

50
1972 2022
YEARS
RESTHAVEN



CAMBRIDGE RESTHAVEN TRUST
ANNUAL REPORT 2023



“THANK YOU FOR TAKING CARE OF MUM
OVER THE LAST 12 MONTHS. I’M IMPRESSED
WITH YOUR CARING AND PATIENT APPROACH
TO WHATEVER COMES YOUR WAY.”

RESIDENT’S FAMILY



CAMBRIDGE RESTHAVEN TRUST



OUR VISION

Helping the older members of our community to enjoy the lives that they choose by providing individualised support and care.



OUR MISSION

Cambridge Resthaven, a community-owned organisation that, in a dignified and respectful manner, offers a flexible continuum of individualised care, support and services to enhance the lives of the older members of our community.



OUR VALUES

Respect
Excellence
Support
Honesty
Sustainability

TRUST BOARD

KEVIN MONKS.....Chair
LISA WARE..... Deputy Chair
MARC SCOTT Trustee
BRENT NIELSEN Trustee
KEVIN BURGESS Trustee
ALAN WELLINGTON Trustee
GREG LIDDY Trustee
JACQUIE SHERBORNE..... Trustee

MANAGEMENT TEAM

DAVID HALL.....CEO
RACHEL JONES..... General Manager
SANDRA FAIRHURST ... Project and Sales Manager
JASON RUSSELL . Property Development Manager
KAYE ROBERTSHuman Resources



50 YEARS OF SERVICE TO THE COMMUNITY

On 25th November 2022 Cambridge Resthaven celebrated 50 years of service to the Cambridge community.

Cambridge Resthaven was built in 1972 by the community, for the community, and was Cambridge's very first rest home and retirement village. The Cambridge Resthaven Trust Board was established as a community charitable trust, with a community ethos that sees every dollar go back into supporting the needs of the community.

As Cambridge has grown, we have grown too, with a range of choices for retirement living and care to enhance the lives of seniors and continue to support our community for the next 50 years. We have a retirement village and two care centres that are home to around 210 residents and employ over 120 staff. Our newest expansion, Apartments on Vogel supported living apartments, will open in early 2024.

People and the community are at the heart of everything we do, and you will see us out and about in Cambridge providing our To and Fro by Resthaven companion driving service, a home visiting service in conjunction with Age Concern, and Meals on Wheels.

