role.

Advocacy

Plunket focuses on providing the best support for parents and caregivers, that includes working to improve policy and law which affect children and families/whānau. This advocacy is an important part of what we do.
This year we have participated in the Parliamentary Select Committee process with submissions to the Health Select Committee inquiry into the factors contributing to child abuse and neglect, and the Māori Affairs Select Committee inquiry into the determinants of health for Māori children.

We have also continued to work alongside our partners in the Every Child Counts coalition on a number of issues, such as the Green Paper for Vulnerable Children, advocating for an extension to Paid Parental Leave and the ‘1000 days to get it right for every child’ campaign.

The first 1000 days are the most important phase of a child’s development. If we don’t get it right in these early years the future economic and social costs are high.

1000 days also equates to the length of a parliamentary term so the 1000 days campaign is about asking our political leaders to place children at the centre of government policy and planning.

But this is not just an issue for politicians. The health and well-being of our under fives is an issue for all New Zealanders and community leaders. Focusing on giving our children the best start in life is vital in helping us create a better New Zealand for the future.
Our Christchurch team

Although the TV cameras may no longer be there, our colleagues in Christchurch still face issues daily.

The Canterbury Plunket Area Office was damaged beyond repair following the February 2011 earthquake. Since then our Area Office staff have been working out of our local Family Centre in Addington alongside the frontline staff – a situation that is not ideal.

As an organisation we continue to work with our Christchurch team to build services back up and have dedicated both human and physical resources from a National level to support them.

We are fortunate to have an innovative and courageous team down there with a determination to carry on and prepare for a future in a city that will be very different to what it was.

Our partners

Plunket has a role to play in strengthening the communities we serve but we can’t do this alone. We want to take this opportunity to thank our largest funder, the Ministry of Health, our Principal Sponsor BNZ, Star Sponsors Huggies and Wattie’s, Corporate Partner Microsoft and Community Partner The Lion Foundation for their continued support. Their significant contributions make it possible for us to continue to provide valuable services to our families across the country.

We are committed to working with other like-minded organisations on joint projects to get the best start for every child. Whether it is teen parenting classes in Hawke’s Bay, water safety programmes in Nelson; community development projects in Counties Manukau or road safety programmes in Otago - we have a responsibility to assess the needs of a community and work collaboratively with other organisations to share our expertise and experience.

By working as one, we can achieve our vision – together, the best start for every child.

Jenny Prince, CEO
Tristine Clark, NZ President
Family and whānau support

Well Child/Tamariki Ora service

Plunket is New Zealand’s largest provider of Well Child services. 56,225 newborn babies and their parents enrolled with us for support in the year July 2011 to June 2012, 92.1% of Statistics New Zealand Births for the same period.

Ethnic makeup of new baby cases

- European/Pakeha: 47%
- Māori: 20%
- Pacific: 10%
- Asian: 9%
- Unknown: 7%
- Indian: 4%
- Other: 2%
This year we had 619,817 contacts with parents and whānau through the Ministry of Health Well Child contract. We did this through a combination of home visits, visits to clinics, and in some areas mobile clinics and Family Centres.

Location of contacts
- Home 47.8%
- Clinic 37.7%
- Telephone (not PlunketLine) 10.5%
- Family Centre 2.2%
- Mobile Bus Clinic 1%
- Early Childhood Centre 0.3%
- Kohanga Reo 0.2%
- Marae 0.04%
Deprivation (Dep) is a term used by the Ministry of Health. The Dep standard predicts socio-economic disadvantage and is used as one indicator to assess the level of support parents and whānau may need.

‘Dep 10’ indicates families/whānau who may need considerable support and ‘Dep 1’ indicates families that may only need minimal support.

This year the largest percentage of Plunket’s babies were born in Dep 10 families/whānau.
This year we had 948,732 total contacts with family/whānau across all Plunket services:

- **10,004** B4 School checks
- **17,756** Parenting courses
- **38,770** Community services
- **65,192** Telephone conversations
- **56,225** New baby cases
- **102,470** PlunketLine calls
- **619,817** Well Child contacts
- **38,498** Car seat rentals
PlunketLine 0800 933 922

PlunketLine is available 24 hours a day, seven days a week, with call centres located in Auckland, Wellington and Nelson. It is a free service for all New Zealand families - children do not have to be enrolled with Plunket to access PlunketLine help, advice or support.

PlunketLine continues to be a highly valued and respected provider of quality advice and information on parenting issues and children’s health and wellbeing. PlunketLine is there to support families and complements the Plunket services provided in the community. This financial year PlunketLine staff responded to 102,470 calls.

PlunketLine is committed to providing a multi-lingual service to callers. We have Chinese (Mandarin and Cantonese), Māori, Samoan and Cook Island Māori nurses who are able to assist clients in their first language. Use of this service is increasing and is up 19.75% on the previous year, with 96% of multilingual calls being in Chinese, and 2% in Māori and Samoan respectively. For speakers of other languages we offer an interpreting service.
This financial year PlunketLine staff responded to 102,470 calls.

Top 6 topics

1. child health and illness 22.9%
2. parenting practice 18.9%
3. community linkages 17.6%
4. other 15.7%
5. breastfeeding 9.1%
6. nutrition 8.3%

“I’ve got no family support in New Zealand – talking to PlunketLine is just like talking to my mum!”

Komal
Community services

Plunket’s community services help strengthen family and community connections by providing opportunities for parents to share experiences and support each other. One of our priorities this year has been to integrate these services more, so that families have access to all the support they need.

Family Centres are a place where parents and caregivers can drop by for extra support on different parenting issues, such as breastfeeding, infant nutrition, sleeping, child behaviour and parent/family needs.

