



Whakarongorau  
Aotearoa//  
New Zealand  
Telehealth  
Services//

# Yearbook 2020-2021



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## Kia ora

The last 12 months have been some of the most faced-paced, disruptive, intense, and challenging in our organisations' history and have required the dedicated focus of our frontline teams and back office support crew. We have been frontline-focussed and operations-centric. We have prioritised that.

As a consequence we have, this year, produced a summary, high level Yearbook.

# Our whakapapa

Whakarongorau Aotearoa is a social enterprise running the Government-funded free to the public, 24x7 national telehealth services across seven digital channels.

Those services include those Healthline, 1737 – Need to talk?, Quitline, the national sexual harm helpline Safe to talk, the Puāwaitanga counselling service, the cervical and bowel national screening coordination centres, and General Practice After-Hours services.

The services we run include General Practice and mental health after-hours services, and those that are funded as part of the National Telehealth Services Contract with Government (established 2015) including Healthline, 1737 – Need to talk?, Quitline, ambulance secondary triage, the Gambling Helpline, the Alcohol Drug Helpline and Poisons advice.

Since then, we have launched other services – the national sexual harm helpline Safe to talk, the Puāwaitanga counselling service, and the cervical and bowel national screening coordination centres.

More recently we have supported the Government's COVID response by establishing the COVID Healthline and the COVID Clinician Advice Line.

**Whakarongorau Aotearoa responded to 2.6 million contacts in the twelve months ending 30 June 2021. That is an increase of 92% on last year and saw the team connect with over 950,000 individual people\* (1 in 5 people in Aotearoa). We answered 97% of all calls within 10 minutes.**

The services are supported by clinical teams of registered nurses, mental health nurses, psychologists, psychotherapists, psychiatrists, counsellors, doctors, paramedics, poisons officers, health advisors, family and sexual harm professionals, and emergency triage nurses.

Our staff work from contact centres in Auckland, Wellington, and Christchurch and from their homes across Aotearoa. We also partner with Iwi and Māori-owned organisations in Kaikohe, Heretaunga, and Rotorua.

The services we run are co-funded by the Ministry of Health, the Ministry of Social Development, the Accident Compensation Corporation (ACC), and the Department of Corrections.

Whakarongorau Aotearoa is owned by ProCare and Pegasus Health.



Across all of our services we responded to **2.6million** CONTACTS in the twelve months ending 30 June 2021

a **92%** increase on last year

connecting with over **950,000** individual people\*  
1 in 5 people in Aotearoa

We answered **97%** of ALL CALLS within 10 minutes

\*The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months.

[www.whakarongorau.nz](http://www.whakarongorau.nz)

# Our purpose

He aha ai? // Why?



**E whakawhiwhi ana ki te katoa | Aotearoa te huarahi kia ora.**

To give everyone in Aotearoa the opportunity for wellness.

He aha? // What?



**Ao o te manaaki mamati honohono.**

The connected world of digital care.

Pēhea // How?



**Whakaaro pohewa.**

Healthy Imagination.



## TE RAUTAKI WHAKAMANA TANGATA // OUR TEAMS:

**Ratonga Hauora**  
Health Services

**Hauora Hinengaro Me Ngā Waranga**  
Mental Health And Addictions

**Ngā Kaitaunaki Hauora Hinengaro**  
Earlier Mental Health Response

**Ohatata Whakaarotau**  
Emergency Triage

**Te Aukatinga Momi Paipa**  
Smoking Cessation

**Ngā Kaupapa Hauora Hinengaro**  
Mental Health Programs

**Tūkino Whānau Me Te Taitōkai Mamae**  
Family And Sexual Harm

**Whakamātau Whēkau**  
Bowel Screening

**Ngā Ratonga Manaaki Tāngata**  
Primary Care Services

**Ratonga Paihana**  
Poison Services

**Ratonga Urutā Rewharewha**  
COVID Services

**Whakamātau Waha Kōpū**  
Cervical Screening

## UNDERPINNED BY OUR VALUES:



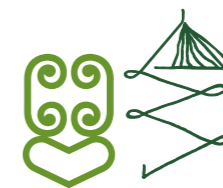
**MAHIA TE MEA TIKA.**  
DO THE RIGHT THING.