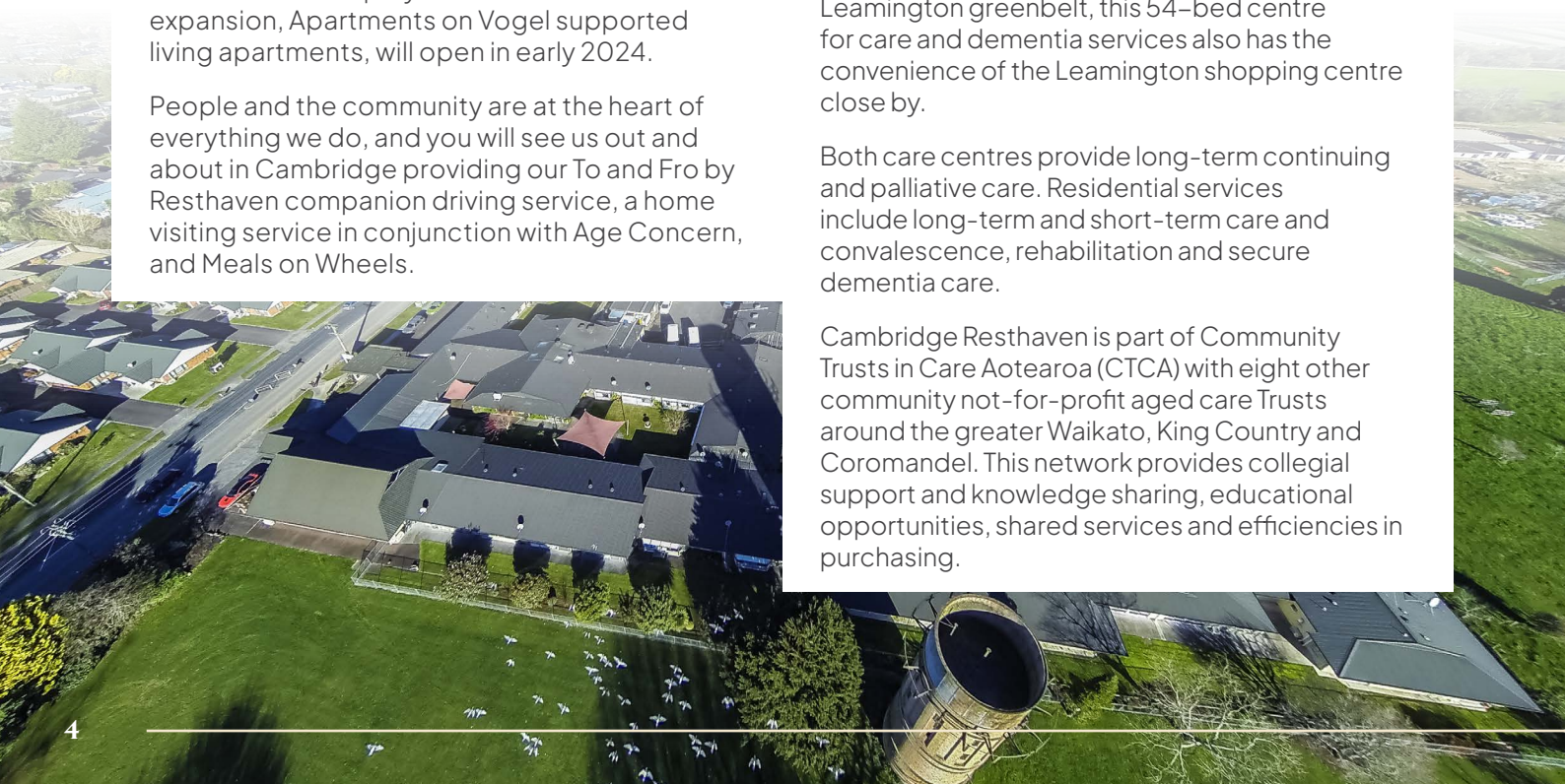
CAMBRIDGE RESTHAVEN TODAY

Cambridge Resthaven's beautifully laid out village in Vogel Street is set in picturesque park surrounds, close to Cambridge's vibrant town centre. The village is framed on one side by Payne Park, home to the iconic Cambridge Water Tower, and on the other side by the Moon Springs native bush area. There are 80 independent living villas or cottages under Occupation Right Agreement (ORA), 3 rental units, 12 supported living apartments under ORA, and 61 care beds for continuing and dementia care.

In April 2020, Cambridge Resthaven expanded to add a second care centre - Resthaven on Burns. Set in landscaped gardens and sheltered courtyards in a tranquil setting close to the Leamington greenbelt, this 54-bed centre for care and dementia services also has the convenience of the Leamington shopping centre close by.

Both care centres provide long-term continuing and palliative care. Residential services include long-term and short-term care and convalescence, rehabilitation and secure dementia care.

Cambridge Resthaven is part of Community Trusts in Care Aotearoa (CTCA) with eight other community not-for-profit aged care Trusts around the greater Waikato, King Country and Coromandel. This network provides collegial support and knowledge sharing, educational opportunities, shared services and efficiencies in purchasing.





RESTHAVEN

TIMELINE

1960

- **1964** The Fencourt Country Women's Institute begin fundraising for their vision to build a rest home in Cambridge.
- **1966** The Cambridge Resthaven Trust Board is set up with representatives from the Lions, Rotary, Federated Farmers, Country Women's Institute, RSA and Cambridge Borough Council.
- **1967** A generous bequest from the Hanlin family is a major boost to the Resthaven project.