Centres are staffed by Plunket nurses, Community Karitane, Plunket Kaiāwhina and volunteers. In areas where there is no Family Centre, Plunket staff can provide additional support in homes, clinics, preschools and marae.

Becoming a new parent and raising children brings great changes and challenges. Plunket’s parent groups – whether they are support groups, playgroups or parenting education groups - are a place to meet other new parents and learn from each other in a fun, relaxed environment. They are also a great way to help children interact with each other and begin to develop their social skills.

Our passionate volunteers provide a wide variety of services for family/whānau in communities around the country. This year we had 38,770 contacts with parents and whānau through these services, which are as important to helping raise happy, healthy children as any of the other work we do. Our volunteers play a vital role in fundraising for these services.

“Plunket was a lifesaver for us, especially in the first few weeks.”

Emily
Participation in Plunket community services

- Playgroup 66%
- Music & Movement Group 11%
- Coffee Group 11%
- Support Group 9%
- Plunket in Neighbourhood (PIN) Group 2%
- Walking Group 1%
This year Plunket’s Car Seat service celebrated its 30th anniversary. In order to ensure our Car Seat service is around for another 30 years we carried out a commercial review of the business. From this it was decided to pursue a more commercially viable model and to extend the retail side of the car seat business.

A small selection of infant capsules, car seats, booster seats and accessories are now available as an alternative to renting. These have been assessed by Plunket to ensure they meet the safety standards required, based on current research and testing recommendations. An online sale strategy is currently being developed.

Plunket Car Seats holds a very strong position in our communities and will continue to work alongside all parts of Plunket, promoting other services, and looking for ways to work together with the aim of keeping kids in safe seats.
Building stronger families
Promoting positive parenting

Plunket’s parenting education programmes help parents to understand how their child develops and learns, and how they can best help them reach their full potential.

There is increasing demand from community, family/whānau and parenting groups to discuss and learn about positive parenting strategies.

Thanks go to the Ministry of Social Development and the Ministry of Health for their continued support to help us deliver the Parents as First Teachers Programme (PAFT) and PEPE (Parenting Education Programme) in locations throughout New Zealand.

Thanks also go to KPS for their support of Plunket’s parenting education courses.

This year we have been working hard to provide parenting education in more areas, to more diverse groups of parents, particularly those from high deprivation areas and among different ethnicities.

Parents attending Plunket parenting education courses
(some parents attended more than once)

<table>
<thead>
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<th>Dep score</th>
<th>2011/12 Financial year</th>
<th>2010/11 Financial year</th>
</tr>
</thead>
<tbody>
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<td>1 - 4</td>
<td>13,415</td>
<td>13,358</td>
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<tr>
<td>5 - 7</td>
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<td>8 - 9</td>
<td>4,334</td>
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<tr>
<td>10</td>
<td>3,022</td>
<td>2,827</td>
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<tr>
<td>Total</td>
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<td>29,460</td>
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Some of our achievements this year:

- Delivering positive parenting workshops to Islamic women in Wellington
- Successfully integrating parenting education with our specialised support group project, which brings parents with particular parenting needs together. This has led to the establishment of:
new migrant groups in Manawatu, Auckland and Otago
a Tongan group in Counties Manukau
two Ministry of Education supported playgroups in Waitemata and Porirua
a support group for parents of premature babies in Bay of Plenty
a support group for parents of children with allergies in Hawke’s Bay

Delivery of our first Plunket SPACE programme in Wellington. SPACE blends together parenting education and early childhood education.

PEPE

Some of our achievements this year:
Curriculum review and rewrite of the PEPE programme
Waitemata Plunket delivering PEPE on Saturdays and attracting more fathers
Canterbury Plunket developing a PEPE course especially for parents of twins in response to a large number of twin births
Delivering PEPE courses to whānau on Ruapotaka Marae in Auckland in collaboration with iwi and Orakei Health.
Parenting education in schools

Participation in Plunket parenting education in schools continues to increase and during the past 12 months over 8,200 students took part, the most ever in a single year. Plunket’s Education in Schools unit standard courses are NCEA accredited and assessed. This means students not only learn about parenting, but they are gaining credits which can be built on when they leave school with further early childhood education or health qualifications.

Some of our achievements this year:

- 97% satisfaction rating
- 72% student pass rate
- More students in rural schools being reached due to the Plunket travelling educator service
- Granted NZQA consent to deliver a National Certificate in Early Childhood Education and Care, level 3
- Continued achievement of NZQA requirements around assessment and moderation.

Students attending Plunket Education in Schools Courses

<table>
<thead>
<tr>
<th>2011/12 Financial year</th>
<th>2010/11 Financial year</th>
</tr>
</thead>
<tbody>
<tr>
<td>8,221</td>
<td>5,852</td>
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</table>
Taking new approaches

We are always looking for new and innovative ways to connect with communities in a way that is relevant and responsive to their needs.

**Connecting with working parents**

Juggling working life and non-urgent health checks can be a real struggle for many working parents. Some Plunket areas have started holding Saturday clinics which provide an opportunity for parents to catch up on their child’s Well Child checks outside normal working hours. It also gives working dads the opportunity to be involved and ask any questions they may have about their child’s development.

Christchurch Plunket has been supporting working parents by delivering parenting education courses in the workplace. The sessions, with IAG Insurance, have been a huge success and it is hoped more organisations will become involved in offering their employees these opportunities.

**Connecting with Māori communities**

Plunket is always exploring new and innovative ways of improving health outcomes for tamariki Māori. We believe that tamariki prosper when they are supported by strong parents, whānau, and communities.

This year we were involved in the development of Iti Noa, He Pito Mata – a new parenting education resource to support Māori parents and caregivers. The development of this resource was a collaboration between Plunket, Te Kahui Mana Ririki and the Ministry of Social Development. The content of the programme includes attachment and positive parenting messages within a Māori worldview. The topics are woven around three themes – Ira tangata/nature, Mana Matua/nurture and Ira Whenua/nutrition.