**HIHIRI E TE KOUNGA.**  
MOTIVATED BY QUALITY.



**POKOHIWI KI POKOHIWI.**  
SHOULDER TO SHOULDER.



**NGĀKAU NUI KI TE PAI AKE.**  
PASSION FOR BETTER.

# Our name

## This year we changed our name from Homecare Medical to Whakarongorau Aotearoa.

In 2018 we began a process to review the name of our organisation. The purpose was to find a name that would better describe the work we do and reflect our commitment to equity. Over time we de-prioritised this work as we focussed on service delivery, most recently on supporting the COVID response.

We finalised renaming and rebranding, with input from our staff, with design support from a contemporary Māori artist, and with appropriate guidance from our advisors.

From 31 March 2021 we have started to use our new name and logo where it makes sense. Rather than a 'big bang' rebrand over a short period, we are slowly updating artefacts over the next 6-12 months as they are due for review or stocks are reordered (e.g. our website, office signage, stationary). The names of the services we manage will not change.

**Whakarongorau** is a word to describe the many ways to listen - *whakarongo* (to listen) and *ā-rongorau* (a modern word for multimedia, the many ways of communication or media).

It is derived from the old Māori word *whakarongorua* (to listen with great intent and purpose).

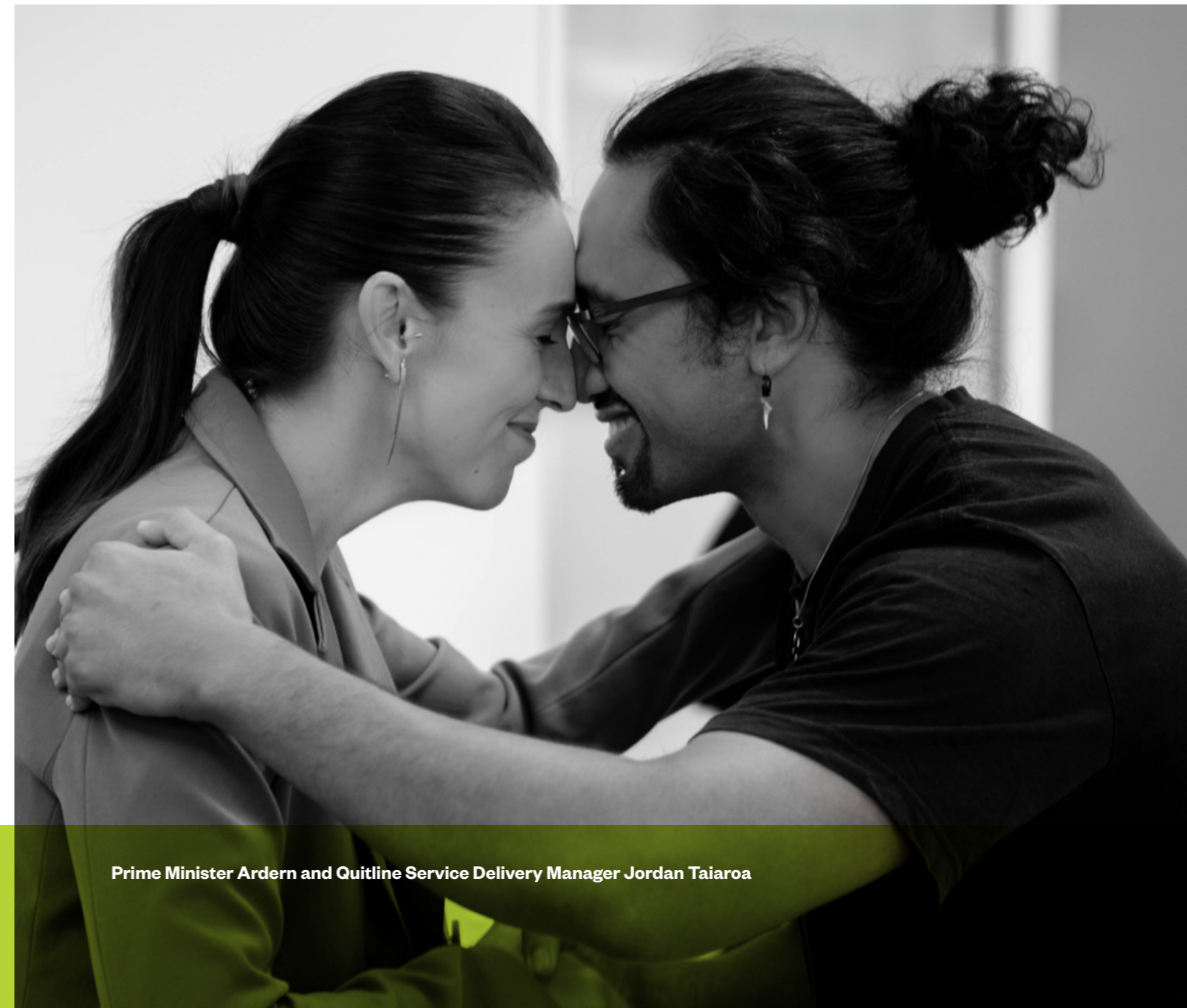
**Wayne Youle**, the artist we worked with to design an icon for our name, spent time talking to his whānau about their experiences of our services, and only then said yes to working with us.