1970

- **1970** The Friends of Resthaven committee forms and fundraises \$60,000 in a year (this equates to approximately \$1.1 million in 2022).
- **1971** Construction starts in September at 6 Vogel Street.
- **1972** Resthaven is officially opened on 25 November 1972.
- **1974** The first cottage is built.
- **1979** Geriatric Hospital Wing is built.

1980

- **1985** Intermediate Care Wing is built.
- **1988** Quiet Room is built.

1990

- **1994** Resthaven Close cottages are built.
- **1995** Resthaven attains accreditation with the New Zealand Council for Healthcare Standards.
- **1997** Annual Remembrance Service is initiated to remember residents who pass away.
- **1999** The first apartments are built.

2000

- **2000** Moore Wing and the first four Hamilton Road apartments are built.
- **2003** Upgrade of the Kiwi Wing.
- **2005** Village Common Room is built.
- **2007** Resthaven Court cottages are built.
- **2009** MacDiarmid Wing and four Hamilton Road apartments are built.

2010

- **2010** Memory Enhancement Unit is built.
- **2011** Winner of Waipā Business Awards 'Excellence in Not-For-Profit' Award.
- **2011** Freedom Wheelers Mobility Scooters Club commences.
- **2011** Annual celebration of staff long service begins.
- **2012** Bellbird Hospital Wing is built.
- **2012** Fundraising arm Resthaven Foundation Trust is established.
- **2013** Winner of Waipā Business Awards Supreme Award.
- **2014–2016** Views on Vogel village and Resthaven village centre are built.
- **2015** Resthaven's community time capsule.
- **2015** Showtime Travel Connect starts.
- **2016** Restoration of Moon Springs commences.
- **2019** Resthaven and Age Concern join forces to start Home Visiting.

2020

- **2020** Resthaven on Burns Care Centre purchased.
- **2020** To and Fro companion driving service purchased.
- **2020** Covid-19 pandemic begins in NZ.
- **2020** Friends of Resthaven celebrate their 50th anniversary.
- **2021** Resthaven Foundation and Cambridge High School collaborate for the ResthaVAN fundraiser.
- **2022** Construction starts on Apartments on Vogel supported living apartments.
- **2022** Friends of Resthaven and Resthaven Foundation join to become the Friends of Resthaven Foundation Trust.
- **2022** Resthaven celebrates 50th anniversary on 25 November



CHAIR REPORT

Kevin Monks, Chair

It is a pleasure to present the Cambridge Resthaven Trust Board 2023 Annual Report.

This year has been a challenging but rewarding year and I want to acknowledge the dedication and invaluable contributions of my fellow Board members who provide exemplary governance and leadership – Lisa Ware, Marc Scott, Brent Nielsen, Kevin Burgess, Alan Wellington, Greg Liddy, and Jacque Sherborne.

50 YEARS OF RESTHAVEN

Fifty years ago, Resthaven was gifted land and supported by the community to build Cambridge's first rest home for the elderly, and the care and love

“Our range of accommodation options offers continuing care for life, which differs from many corporate-based facilities. All our profits are ploughed back into developing the business and providing care for people in the community.”

provided here over the years have been nothing short of amazing.

It is important to acknowledge the six community organisations whose vision and commitment established Resthaven – The Country Women's Institute, Lions, Rotary, RSA, Cambridge Borough Council (now Waipā District Council) and Federated Farmers. These organisations were represented on the first Cambridge Resthaven Trust Board and have provided generous ongoing support to Resthaven through the years.



CHIEF EXECUTIVE REPORT

David Hall
Chief Executive Officer

Once again Resthaven has experienced an extremely busy year and the whole management team have risen to all challenges with professionalism and generosity.