Getting parenting education messages out to Māori communities has been a priority this year and we are grateful for the support of Māori TV and Manukau Urban Māori Authority (Radio Waatea) to help us achieve this.
Plunket works closely with other Well Child/Tamariki Ora providers. It’s a relationship we value and which leads to ongoing support and sharing of resources and information between Plunket and Iwi/Māori providers. This year Plunket’s Clinical Educators provided professional development training for Tamariki Ora students, and taught the postgraduate Well Child/Tamariki Ora certificate to students working for Iwi/Māori providers.

**Connecting with Pacific communities**

Pacific children are one of the population priority groups identified in New Zealand’s Child Health Strategy. 67 percent of New Zealand’s Pacific population are located in Auckland and this year we have introduced some focused services to meet the needs of Plunket’s Pacific community in Auckland.

Waitemata Plunket developed an innovative new programme for Pacific pre-schoolers called *Pasifika Beatz-Pate Pate*. It is a free, Pacific-focused music and play group for families in West Auckland, which gives children the opportunity to stay in touch with their Pacific identity and culture through music, stories, play and dance.

Counties Manukau Plunket developed *Heilala*, a parenting support group that works with Tongan parents using Tongan language and cultural frameworks to support parenting confidence. Like Pasifika Beatz, Heilala is about to become a Ministry of Education supported playgroup.

There are a number of agencies working with Pacific families across the greater Auckland area. When Auckland’s Pacific communities expressed an interest in learning about positive parenting these agencies, including Plunket, came together and developed a training resource for facilitators to assist them to deliver positive parenting messages to parents and caregivers.

The resource is based on the SKIP programme (Strategies with Kids – Information for Parents) – which provides support, information and parenting strategies for parents and caregivers of 0–5 year olds. The aim is for children to be raised in a positive way as part of a loving, nurturing relationship with their parents or caregivers.

Each agency works with different groups, so the resource is designed to be flexible to allow facilitators to tailor the programme to the specific needs of the families and communities they work with.

This programme has also been introduced to Pacific families in Porirua, north of Wellington.
Responding to community needs

An innovative new Plunket community hub opened this year in Hawke’s Bay and others are currently under planning and development in New Plymouth, Waitemata and Cannons Creek in Porirua.

These new Community Hubs are wonderful examples of community connectedness.

They are a one-stop-shop – bringing together multiple health and social support services under one roof to guide families from pregnancy until children start school.

Sharing facilities allows community organisations to work better together and helps families access the support they need in one place rather than multiple visits to many agencies. This is particularly helpful to those with transport or budget issues. They also make services more accessible to working parents and increase opportunities for dads to be involved by providing after-hours services on some evenings and Saturday mornings.

Connecting with our online community

Digital and social media is an increasingly important way of communicating with the communities we serve. For mums and dads at home it’s a great way for them to connect with Plunket and other parents for advice and support when and where it suits them.

As well as our website, Plunket has a presence on Facebook, Twitter and YouTube at both a National and Area level. Our online community is continuing to grow steadily month on month.

140 Plunket Facebook pages
2,765 Twitter followers
5,744 YouTube video views
6,847 PlunketNZ Facebook fans
324,488 visits to plunket.org.nz
1,283,654 page views on website

www.plunket.org.nz
In order to provide relevant services to all New Zealanders Plunket needs a governance structure that ensures we attract the right people to lead our teams in the community. We need people with the drive, skills and foresight to ensure we are relevant in their communities – supporting the families they know so well.

A remit to review our governance structure was passed at our 2009 national conference. It proposed we look at our Governance leadership to ensure we are in the best place to take Plunket into the future.

External consultants Maven conducted an independent review, interviewing hundreds of Plunket people at all levels within our organisation as well as a number of external
stakeholders. The recommendations and changes needed to implement them were discussed with Plunket people in all Areas during 2010 and 2011. These were reflected in a new constitution and a re-write of the National Society, Area Society and Branch Rules.

Plunket Society members voted in favour of the new Rules at the 2011 AGM and the changes have now come into effect.

**National level**

For the first time in 105 years we will have independence on our National Board.

Up until now our Board has been made up of representatives who started as local committee members. While this level of knowledge of Plunket and the way we work is considered important, opening the Board to include two independent representatives will allow us to encourage an outside perspective into the direction of the organisation. Appointments to the Board will be as much about skill and experience as they are about knowledge of Plunket and the work we aim to do.

Transition to the new National Board will begin in November 2012 with the election of an independent Board member. The Board will continue to have nine members. Over the next three years we will transition to a board made up of three Area Presidents, two financial members, two Māori members and two independents. The New Zealand Council and Māori Caucus were disestablished on 1 July 2012.

**Branch and Area level**

This is the single biggest change to Plunket’s structure in our history and it is not something that has been done lightly. The changes will take place gradually and an Implementation Team from National Office is supporting Plunket Areas in the transition to the new structure.

This is an exciting time to be a part of Plunket. We believe this structure will ensure we continue to attract the right people to make the right decisions to affect the best chance of improving health outcomes for children and families in our communities.
PlunketPlus

Ten years ago PlunketPlus was simply a dream, now it is on the verge of becoming a fully operational system that will change the way Plunket operates and connects with families. PlunketPlus is a purpose built system which will see each Plunket client with their own single Plunket electronic health record linking each interaction to enable a full and transparent record of a client’s connections with us.

PlunketPlus aims to provide better services to Plunket clients by:

- improving health outcomes – particularly immunisation and breastfeeding rates
- improving the sharing of information between agencies
- making all information required by Plunket staff immediately available
- supporting Plunket in being a relevant service.