He was inspired by the *whakatauki* which then inspired the design of our new icon that he created - 'a brave voice deserves a sympathetic ear'.

**We used our name more publicly for the first time at the opening of our Auckland contact centre and offices by the Prime Minister the Rt Hon Jacinda Ardern in early April 2021.**



HE REO MĀROHIROHI  
KA TARINGA RONGOHIĀ.  
A BRAVE VOICE DESERVES  
A SYMPATHETIC EAR.



Prime Minister Ardern and Quiltline Service Delivery Manager Jordan Taiaroa

# The mahi that matters

Across all our services, we responded to

**2,552,710** CONTACTS

a **92% increase** on the previous year.

We connected with over **950,000** individual people\* (1 in 5 people in Aotearoa).

That's around **7,000** contacts a day.

\*The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months.

## THAT INCLUDED

Over **370,000** people contacting Healthline

**794,000+** contacts answered across the 3 COVID services - COVID Healthline, the COVID Vaccination Healthline & COVID Welfare

SUPPORTING

~ **60% of GP practices** (with over 2 million patients) and answering over **105,000** AFTER-HOURS CALLS

The **1737** need to talk? team answering

**132,000** contacts INCLUDING **50,000** text exchanges supporting **63,000+** people.

Across all our mental health services, **105,953** people were supported



The **Quitline team** supporting close to **28,000** people to start their quit journey, WITH **23%** reporting being smoke free after 4 weeks.

Our mental health nurses answering **81,500+** contacts on behalf of **12 DHBs**



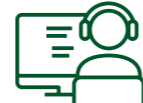
to provide AFTER-HOURS SUPPORT to those in mental health distress.

Our National Bowel Screening Programme team making nearly **145,000** FOLLOW UP CALLS to **25,000+** PEOPLE



who had yet to return their testing kits. **54%** SUBSEQUENTLY RETURNED THEIR KIT

**16,000** women and concerned whanau were supported across our **3** Family Violence service lines



# Highlights this year

## A short look back:

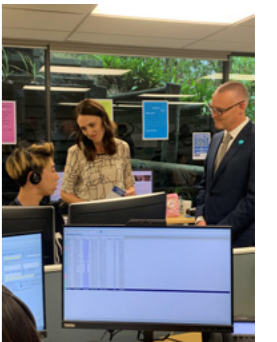
The National Telehealth Service COVID-19 response began on 7 February 2020 with the establishment of a dedicated phone service available 24/7 to a central front door for COVID-19 related health advice and information to the public.

The service quickly extended to support people in self-isolation, assist with contact tracing, and offer mental health support, as well as provision of a dedicated clinical advice line for community-based practitioners. At its peak, the team answered 14,000 contacts in one day.

In FY22, as part of the COVID-19 response more than 770 extra people were recruited and trained, five new contact centres (eight in total) were set up, and a five-month technology project was delivered in just seven days, increasing infrastructure six-fold to manage the surge in demand.

**COVID-19** (novel coronavirus)  
**HEALTH ADVICE**  
visit [www.health.govt.nz](http://www.health.govt.nz)  
call 0800 358 5453

HEALTHLINE  
For international SIMs call +64 9 358 5453



## August 2020

- 1737 Mental Health Helpline introduces Peer Support. New Zealanders in need of mental health support now have the option of speaking to someone with lived experience of wairangi mental distress when they call 1737 need to talk?
- The free peer support service is available by phone between 2pm and 10pm through until the end of February 2021. It is an addition to the phone and text support from trained 1737 counsellors already on offer 24 hours a day, seven days a week.
- New Bowel Screening Register database goes live.
- 12 August: Auckland region moves to Alert Level 3. The rest of New Zealand moves to Alert Level 2.
- 30 August: Auckland moves to Alert Level 2, with extra restrictions on travel and gatherings. The rest of New Zealand remains at Alert Level 2.