COVID-19

Covid-19 has continued to provide challenges over the last year, and the teams in the Vogel Street and Burns Street care facilities are to be commended for their professional manner ensuring Covid cases were quickly contained. This kept visitor restrictions as short as possible thus reducing stress on the residents and families. The health, safety and wellbeing of residents are our absolute priority and, once again, our staff demonstrated their skill and professionalism under trying conditions and continued to provide a very high level of care and comfort to the ladies and gentlemen who live at Resthaven.

APARTMENTS ON VOGEL

One of the highlights of the year has been the significant progress on stage one of the Apartments on Vogel development. This first stage will consist of 33 studio units and apartments, a café, and a shop.

The project has brought a great deal of change at the Vogel Street campus. A third of the existing building had to be removed, and this has reduced the number of care beds and moved meal preparation to Resthaven on Burns while the project is underway. The large kitchen at Resthaven on Burns now handles food preparation for both care centres, and the meals for Vogel Street are transported in hot boxes using our recently purchased electric van. Staff and residents have adapted well to this change after some initial teething issues and staff have stepped up to ensure resident needs continue to be met.

CARE

Occupancy for the care centres has remained high – our Vogel Street care centre had an average occupancy of 94% and our Resthaven on Burns care centre 80%.

This year we trialled an innovative initiative in our care centres, working in partnership with Te Whatu Ora Waikato (formerly called the Waikato DHB) in an overnight Virtual Registered Nurse (RN) pilot programme. This partnership was established with Resthaven (and other aged care facilities in the region) to provide RN resources at a time of nursing shortages. Recognising that overnight care in aged care facilities has less demand for RN support than during the day, a team of virtual RNs was set up at Waikato Hospital to provide overnight advice and

Successive Boards have carried the community ethos and ownership through to today, making us quite unique in a predominantly corporate-owned aged care industry. In Cambridge, Resthaven is the only not-for-profit community-owned aged care facility among the retirement villages and rest homes.

APARTMENTS ON VOGEL

It has been rewarding to see the development of our strategic vision and planning take shape in our Apartments on Vogel development. Five years ago, our Board identified the need to increase capacity to support the growing older community in Cambridge and the Waipā district. Today, as we watch the apartments progress, we are excited to be on track to deliver this goal for the community. The estimated completion time for stage one is early 2024 and we are looking forward to welcoming residents into their new homes.

The apartments redevelopment is in the middle of the existing Vogel Street campus, and this

input via video conference call to an experienced Senior Health Care Assistant (HCA) at Resthaven.

Video conferencing technology had been available before Covid, but it wasn't until its use was accelerated during the pandemic that the full benefits have become evident for our industry and indeed for many other areas of healthcare.

We are pleased with the clinical support we are receiving from the Virtual RN partnership. It allows for more effective rostering of our Resthaven RNs, as they are rostered during the daytime, the key time they are needed for residents' clinical care, while still having the backup of our Resthaven RNs who can be called in if needed during the night. There is also a strong link to the resident's own GP, and together these layers of support provide excellent care for residents.

THE RETIREMENT VILLAGE

The retirement village has remained fully occupied over the last year, with a long waiting list. Our new Village Co-ordinator, Lorraine Hargreaves, has done an outstanding job in creating an environment where residents of the village feel supported and valued.

50TH CELEBRATION

Cambridge Resthaven officially turned 50 this year which is a milestone worth celebrating. From the germ of an idea by a group of dedicated individuals has grown an organisation that provides rest home, continuing care, dementia care and retirement living options that Cambridge can be proud of.

A team of dedicated volunteers, led by the Friends

has brought its own set of challenges including substantial site preparation at the start of the project to remove existing buildings and move services. We are a 24-hour residential care facility, and it is paramount we keep our operation running smoothly. The project team's efficient management has helped minimise disruption to residents, but this is not to say there haven't been some logistical challenges along the way, and we are grateful to residents, families and staff for their patience and support.