This will be the first time a system with this type of complexity and interoperability has been developed and deployed in the New Zealand health sector and, as such, each step of the project is being shared with key stakeholders such as the Ministry of Health.

While PlunketPlus is a technology based system the solution is people-centric. The system puts the child and their family at the centre of our services and aims to improve health outcomes for all young children by ensuring at each connection with Plunket that the most up to date information for that client is available.

This system will see an outdated paper based system replaced with an electronic system that will be used via mobile tablets in the field, where Plunket staff will have all the information needed at their fingertips.

As one of the biggest innovations at Plunket since PlunketLine was established in 1994, the organisation has worked to ensure a collaborative approach throughout the development phase. PlunketPlus will transform the way our frontline staff gather and access health information and a comprehensive training and change programme has been...
developed to ensure a smooth implementation once roll out is ready.

A project of this size requires substantial funding. This year we were fortunate to receive significant donations from KPS, the Plunket Foundation and the Lion Foundation. The support we have received from them and our Plunket entities has helped get us to this stage.

We have had, and continue to receive, wonderful support from our partners – Intrahealth, Microsoft, Marker Metro, Vodafone, and KPMG. We thank them all for their contribution, and their input into making PlunketPlus a world leading health initiative.

“I’m convinced that PlunketPlus has the potential to transform outcomes for the most vulnerable babies...”

Dr Russell Wills, Children’s Commissioner
Together, the best start for every child

Strong relationships, with our sponsors, funders and partners and within the communities we support, are vital to the delivery of relevant services to the diverse and changing populations we work alongside.

Keeping children safe

We are committed to working with other like-minded organisations on joint projects. This year we have worked with agencies including NZ Police on car seat safety; SafeKids NZ on driveway safety; ACC on falls prevention and water safety campaigns; and Ngāti Kahungunu o Waiora and ACC to distribute safety gates to whānau.

A very successful bath mat project – a joint Water Safety NZ and Plunket initiative – is now into its third year. Over 100,000 non-slip bath mats with a drowning prevention message have been given to families/whānau at the five month Well Child check with their Plunket nurse, along with a discussion about keeping their baby safe around water.
We are also committed to keeping New Zealand children safe in cars. A focus for Plunket’s car seat service this year has been The ‘Booster is Best’ campaign – a joint project with ACC.

Current research shows that children should be in a booster seat until they are 148cm tall. Plunket, and other organisations, are actively promoting this message and working to educate the public on the reasons why.

ACC is one such organisation and we have worked closely with them on a joint booster seat initiative. ACC provided Plunket with $250,000 in funding to help spread the ‘Booster is Best’ and the 148cm message. At the completion of the project more than 5,000 subsidised booster seats were distributed via the Plunket network. Each sale generated a contact point where Plunket was able to educate the public on booster seat usage, check other car seats and generally advocate to parents and the wider community that a booster is best.

Plunket Car Seats holds a very strong position in our communities and will continue to work alongside all parts of Plunket promoting other services and looking for ways to work together with the aim of keeping kids safe in cars.

Connecting with business

The reach of the Plunket brand has enabled us to develop strong, long-lasting partnerships with key corporate partners. Without the wonderful support and generosity of these and other partners we could not deliver the wide range of services we offer. We’d like to take this opportunity to thank them all.
Sponsors and business partners

BNZ

Our Principal Sponsor, BNZ, kicked off our March Appeal in spectacular fashion.

As major sponsor of New Zealand’s Super Rugby teams, for one weekend they sacrificed their logo in favour of Plunket’s, creating specially designed Plunket charity jerseys.

We could not have dreamed of a better way to start our Appeal. BNZ gave our profile an enormous boost during our most important national fundraiser and helped make our 2012 Appeal one of the most successful yet.

This year also marked the inaugural appearance of our Plunket blue bears who were so popular they are set to become a regular fixture of future Appeal weeks.

Huggies and Wattie’s

Our relationships with Wattie’s and Huggies both go back over 20 years – a length of time that is almost unheard of in the world of corporate partnerships.

Both organisations are long term supporters of Plunket’s Eyebright Awards, which recognise and celebrate the innovation of Plunket volunteers and their collaborative approach of working together to benefit local communities.

The awards are team focused, and split into two categories. The Working Together award is given to a team who have co-ordinated and worked together across Plunket to deliver exceptional results. This year’s award went to Hawke’s Bay Plunket’s Young Parents Team for their pilot scheme working with teenage mothers.

During the pilot the Plunket team discovered that young mums most wanted support from someone they knew and trusted. The Government’s $21.3 million investment in funding for additional Well Child visits allowed the team to develop an extended Well Child service for young parents. This includes visits from a Plunket nurse in the later stages of pregnancy to form an early relationship with the parents and wider family/whānau. The pilot showed that this build up trust and saw young parents continue to access Well Child services once their baby had been born. The Innovation award is given to a team who have developed an innovative approach to delivering better service. This year’s award went to Taranaki Plunket for their Plunket-inspired swimming lessons which brought their community together and potentially saved lives by providing families/whānau with an affordable way to teach their children to swim.
“Plunket has always been an essential part of our communities, they’re one of New Zealand’s most iconic organisations. BNZ and Plunket have a lot in common and we’re proud to be their principal sponsor.”