## September 2020

- 21 September: All regions except Auckland move to Alert Level 1.
- 23 September: Auckland moves to Alert Level 2.
- Quitline's Jordan Taioroa tells the Quitline support story on TVNZ Breakfast and NZ Herald and Hawke's Bay Today - with successful quitter, Joseph and then with Dave - who was smoking for 20 years and made his first attempt quitting because he was inspired by Jordan and Joseph.
- New Cancer Control Agency website - overseen by Whakarongorau - launched
- Service Delivery Manager Mel Grant talks on TVNZ Breakfast about the success of Puāwaitanga, a mental health service designed specifically for Māori.



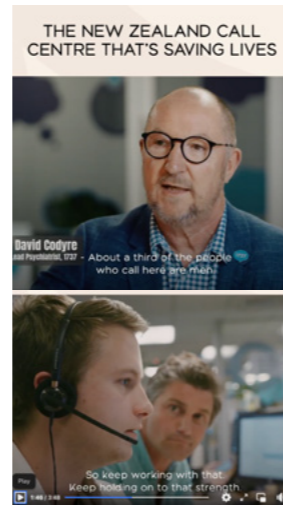
## October 2020

- Image Upload tool launched in Healthline.
- We told our story of supporting the mental health of the nation, during the stress of a pandemic, at the The MHS Mental Health Month.
- 5 October: The Managed Isolation Allocation System goes live.
- 7 October: Auckland moves to Alert Level 1. All of New Zealand is now at Alert Level 1.



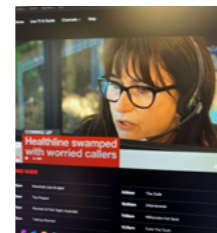
## November 2020

- From 3 November 2020, travellers are legally required to have a MIQ voucher before flying if they are arriving in New Zealand.
- Quitline 'Quit for Your Pets' campaign nominated in two categories and wins the Public Sector Awards at the 2020 Marketing Awards.
- We worked with journalist and presenter Matt Chisholm and the Gibson Group on a TVNZ commissioned documentary about men's mental health – called Man Enough. Matt interviewed Dr David Codyre and some of our mental health and addictions – to highlight telehealth support available and how it works. The two-part documentary screened 20 and 27 October and was widely promoted – on Stuff, the Listener, by TVNZ, as a Herald wrap around, and by funders Movember.
- Digital response: in response to the catastrophic flooding in Napier mid-November we quickly designed and ran two geotargeted click to call posts for Napier and surrounds.



## December 2020

- 'How 300 travel agents became Healthline staffers' profile in NZ Herald – "More than a million Kiwis called Healthline in 2020, trusting the voice at the other end of the line to explain Covid-19 and how to keep themselves and their family safe. When calls skyrocketed, more staff had to be brought on board urgently. "Healthline chief executive Andrew Slater knew he needed to act fast to get more people on the other end of the phone and when the hand brake came on international travel in March, 300 employees from House of Travel joined Healthline to help field the calls."
- After a full-on year, a dull, COVID-free Christmas would hit the spot for a Whakarongorau chief executive profile in NZ Doctor of "Homecare Medical chief executive Andrew Slater has had to support staff through rapid change."



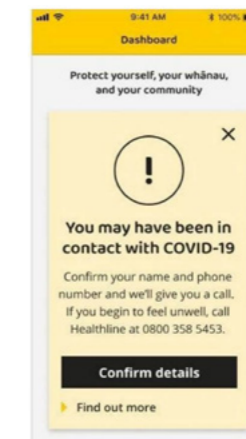
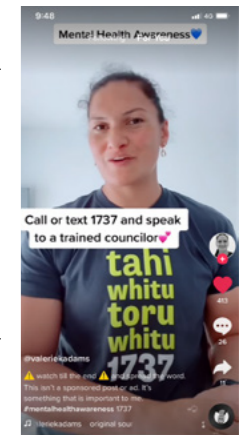
## January 2021

- Quitline New Year Lisa Adams nudge campaign: We were very pleased to have world champion para-shot-putter Lisa Adams agree to tell her smoking cessation story, to inspire and encourage others.
- 4 January: The government announces travellers from the UK and USA will need a negative test result before departing for New Zealand.
- 12 January: The government says travellers from nearly all countries will have to provide a negative test before arriving in New Zealand.
- 16 January: The worldwide coronavirus death toll passes 2 million.
- 18 January: Covid-19 Recovery Minister Chris Hipkins announces vaccinations should be available to the public by the middle of the year.