CONNECTING WITH THE COMMUNITY

The Covid-19 pandemic necessitated periodic lockdowns which limited the connections Resthaven could enjoy with the wider community we serve. We are delighted to now be reconnecting in a number of ways including a village resident initiative to have reciprocal visits with the youngsters from Bunnies Childcare & Pre-School; visits to our care centres by Cambridge's secondary school students; art and craft sessions run by Bunnings Warehouse at Resthaven on Burns; visits to the care centres by Monty the therapy pony from Cambridge Riding for the Disabled; reciprocal visits with another local rest home; good numbers of trips by the To and Fro companion driving service, and home visiting to the elderly in the community.

On behalf of the Board and the Cambridge community, I would like to acknowledge the extraordinary efforts of the management team and staff. It is a great privilege to be contributing to the future of Resthaven, alongside the team at Burns Street and Vogel Street. Fifty years is a great achievement, and we look forward to the next fifty years of delivering quality care, future proofing our facilities, and serving the community.

of Resthaven Foundation, worked extremely hard to organise the 50th celebrations for Cambridge Resthaven, and I would like to commend them for their efforts producing two events that will be remembered for a long time.

During our 50th celebrations, it was a pleasure to celebrate the long service of many of our team. Staff are the secret to our success, and we are fortunate to have a stable workforce with relatively low staff turnover. Our longest currently serving staff member is Sue Crowe in her thirty-first year at Resthaven.

I remain proud of the resilience and adaptability of this organisation and its people. They have once again gone the extra mile to support those people who have chosen to make Resthaven their home. I would like to personally thank the Board, our team, volunteers, suppliers and the wider Cambridge community for your continued support, contribution, and friendship.



FRIENDS OF RESTHAVEN FOUNDATION

On 28 April 2022, the Friends of Resthaven and the Resthaven Foundation Charitable Trust merged and became the Friends of Resthaven Foundation Trust.

These two organisations have provided great support for Resthaven for many years as separate organisations. The Friends of Resthaven was set up in 1970 and its initial role was to help raise money to build Resthaven. After Resthaven opened in 1972, the Friends turned their focus from the building project to the welfare of the Resthaven residents. Their fundraising through the years has supported residents in many ways, providing amenities and extras for residents. The Resthaven Foundation Charitable Trust was set up in 2012 and has helped raise funds for large projects, including aged-care equipment, services, and education.

With similar missions, both organisations agreed the time was right to combine. A major project for the newly formed Friends of Resthaven Foundation Trust was to organise the two very special events to mark the 50th anniversary of Resthaven in November 2022.



PROJECT RESTHAVAN

A community initiative by the Cambridge High School 2021 EXT 4 class to fundraise for a van for Resthaven residents has come to fruition. The project was a collaboration between the Friends of Resthaven Foundation and the EXT 4 class to increase Resthaven residents' mobility



50TH CELEBRATION

Resthaven residents, past and present staff, and the wider community network gathered for an afternoon of celebration at the Resthaven Village Centre on Friday 25 November, marking 50 years to the day that Resthaven opened. Trust Board chair Kevin Monks and past chair Sarah Barns Graham spoke about the Resthaven history, and Kevin made a special acknowledgement of staff who had clocked up long years of service.

A gala evening with 200 guests capped off the celebrations on Saturday 26 November at the Sir Don Rowlands Centre at Lake Karāpiro. A strong theme of community ran through the evening, with a number of community organisations represented among the guests, speakers and entertainers. Chair Kevin Monks spoke about the past, present and future of Resthaven, and its role as a community-owned organisation.