Kurt Tyson, BNZ

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**Principal sponsor** BNZ

**Star sponsors** Huggies and Wattie’s

**Corporate partner** Microsoft

**Community partner** The Lion Foundation

**Partners**
Adidas
Adshel
All Blacks
Colgate
Community Organisation Grants Scheme (COGS)
Designertech
Dettol
Earthwise
Fairdydown
First National Foundation
Johnson & Johnson
KPS
Leaseplan
Maori Television
Ministry of Health
Ministry of Social Development

Mitre 10
Pacific Media Network
Plunket Foundation
Road Safety Trust
Radio Waatea
Resene
Robert Walters
The Radio Network
The Southern Trust
Tindall Foundation
Todd Foundation
Trade Me
Whitcoulls

**Thank you to our many supporters, donors and friends, including:**

Bell Gully
Dorothy L Newman Charitable Trust
Fishpond
Un Cadeau Charitable Trust
Sealegs
The Asia-Pacific Ladies Friendship Society
Ziera Shoes New Zealand

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*Thanks to the BNZ families pictured in this report.*
Plunket People

Board of governors
The board is elected by Plunket’s New Zealand Council to focus on strategic national governance. They represent the owners of Plunket - the thousands of volunteer members throughout the country. The board employs the Chief Executive and delegates responsibility for the daily leadership and management of the organisation to her. Meet our current members.

NZ President Carol Becker ONZM (until Nov 2011)
Tristine Clark (from Nov 2011)
Lives in: Oamaru
Time with Plunket: 30 years

Vice President Tristine Clark (until Nov 2011)
Andree Talbot (from Nov 2011)
Lives in: North Shore
Time with Plunket: 16 years

Elizabeth (Liz) King
Lives in: North Shore
Time with Plunket: 23 years

Te Aomarama Wilson
Waikato Tainui, Ngati Paoa
Lives in: Waiuku
Time with Plunket: 25 years

Annette Ireton
Lives in: Wellington
Time with Plunket: 26 years

From left: Christine Lake, Gloria Eves, Kylie Morrison, Tristine Clark, Liz King, Andree Talbot, Colleen Te Arihi, Annette Ireton.
Colleen Te Arihi  
Ngaiterangi, Ngati Awa, Ngati Porou  
Lives on: Matakana Island  
Time with Plunket: 8 years

Gloria Eues  
Lives in: Taupo  
Time with Plunket: 16 years

Christine Lake  
Lives in: Christchurch  
Time with Plunket: 12 years

Kylie Morrison  
(from Nov 2011)  
Lives in: Hawke’s Bay  
Time with Plunket: 5 years

New Zealand Councillors

July 2012 marked the end of both the New Zealand Council and the Māori Caucus, which have been disestablished as part of the Governance review.

The role New Zealand Councillors and Māori Caucus members played have been absorbed by the newly formed Area Boards.

Northland: Dorothy (Dot) Johnson (until Nov 2011), Lyn Rostern (from Nov 2011)  
Waitemata: Tina Coombes  
Auckland City: Samantha Newby-Whybrow  
Counties Manukau: Gina Johnston (from Oct 2011)  
Waikato: Lorraine van Der Kroft (from Oct 2011)  
Lakes: Vacant  
Taranaki: Karen Eagles (until Feb 2012)  
Bay of Plenty: Sandy Coley  
Gisborne/Wairoa: Sue Baker (from Jan 2012)  
Hawke’s Bay: Kylie Morrison (until Nov 2011)  
Manawatu/Wanganui: Marie Henry (from Oct 2011)  
Wellington/Wairarapa: Margaret Bourke  
Nelson/Marlborough: Wendy Wadsworth  
West Coast: Diane Van Diepen  
Canterbury: Liz McClure  
Mid South Canterbury: Bobbi Campbell (until Nov 2011)  
Otago: Georgina Dunstan  
Southland: Nicki White

Māori Caucus

Te Tai Tokerau: Jeanette Nathan  
Tāmaki Makaurau: Elizabeth Mitchelson  
Tainui: Maata McManus  
Waiairiki: Petrina Marsh  
Te Tai Hauāura: Tiahuia Abraham  
Te Tai Tonga: Suzy Waaka  
Ikaroa-Rāwhiti: Maureen Ager

Honorary life members

Lois Aburn, JP (Retired)  
Joyce Andrews, QSO  
Dianne Armstrong, CBE  
Druis Barrett, CNZM  
Carol Becker, ONZM  
Shirley Cornish  
Jenny Cox  
Kaye Crowther, QSO  
Myra Graham
Advisors & Executive Officers

Patron

His Excellency Lt Gen The Rt Hon Sir Jerry Mateparae GNZM, QSO Governor-General of New Zealand

Risk Assurance & Audit Committee

Jill O’Connor – Chair

Investment advisors

Sir Eion Edgar, KNZM
Chris Horton
Peter Wilson

Senior Management Team

Chief Executive Officer – Jenny Prince
Chief Financial Officer – Gerald Ross
Chief Operating Officer – Angela Baldwin
GM Funding Marketing & Communications – Mark Johnston
GM People and Capability – Liz Barton
( until Nov 2011 – maternity leave)
Acting GM People and Capability – Adele White (from Dec 2011)

GM Service Delivery – Stephanie Shennan
Acting GM Service Delivery – Brenda Hynes (from Jan 2012)
GM Māori Health – Sonya Rimene
GM Information Communications & Technology – Craig Le Quesne

Solicitor – Bell Gully
Auditor – KPMG
Banker – BNZ
Volunteer entities

Under Plunket’s new Governance structure, branches and sub-branches will be disestablished and developed into Area Boards.

The reduction in the number of legal entities will simplify the structure and financial/property management processes and enable better allocation of resources across the Area. By 2015 all branches and sub-branches will be operating in this new structure unless the National Board makes an exemption.

“I really appreciated the support I’d received from Plunket and I wanted to give something back.”