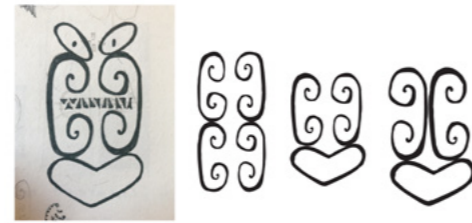
## February 2021

- 'Struggle Got Real?' 1737 campaign launched in response to increased community stress and anxiety in 'a COVID world'.
- COVID Vaccination Healthline established.
- 10 February: New Zealand authorities formally approve the Pfizer Covid-19 vaccine for people aged 16 years and older once stocks arrive in the country.
- 14 February: Auckland goes into a level three lockdown, after three new community cases in a single South Auckland household.
- 15 February: Australia stops quarantine-free travel for New Zealanders, after the three community cases in Auckland. Five new cases in managed isolation.
- 17 February: Auckland moves to Alert Level 2 at 11:59pm. The rest of New Zealand moves to Alert Level 1.
- 19 February: New Zealand's first vaccination against COVID-19, using the Pfizer-BioNTech vaccine Comirnaty. Vaccinators are the first recipients.
- 22 February: Auckland moves to Alert Level 1 at 11:59pm. All of New Zealand is now at Alert Level 1.
- 28 February: Auckland moves to Alert Level 3 at 6am. The rest of New Zealand move to Alert Level 2.

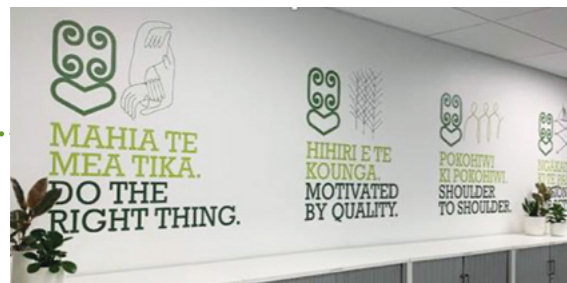
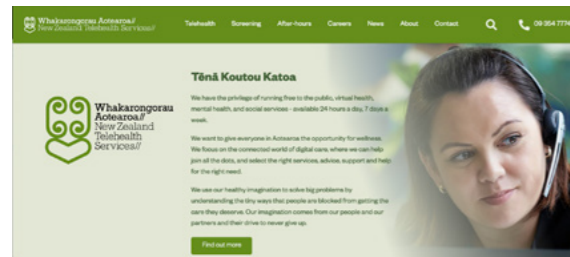


## March 2021

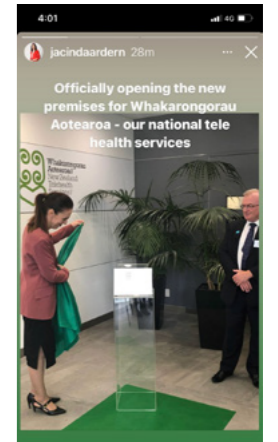
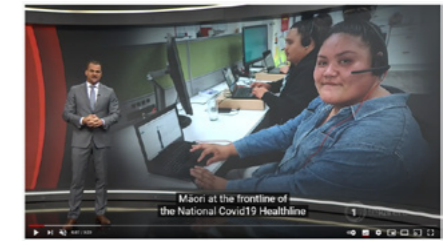
- 7 March: Auckland moves to Alert Level 2 at 6am. The rest of New Zealand moves to Alert Level 1.
- 12 March: Auckland moves to Alert Level 1 at midday. All of New Zealand is now at Alert Level 1.
- Smoking stigma not helping quitters: In a Waatea News interview Quitline Service Delivery Manager Jordan Tairaoa says taking a non-judgmental approach to helping people quit smoking increases the chance of them ditching the habit. He says the attitude of friends and whānau makes a big difference. Being judged for a habit they have no control over can make people feel alienated and less open to getting help.
- We changed our name from Homecare Medical to Whakarongorau Aotearoa! In 2018 we began a process to review the name of our organisation. The purpose was to find a name that would better describe the work we do and reflect our commitment to equity. We had over that time de-prioritised this work as we have focussed on service delivery, most recently on supporting the Government's COVID response.
- The new name was developed with input from our staff and with appropriate guidance from our advisors, including iwi and Te Taura Whiri i te Reo Māori // Māori Language Commission.
- From 31 March 2021 we started to use our new name and logo where it makes sense. Rather than a 'big bang' rebrand over a short period, we slowly updated artefacts over the next 6-12 months as they are due for review or stocks are reordered (e.g. our website, office signage, stationery). The names of the services we manage do not change.
- Whakarongorau is a word to describe the many ways to listen - whakarongo (to listen) and ā-rongorau (a modern word for multimedia, the many ways of communication or media). It is derived from the old Māori word whakarongorua (to listen with great intent and purpose). The English version of that name is New Zealand Telehealth Services.