Resthaven has touched the lives of many people through the decades. To mark the 50th anniversary, the story of Resthaven has been recorded in a book titled *From Community Spirit*, providing a celebration of Resthaven's unique history and the people who have been part of it.

and access to town. The group of talented students planned, budgeted and implemented the Project ResthaVAN campaign, and their successful fundraising has resulted in a van that is ticking all the boxes for residents. The van has been 'wrapped' with the striking ResthaVAN logo and sponsors' names, a daily reminder of the students' tireless work and enthusiasm, and the generous support from many individuals, groups, schools, and businesses who donated to this worthy cause.



APARTMENTS ON VOGEL

NEW APARTMENTS – AT YOUR SERVICE

‘Apartments on Vogel’ is a major transformation project underway in the heart of Resthaven’s Vogel Street campus.

Stage one of the project began in March 2022 and is due to be completed by early 2024. The development will have 33 supported living apartments, a café, and a village shop. There will be 25 studio units, one- and two-bedroom apartments over four floors of the new Hanlin Building; and three one-bedroom apartments and five studio units in the adjoining care centre building.

The Apartments on Vogel development represents a change in thinking about retirement living. The retirement years are different for everyone, but up till now most retirement options have been one-size-fits-all. Every person has different wants and



needs, and this is where the new apartments are breaking the mould. They can provide an individualised experience for each person through a great lifestyle and flexible service, support, and care options.

*When you live at Apartments on Vogel,
your apartment is your home.*

Residents live the life they choose in comfort and privacy, just as they do in their own home. The Resthaven team are here to support them in this, with a continuum of care available in the apartments.

STATEMENT OF SERVICE PERFORMANCE

OUR MISSION

Cambridge Resthaven, a community owned organisation that, in a dignified and respectful manner, offers a flexible continuum of individualised care, support and services to enhance the lives of the older members of our community

WE ACHIEVED THIS BY



**Improved
Care &
Services**



**Modernised
Facilities**



**Increased
Community
Engagement**

OUR OUTPUTS

	2023	2022
Improved Care and Facilities		
Number of non-superior charge rooms	77	81
Number of ORA (Occupation Right Agreements)	92	92
Number of rentals	3	3
Modernised Facilities		
Units upgraded	10	12
Funding spent on new Apartment complex to date	\$8.38 million	\$1.2 million
Increased Community Engagement		
Number of To and Fro companion driving trips	1286	1305
Number of To and Fro repeat customers	35	25
Number of visits by Home Visiting Service (in partnership with Age Concern)	107	88
Number of Freedom Wheelers trips for mobility scooters and power chairs	0*	5
Number of Showtime Travel Connect trips providing free transport to concerts	0*	4

* Resthaven no longer runs these activities.