Tristine Clark, NZ President
NORTHLAND AREA INC
Northland Car Seat Service
Kerikeri/Kaeo
Lower Northland
Maungaturoto
Kaiwaka/Mangawhai
Paparoa
Northern Wairoa
Whangarei
Whangarei Family Centre

WAITEMATA AREA INC
Waitemata Area Car Seat Service
West Auckland Family Centre
North Shore Family Centre
Young Mothers Group – North Shore Family Centre
Auckland West
Ranui (closed Aug 2011)
Henderson (closed Aug 2011)
Massey (closed Aug 2011)
Birkenhead
East Coast Bays
Browns Bay (closed Sept 2011)
Mairangi/Campbells Bay (closed Sept 2011)
Albany (closed Sept 2011)
Torbay
Mairangi Bay Plunket Playgroup
Albany Plunket Playgroup

Hibiscus Coast
Hibiscus Coast Playgroup
Rodney
Warkworth/Snells Beach
Wellsford
Wellsford Toy Library
Takapuna
Milford
Sunnynook
Rangitoto
Milford Toy Library

Waikomiti
Kelston/New Lynn Playgroup
Glen Eden
Green Bay
Kelston/New Lynn
Titirangi
Titirangi Playgroup

AUCKLAND CITY AREA INC
Auckland District Maungawhau House
Central Suburbs Car Seat Service
Meadowbank Preschool

Auckland Central
Point Chevalier
Remuera
Westmere/Grey Lynn
Parnell/Newmarket/City
Ponsonby/Herne Bay

Westmere Playgroup
Auckland East
Ellerslie/Sylvia Park
Kohimarama/Mission Bay
Meadowbank
Orakei
St Heliers/Glendowie

Auckland One Tree Hill
Epsom Roskill
Mt Eden
Onehunga
Onehunga Playgroup
Cornwall/Oranga Playgroup

Auckland Suburbs
Avondale/Rosebank
Blockhouse Bay
Lynfield/Roskill South
Mt Albert
Owairaka
Sandringham
Avondale Playgroup

COUNTIES MANUKAU AREA INC
Counties Manukau Family Centre
Counties Manukau Area Car Seat Service
Clevedon
Franklin

Awhitu
Puokekohe
Waiau Pa
Waiuku/Otaua
Howick
Pohutukawa Coast
Mangere
Mangere Early Childhood Development Unit
Mangere Bridge Playgroup
Mangere Toy Library
Bader Drive Plunket Playgroup

WAIKATO AREA INC
Waikato Area Car Seat Service
Cambridge
Hamilton
Greater Raglan
South City Playgroup
Hamilton Toy Library
Matamata
Morrinsville
Morrinsville Playgroup
North Waikato
Otorohanga
Ohinemuri
Te Aroha
Thames Valley
Ngatea
Waipa
Ohaupo
Te Awamutu
Pirongia
Te Kuiti

LAKES AREA INC
Rotorua Suburbs
Taupo
Lakes Area Car Seat Service

TARANAKI AREA INC
Patea
Waverley/Waitotara
Ball Road District
Aurora/Awatuna
Manaia
Opunake
Rahotu
Eltham
Kaponga
Hawera
Taranaki Area Car Seat Service

New Plymouth
Okato
Oakura (closed Oct 2011)

Stratford

BAY OF PLENTY AREA INC
Tauranga
Greerton/Kaimai
Kotikati
Maungatapu/Welcome Bay
Mt Maunganui

Papamoa
Te Puke
Mt Maunganui Home Based Care
Bay of Plenty Area Car Seat Service
Mt Plunket Preschool
Opotiki
Whakatane

Otumoetai
Bethlehem/Omokoroa
Otumoetai sub-branch
Matua Plunket Kindergarten
Otumoetai Plunket Childcare

GISBORNE/WAIROA AREA INC
Gisborne/Wairoa Area Car Seat Service

HAWKE’S BAY AREA INC
Havelock North
Napier Family Centre
Havelock Nth Toy Library
Taradale
Hastings
Hawke’s Bay Area Car Seat Service

Central Hawke’s Bay

MANAWATU/WANGANUI AREA INC
South Tararua
Bulls/Ohakea

Hunterville
Marton
Rongotea
Feilding
Kimbolton
Wanganui/Wanganui Area Car Seat Service
Otaki/Te Horo
Manakau

Palmerston North
Palmerston North Family Centre
Ashhurst
Hokowhitu
Roslyn/Kelvin Grove
West End/Awapuni

Taihape
Mangaweka/Ohingaiti/Rangiwhaia
Mangaweka Finance Committee
Wanganui
Wanganui Family Centre
Wanganui Early Childhood Development Unit Funding

WELLINGTON/WAIRARAPA AREA INC
Wellington Wairarapa Family Centre
Kapiti Coast
Island Bay Toy Library
Wellington Wairarapa Area Car Seat Service

Wellington South/Island Bay
Titahi Bay
Paremata Playgroup
Paremata Creche
Pukerua Bay Toy Library
Plimmerton Toy Library

Wairarapa
Carterton
Central
Lansdowne
Featherston
Greytown
Martinborough
Lower Hutt
Stokes Valley
Waterloo
Belmont/Kelson (closed Sept 2011)
Maungaraki/Normandale
Lower Hutt Toy Library
Petone
Onslow
Ngaio
Johnsonville
Khandallah
Newlands/Paparangi
Khandallah Toy Library
Ngaio Toy Library
Johnsonville Estate Funds

Eastbourne
Rongotai
Hataitai/Roseneath
Kilbirnie/Lyall Bay
Miramar
Newtown
Strathmore/Seatoun Bays
Strathmore/Seatoun Bays
Playgroup
Tawa Linden
Tawa/Linden Toy Library
Upper Hutt
Upper Hutt Playgroup
Wellington
Karori
Karori Creche
Brooklyn/Kingston
NELSON/MARLBOROUGH AREA INC
Tapawera
Richmond (closed Feb 2012)
Wakefield
Nelson/Marlborough Area Car Seat Service
Nelson Tasman Bays
Marlborough
Blenheim Central
Redwoodtown
Renwick
Seddon