## April 2021



- 4 April: The Māori pathway approach was established in the COVID Healthline service.
- 9 April: The Auckland offices and contact centre of Whakarongorau Aotearoa were opened by the Prime Minister the Rt Hon Jacinda Ardern, with parliamentary delegation - Minister of Health Andrew Little, Minister of Social Development and ACC Carmel Sepuloni, and Associate Minister of Health Dr Ayesha Verrall. Guests included regional and sector health, NGO, and corporate leaders, and our kaimahi. The occasion celebrated with Ngāti Whātua Ōrākei and included Kapa haka performers Ngā Puna o Wāioerea, Western Springs College kura kaupapa, and Pasifika musicians Tone6.
- 11 April: Temporary ban comes into effect on travellers, including New Zealand citizens and residents, coming from India, until 28 April.
- 19 April: Trans-Tasman quarantine-free travel bubble starts. Two new cases in managed isolation.
- 23 April: Government announces travel restrictions from countries in the new "very-high-risk" category, defined as more than 50 cases of COVID-19 per 1000 arrivals to New Zealand from those countries this year. India, Brazil, Papua New Guinea, and Pakistan meet the threshold. From 11.59pm, 28 April, travellers from those countries will be temporarily restricted to New Zealand citizens, their partners and children, and parents of children who are New Zealand citizens.



## May 2021

- 25 May: Quarantine-free travel with Victoria paused, initially for 72 hours, from 7.59pm, while the source of five community cases in Melbourne is investigated.
- 27 May: Victoria travel-bubble pause extended to 7.59pm on 4 June.



## June 2021

- 23 June: Wellington moves to Alert Level 2 at 11:59pm. The rest of New Zealand remains at Alert Level 1.
- 29 June: Wellington moves to Alert Level 1 at 11:59pm. All of New Zealand is now at Alert Level 1.
- Partial re-opening of the travel bubble with Australia takes effect.



## July 2021

- Family Violence National Portal launched, supporting local Women's Refuge centres after hours



## September 2021

- Disability Helpline goes live – help and information about vaccines, testing, face mask exemptions, and managing COVID at home.

# Initiatives supported

Whakarongorau Aotearoa is a social enterprise owned collectively by ProCare (a co-operative of over 200 GP practices across Auckland) and Pegasus Health (a Canterbury-based charity).

## Pegasus and ProCare created Whakarongorau Aotearoa

Between 2013 and 2015 Whakarongorau Aotearoa (or Homecare Medical as it was known then) participated in a competitive dialogue procurement process with the Ministry of Health for the creation of the National Telehealth Service. Pegasus and ProCare (alongside eight other iconic NGOs and charities) believed, having looked extensively overseas, that services like the National Telehealth Service needed to be run as a social enterprise for New Zealand by New Zealand in a for purpose, open platform, single provider model.

Underpinning the National Telehealth Service is a commissioning model. A copy of the agreement which outlines that model can be found on the Ministry of Health website. At the heart of the commissioning model is the requirement to follow the Public Finance Act, deliver clinically safe services, and be fully transparent on costs associated with delivering services to the relevant purchasers.

## What happens to any surpluses

Whakarongorau Aotearoa has contracts with the Ministry of Health, the Ministry of Social Development and others, to run services that give everyone in Aotearoa the opportunity for wellness.

Between 2015 and 2020 the surpluses generated within Whakarongorau Aotearoa were used to pay back the investment from ProCare and Pegasus required to create the National Telehealth Service ( \$6 million). From 2020 any surpluses have been used to improve health outcomes across the Auckland and Canterbury regions and to continue to improve health outcomes and service delivery for Whakarongorau Aotearoa.

## FY2020/21 - what did we invest in?

In the 2020/21 financial year the increased surplus and resultant distributions is the combination of new contracts outside of the national telehealth service including additional COVID response services, DHBs, PHOs and general practices purchasing services like GP After-Hours, DHB Mental Health After-Hours and Puāwaitanga.