77
Non-superior
Charge Rooms

3
Rentals



Funding spent on new
Apartment complex to
date

\$8.38
MILLION



10 Units
upgraded



1286
to & fro
by Resthaven

Trips



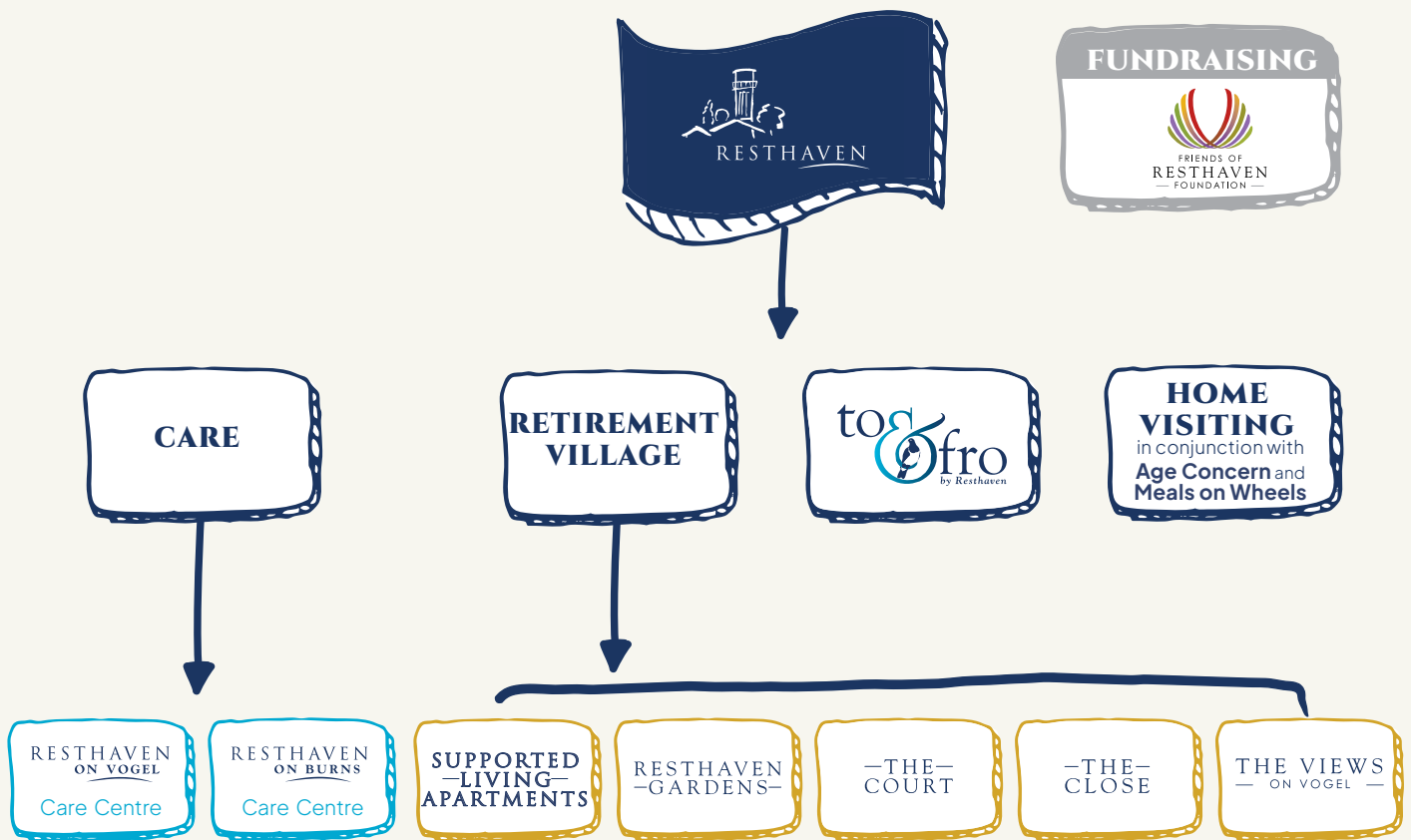
35 To & Fro
Repeat
Customers

107
Home Visits





OUR ORGANISATION



PROUDLY LOCAL

FINANCIAL STATEMENT

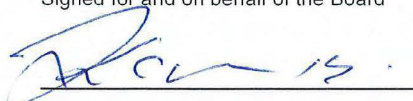
31 MARCH 2023

Cambridge Resthaven Trust Board Inc
Statement of financial position
As at 31 March 2023