WEST COAST AREA INC
West Coast Area Car Seat Service
Grey District
Westland
Westport

CANTERBURY AREA BRANCHES INC
Canterbury Area Car Seat Service
Canterbury Plunket Centre
Ashley/Waimakariri
Rangiora (previously known as Rangiora/Sefton)
Cust
Oxford
Kaiapoi
Woodend

Banks Peninsula
Banks Peninsula Community Preschool
Little River Toy Library
Christchurch North East
Parkland Nth New Brighton
Papanui/Merivale
Shirley
Bishopdale
Fendalton
Redwood/Belfast
Ferrymead
New Brighton
Sumner
Redcliffs/Mt Pleasant
Woolston
Lyttelton
Sumner Puzzle Club
Hurunui
Cheviot
Amberley/Leithfield
Culverden
Glenmark
Hawarden/Waikari
Waiau
Kaikoura
Malvern
Hororata
Kiriwee
Sheffield/Springfield
Glentunnel Plunket & Toy Library
West Melton
Darfield Plunket & Toy Library
Kiriwee Toy Library
Paparua
South Christchurch
Opawa/St Martins Toy Library
Springs Ellesmere
Dunsandel
Lincoln Districts
Halswell
Leeston
Prebbleton
Southbridge
Halswell Playgroup
MID SOUTH CANTERBURY AREA INC
Mid South Canterbury Family Centre
Mid South Canterbury Area Car Seat Service
Mid Canterbury
Hinds
Mayfield
Methven
Mt Somers
Rakaia
Ashburton
Fairlie
Albury/Cave
Fairlie Plunket Playgroup
Geraldine
Timaru
Aoraki Plunket Toy Library
Waimate
Mackenzie High Country
Omarama
Twizel Toy Library
Temuka Branch
Temuka Community Toy Library
Pleasant Point
OTAGO AREA INC
Otago Car Seat Service
Dunedin Family Centre Council
Waverley
Central Otago
Alexandra
Cromwell
Omaka
Ida Valley
Upper Clutha
Roxburgh
East Otago
Palmerston
Waikouaiti/Karitane
Maniototo
North Otago
Five Forks
Kurow
South Otago
Milton
Lawrence/Waitahuna
Warepa
Clutha Valley
Owaka
Taieri
Lee Stream
Middlemarch
Mosgiel
Outram
Green Island Districts
SOUTHLAND AREA INC
Southland Area Car Seat Service
Mataura
Edendale Wyndham District
Edendale Wyndham Toy Library
Central Southland
Invercargill
Otara
Tokanui
Morton Mains
Northern Southland
Balfour
Te Anau
Dipton
Lumsden
Mossburn
Riversdale
Waikaia
Western Southland
Otautau
Tuatapere
Riverton
West Otago
Heriot
Wakatipu
Arrowtown
Report from Chair of Risk Assurance & Audit Sub Committee

The Risk Assurance and Audit Committee are a sub committee of the Plunket Board on the appointment of external auditors to ensure they are independent. They also ensure that the appropriate rotation of the lead audit partner takes place. The committee has the following areas of responsibility:

- To understand and communicate the amount and type of risk Plunket is prepared to take or retain
- To ensure that sound processes exist for risk monitoring and reporting
- To oversee financial reporting
- To oversee clinical services risk reporting
- To evaluate internal and external audit processes
- To ensure cultural risks are managed, reported and actioned

The committee meets five times a year and generally invites the CEO, CFO and the National Advisor Quality and Risk Management.

The committee meets and receives reports from the external auditors without management present, concerning matters which arise in connection with the performance of their role.

**Independent members - Risk Assurance and Audit Committee**

Jill O’Connor – Chair (NZ Institute of Chartered Accountants)
Tristine Clark (NZ President)
Andree Talbot (Vice President)
Christine Lake (Plunket Board)
Colleen Te Arihi (Plunket Board)
George Tuffin, from May 2012 (NZ Institute of Chartered Accountants – Independent)
Auditor’s report

Independent auditor’s report on the summary financial statements

To the readers of Royal New Zealand Plunket Society Incorporated

The accompanying summary financial statements on pages 49 to 51, which comprise the summary statement of financial position as at 30 June 2012 and the summary statements of comprehensive income, changes in equity and cash flows for the year then ended and notes, are derived from the audited financial statements of Royal New Zealand Plunket Society Incorporated (“the society”) for the year ended 30 June 2012. We expressed an unmodified audit opinion on those financial statements in our report dated 12 September 2012.

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

Board’s responsibility for the financial statements
The board is responsible for the preparation of a summary of the audited financial statements, in accordance with FRS-43 Summary Financial Statements.

Auditor’s responsibility
Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with International Standards on Auditing (New Zealand) (ISA (NZ)) 810 Engagements to Report on Summary Financial Statements.

Our firm has also provided other services to the society in relation to taxation and general accounting services. Partners and employees of our firm may also deal with the society on normal terms within the ordinary course of trading activities of the business of the society. These matters have not impaired our independence as auditor of the society. The firm has no other relationship with, or interest in, the society.

Opinion
In our opinion, the summary financial statements, derived from the audited financial statements of Royal New Zealand Plunket Society Incorporated for the year ended 30 June 2012, are a fair summary of those financial statements, in accordance with FRS-43 Summary Financial Statements.

