

**WAIAPU ANGLICAN SOCIAL SERVICES TRUST BOARD
ANNUAL REPORT TO SYNOD
YEAR ENDED 30 JUNE 2014**

The Trust Board has during this year completed a comprehensive review, led by CEO Peter O'Brien, of our social services to begin the process of positioning Anglican Care Waiapu to address the complex issues of our day and to ensure that our service delivery and practice is of high quality and one that reflects the heart of Christian service and love and service.

As a result of this review a number of changes were implemented including.

- *Restructuring of our executive and senior management infrastructure and roles
- *Merging our two social service divisions (ACWL and WASSTB),
- *Strengthening managerial and operational capability across the organization
- *Clarifying our purpose, mission and vision.

In June 2014 a review of our Aged Care & Services was completed.

The focus of this review was to ensure that our various rest home facilities, retirement villages, services to the elderly, and leadership was well positioned strategically, to meet our future challenges and to achieve our vision within our communities.

The review highlights the importance Anglican Care Waiapu has placed on ensuring our operational foundations, strategic and missional direction is well developed and designed.

As a result much of our focus during the last 18 months has been on this aspect of the work and excellent progress has been made.

It is important to note that that progress could not have been made without the commitment of our staff, volunteers, diocese and parishes who continued to support us at this time.

It is too early to have final financial results for the group available for detailed comment but what is clear is:

- *The residential care facilities have had a challenging year with reduced profitability.

This has specifically been the case in Gisborne where an increased supply of available beds has exceeded the regional demand reflected in our reduced occupancy. Added to this the financial constraints placed on DHB's has resulted in slow responses to needs assessments and the appropriate placement of potential residents.

The just completed review will help management and the board, address some of these issues.

- *As a consequence of changes made arising from the social services review an improved financial and service delivery performance is emerging.

This month Derek Morrison will retire from his position as General Manager of Aged Care and Services.

Derek started 16 years ago with a head office staff of one (Derek) and oversaw the growth of the company to its current level of six care facilities and nine villages throughout the Diocese.

We are grateful for Derek's professionalism and commitment throughout his time with Anglican Care.

John Palairet
Chairman