Statement of financial position As at 31 March 2023

	Note	2023 \$	Group 2022 \$	2023 \$	Parent 2022 \$
ASSETS					
Current assets					
Cash and cash equivalents	9	479,148	309,124	441,587	267,950
Trade and other receivables	10	814,404	723,008	811,421	724,422
Prepayments		74,092	68,521	74,092	68,521
Total current assets		1,367,644	1,100,653	1,327,100	1,060,893
Non-current assets					
Property, plant and equipment	11	11,725,433	9,593,876	11,725,433	9,593,876
Investment property	12	54,008,669	51,111,408	54,008,669	51,111,408
WIP Investment Properties		8,377,106	1,747,242	8,377,106	1,747,242
Total non-current assets		74,111,208	62,452,526	74,111,208	62,452,526
Total assets		75,478,852	63,553,179	75,438,308	63,513,419
LIABILITIES					
Current liabilities					
Trade and other payables	13	1,140,231	693,375	1,140,231	693,375
Interest bearing liabilities	15	10,019,970	-	10,019,970	-
Employee benefits liabilities		793,403	780,537	793,403	780,537
Revenue in advance		222,729	295,640	222,729	295,640
Occupancy advances	14	38,709,669	36,657,099	38,709,669	36,657,099
Total current liabilities		50,886,002	38,426,651	50,886,002	38,426,651
Non-current liabilities					
Borrowings	15	-	3,709,456	-	3,709,456
Total non-current liabilities		-	3,709,456	-	3,709,456
Total liabilities		50,886,002	42,136,107	50,886,002	42,136,107
Net assets		24,592,850	21,417,072	24,552,306	21,377,312
EQUITY					
Accumulated revenue and expense	16	22,284,202	21,394,873	22,243,658	21,355,113
Property, plant and equipment reserve	16	2,308,648	22,199	2,308,648	22,199
Total equity		24,592,850	21,417,072	24,552,306	21,377,312

Signed for and on behalf of the Board

 Trustee

Date: 21/8/2023

 Trustee

Date: 21/08/2023

The above statements should be read in conjunction with the notes to and forming part of the financial statements.

**INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CAMBRIDGE RESTHAVEN TRUST BOARD INCORPORATED**

Opinion

We have audited the consolidated financial statements of Cambridge Resthaven Trust Board Incorporated ("the Trust") and its subsidiary (together, "the Group"), which comprise the statement of service performance, the consolidated statement of financial position as at 31 March 2023, and the consolidated statement of comprehensive revenue and expense, consolidated statement of changes in net assets/equity and consolidated cash flow statement for the year then ended, and notes to the consolidated financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects:

- the consolidated financial position of the Group as at 31 March 2023, and its consolidated financial performance and its consolidated cash flows for the year then ended;
- the service performance for the year ended 31 March 2023, in accordance with the entity's service performance criteria,

in accordance with Public Benefit Entity Standards Reduced Disclosure Regime ("PBE Standards RDR") issued by the New Zealand Accounting Standards Board.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) ("ISAs (NZ)") and the audit of the service performance information in accordance with the ISAs and New Zealand Auditing Standard (NZ AS) 1 *The Audit of Service Performance Information (NZ)*. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Consolidated Financial Statements* section of our report. We are independent of the Group in accordance with Professional and Ethical Standard 1 (Revised) *International Code of Ethics for Assurance Practitioners* (including International Independence Standards) (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, the Trust or its subsidiary.

The Trustees Responsibilities for the Consolidated Financial Statements

The Trustees are responsible on behalf of the Group for:

- a) the preparation and fair presentation of the consolidated financial statements and statement of service performance in accordance with PBE Standards RDR issued by New Zealand Standards Board;
- b) service performance criteria that are suitable in order to prepare service performance information in accordance with PBE Standards RDR; and
- c) such internal control as the trustees determine is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, the trustees are responsible on behalf of the Group for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the statement of service performance and the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of these consolidated financial statements.

A further description of the auditor's responsibilities for the audit of the financial statements is located at the External Reporting Board's website at:

[Audit Report 13 » XRB](#)

Who We Report To

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



Director
PKF Hamilton Audit Limited
Hamilton
New Zealand
21 August 2023

A SPECIAL THANKS TO RESIDENTS, STAFF AND FRIENDS THROUGH
THE YEARS WHO ARE PHOTOGRAPHED IN OUR ANNUAL REPORT



CAMBRIDGE
RESTHAVEN TRUST

RESTHAVEN ON VOGEL
6 Vogel Street, Cambridge
Ph: 07 827 6097

RESTHAVEN ON BURNS
170 Burns Street, Cambridge
Ph: 07 827 4454

www.resthaven.org.nz