12 September 2012
Wellington
### Royal New Zealand Plunket Society (Inc) Summary Financial Statements for the Year Ended 30 June 2012

#### Statement of Comprehensive Income for the Year Ended 30 June 2012

<table>
<thead>
<tr>
<th>Description</th>
<th>2012 $000</th>
<th>2011 $000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Income</td>
<td>61,310</td>
<td>56,243</td>
</tr>
<tr>
<td>Investment Income</td>
<td>1,009</td>
<td>1,091</td>
</tr>
<tr>
<td>Other Income</td>
<td>9,995</td>
<td>7,680</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td><strong>72,314</strong></td>
<td><strong>65,014</strong></td>
</tr>
<tr>
<td>Salaries &amp; Wages</td>
<td>50,788</td>
<td>46,826</td>
</tr>
<tr>
<td>Depreciation &amp; Amortisation</td>
<td>573</td>
<td>521</td>
</tr>
<tr>
<td>Service Delivery Expenses</td>
<td>7,992</td>
<td>7,703</td>
</tr>
<tr>
<td>Rental and Operating Lease Expenses</td>
<td>4,139</td>
<td>4,009</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>8,663</td>
<td>6,828</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>72,155</strong></td>
<td><strong>65,887</strong></td>
</tr>
<tr>
<td>Surplus / (Deficit) for the Year</td>
<td>159</td>
<td>(873)</td>
</tr>
<tr>
<td>Net Change in Fair Value of Available for Sale Financial Assets</td>
<td>(304)</td>
<td>216</td>
</tr>
<tr>
<td><strong>Total Other Comprehensive Income</strong></td>
<td><strong>(304)</strong></td>
<td><strong>216</strong></td>
</tr>
<tr>
<td>Total Comprehensive Income for the Period</td>
<td><strong>(145)</strong></td>
<td><strong>(657)</strong></td>
</tr>
<tr>
<td><strong>Attributable to:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Funds</td>
<td>200</td>
<td>(311)</td>
</tr>
<tr>
<td>Special Funds</td>
<td>(55)</td>
<td>(346)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>(145)</strong></td>
<td><strong>(657)</strong></td>
</tr>
</tbody>
</table>
### Statement of Financial Position as at 30 June 2012

<table>
<thead>
<tr>
<th>Category</th>
<th>2012 $000</th>
<th>2011 $000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>4,067</td>
<td>4,251</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>7,565</td>
<td>7,502</td>
</tr>
<tr>
<td>Inventory and Other Current Assets</td>
<td>489</td>
<td>529</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>12,121</td>
<td>12,282</td>
</tr>
<tr>
<td><strong>Non Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property, Plant and Equipment</td>
<td>1,293</td>
<td>1,500</td>
</tr>
<tr>
<td>Intangible Assets</td>
<td>3,036</td>
<td>1,284</td>
</tr>
<tr>
<td>Other Receivable</td>
<td>652</td>
<td>652</td>
</tr>
<tr>
<td>Investments – General Funds</td>
<td>3,524</td>
<td>3,735</td>
</tr>
<tr>
<td>Investments – Special Funds</td>
<td>359</td>
<td>413</td>
</tr>
<tr>
<td><strong>Total Non Current Assets</strong></td>
<td>8,864</td>
<td>7,584</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>20,985</td>
<td>19,866</td>
</tr>
<tr>
<td><strong>Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amounts Owing to Suppliers</td>
<td>2,171</td>
<td>2,690</td>
</tr>
<tr>
<td>Employee Entitlements</td>
<td>4,620</td>
<td>4,112</td>
</tr>
<tr>
<td>Income Received in Advance</td>
<td>6,683</td>
<td>6,432</td>
</tr>
<tr>
<td>Lease Provision</td>
<td>42</td>
<td>42</td>
</tr>
<tr>
<td>Finance Leases</td>
<td>-</td>
<td>5</td>
</tr>
<tr>
<td>Loans from Branches</td>
<td>-</td>
<td>12</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>13,516</td>
<td>13,293</td>
</tr>
<tr>
<td><strong>Non Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lease Provision</td>
<td>269</td>
<td>311</td>
</tr>
<tr>
<td>Loans from Branches</td>
<td>1,547</td>
<td>464</td>
</tr>
<tr>
<td><strong>Total Non Current Liabilities</strong></td>
<td>1,816</td>
<td>775</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>15,332</td>
<td>14,068</td>
</tr>
<tr>
<td><strong>Net Equity</strong></td>
<td>5,653</td>
<td>5,798</td>
</tr>
<tr>
<td><strong>Total Liabilities and Equity</strong></td>
<td>20,985</td>
<td>19,866</td>
</tr>
</tbody>
</table>
Summary Annual Report

This is a summary of the Society’s audited financial statements for the year ended 30 June 2012 which were authorised for issue on 12 September 2012. The summary financial report has been extracted from the full audited statements dated 30 June 2012.

The summary financial statements have been prepared in accordance with FRS-43 – Summary Financial Statements. The full financial statements have been prepared in accordance with generally accepted accounting practice and they comply with New Zealand equivalent to International Financial Reporting Standards (NZ IFRS), as appropriate for public benefit entities. The Society has made an explicit and unreserved statement of compliance with NZ IFRS 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 Society 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 Society. 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 Society (Inc) at PO Box 5474 Wellington 6145. The Society 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.

<table>
<thead>
<tr>
<th>Statement of Cash Flows for the Year Ended 30 June 2012</th>
<th>2012 $000</th>
<th>2011 $000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Cash Flows from Operating Activities</td>
<td>900</td>
<td>(19)</td>
</tr>
<tr>
<td>Net Cash Flows from Investing Activities</td>
<td>(1,084)</td>
<td>(1,564)</td>
</tr>
<tr>
<td>Net Decrease in Cash Held</td>
<td>(184)</td>
<td>(1,583)</td>
</tr>
</tbody>
</table>
“My Plunket nurse was one person I could always turn to and... I will be forever grateful for her.”

Melissa