## Whakarongorau Aotearoa - to give everyone in Aotearoa the opportunity for wellness

This year we invested in the key areas of equity, population health, and technology enablers for digital care. Over the 12 months to 30 June 2021 the investments included:

- Approximately 5650 hours of cultural and diversity face-to-face and online training for all our staff.
- Investment in a new Auckland site, bringing our teams (approximately 300 staff) together in a safe, acoustically appropriate, disaster and pandemic resilient site from our 3 sites across Auckland.
- Investing in 450 new computers and communications equipment for all our work from home frontline staff – to improve the experience they offer service users.
- Embedding a complex caller programme to provide more consistent and planned support for service users who have complex health needs.
- Part-funding of the Puāwaitanga app which gives clients the option of video sessions as well as making it easier to manage appointments - important experience improvements for a service that is having such a positive impact for Māori clients in particular.
- Migration of key service websites to Sitecore, with bilingual capability we can build on.

# Key outcomes against our 2020-2021 Plan

## Advance health priorities

68% of kaimahi completed internal Tikanga Programme

Co-design completed with Pacific Group

Ngāpuhi and South Seas Partner Contact Centres established

Referrals received for Pūawaitanga doubled in its second year

Delivered new Cancer Control Agency website

Partnership with Whiteria to provide student placements for Māori / Pacific nursing students

## Provide service excellence

Ring-fenced addiction specialists in Alcohol and Drug and Gambling services to provide expert support

Delivered data and cyber security solutions to enhance data protection

Move into new Auckland offices, bringing the team back together

Fomalised student placement programme with Whiteria to support Māori / Pacific nursing students

Puāwaitanga providing support for Abuse in Care Royal Commission Inquiry

New live call review tool implemented, providing real-time feedback and coaching on calls

## Enhance service

35 fewer ambulances required through Emergency Triage

Image Upload tool integrated into Healthline

Deep dive review completed on Gambling Helpline

National Family Violence Portal launched, in partnership with Women's Refuge and Shine

Partnered with Mind & Body to deliver 'lived experience' Peer Support mental health service

Implemented new register for National Bowel Screening Programme

New Puāwaitanga app launched

New 1737 website launched



# Our services

as at 30 June 2021

## 1737 need to talk?

Brief intervention counselling. People can talk through emotional and psychological issues and concerns.



## 1737 need to talk? Peer Support

Callers have the option to talk with a 'peer' - a non-clinician with lived experience of mental health challenges. This provides 'support from someone who knows'.



## Alcohol Drug Helpline

Advice, information and support about drinking or drug use.



## Ambulance secondary triage

Clinical telephone assessment for low acuity calls.



## National Bowel Screening Programme Coordination Centre

Database management and distribution of invitations for the programme, providing test kits to participants, and ensuring GPs receive their patient's test results.



## National Cervical Screening Programme Coordination Centre

Screening support services for the public as well as liaising with the regional centres, smear takers, laboratories, specialists and Regions about the people they serve.



Channels	When established/ when managed by the NTS* contract/ Whakarongorau	Clinical team
Phone or text 1737 www.1737.org.nz www.facebook.com/1737NeedToTalk	June 2017	Counsellors and social workers
Phone 1737 (2pm-10pm) www.1737.org.nz	August 2020	Trained peer support workers from Mind & Body
0800 787 797 text 8681 webchat www.alcoholdrughelp.org.nz facebook.com/alcoholdrughelplinez	1995 (alcohol focused), 2002 (extended to include drug). With NTS from November 2015	Trained counsellors
111 calls to St John and Wellington Free Ambulance	July 2014	Nurses and paramedics
0800 924 432	With Whakarongorau from April 2017	Trained support specific to bowel screening
0800 729 729	With Whakarongorau from April 2019	Trained support specific to cervical screening

\*rounded

+National Telehealth Service

\*The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months

## Our services (continued)

### COVID Clinician Advice Line

Community clinical staff have access to dedicated clinical advice from peers to help them navigate the range of information available and to support them in making local decisions to protect their patients and populations. Available 8 am – 8 pm every day.

### COVID Healthline

Supporting people with information and advice about COVID.



### COVID Welfare

Supporting people impacted by COVID.



### Depression Helpline

Providing support, tools and information to people with depression and anxiety, and their whānau.



### Diver Emergency Service Hotline

Advice and treatment for diving-related incidents, accidents or injuries, including the emergency management of decompression illness.



### Drug Referral Service

Police referral of some people charged with illicit drug use/possession, to the Alcohol Drug Helpline.

### Earlier Mental Health Response

Clinical telephone assessment for selected 111 calls from Police and ambulance. Callers get a health response rather than a justice response.



Channels	When established/ when managed by the NTS+ contract/ Whakarongorau	Clinical team
0800 phone number (not circulated publicly)	May 2020	Nurse and paramedics, with at least one doctor available on every shift
0800 358 5453	February 2020	Nurses and trained non-clinical staff supported by clinical advisors
	April 2020	Nurses and trained non-clinical staff supported by clinical advisors
0800 111 757 text 4202 www.depression.org.nz	2006	Counsellors, social workers, psychotherapists and psychologists
0800 4 DES 111 (0800 4337 111)	With NTS from November 2015	Nurses
Referral from Police	November 2019	DAPAANZ fully registered and provisionally registered addiction practitioners
Referral from 111	April 2016	Mental health nurses

### Elder Abuse Response Service

Advice, information, and support about elder abuse.



### Expert Advice Line

Support for community and social service professionals needing expert advice for their work with clients with mental health support needs or addiction challenges.



### Family violence services

#### Shine Domestic Abuse Helpline

Supporting women and men worried about their own situation or someone else who might be living with domestic abuse.



#### The Family Violence Information Line

To help those experiencing or witnessing violence, or who want to change their own behaviour.



#### Family Services Directory

Helping people find the MSD service they need, in their area.



#### The Integrated Safety Response (ISR)

Referral service from Waikato Police. We call people to help them access the support they need in their community.



#### Gambling Helpline

Support for those worried about gambling or the gambling of others.



#### GP After-Hours

Support for general practices after hours.



Channels	When established/ when managed by the NTS+ contract/ Whakarongorau	Clinical team
0800 EA NOT OK (0800 32 668 65) text 5032 support@elderabuse.nz	July 2017	Nurses
0800 811 767	August 2017	Mental health nurses
0508 744 633 and webchat www.2shine.org.nz	With Whakarongorau from March 2020	Counsellors and social workers
0800 456 450 (9am-11pm)	With Whakarongorau from March 2020	Counsellors and social workers
0800 211 211 (9am-6pm)	With Whakarongorau from March 2020	Advisors
	With Whakarongorau from March 2020	Social workers, advisors
0800 654 655, text 8006 webchat www.gamblinghelpline.co.nz info@gamblinghelpline.co.nz facebook.com/ GamblingHelplineNZ	2004 With NTS from November 2015	DAPAANZ fully registered and provisionally registered addiction practitioners
0800 111 757, text 4202 www.depression.org.nz	1994	Nurses, paramedics and health advisors

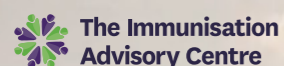
## Our services (continued)

**Healthline**  
Health advice and information.



Channels	When established/ when managed by the NTS+ contract/ Whakarongorau	Clinical team
0800 611 116 www.healthline.govt.nz facebook.com/HealthlineNewZealand	1994	Nurses, paramedics and health advisors

**Immunisation Advice**



Providing advice to the public (in partnership with the Immunisation Advisory Centre (IMAC)).

0800 IMMUNE (0800 466 863). Calls from the public are transferred to the Healthline team (that happens 24x7). Calls from Health professionals are answered by IMAC staff, (weekdays 9.00am - 4.30pm).	NTS involvement since November 2015	Immunisations-trained nurses
---	-------------------------------------	------------------------------

**KUPE**

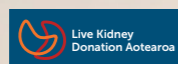
An online tool to help men and their whānau understand more about prostate cancer and to decide if they should see their doctor to get tested.



www.kupe.net.nz	May 2018	n/a
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**Live Kidney Donation**

A 'front door' for people inquiring about being a kidney donor.



0800 LIVE DONOR (0800 5483 3666)	NTS involvement since November 2015	Nurses
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**The Lowdown**

Support to help young people recognise and understand depression or anxiety.



text 5626 www.thelowdown.co.nz	2010 NTS involvement from November 2015	Mental health and addictions counsellors and social workers
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**Mental Health After-Hours**

Support for after-hours calls into local Regional mental health teams.



	April 2016	Mental health nurses
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**NZ Defence Force Mental Health Line**

Mental health support for Defence Force personnel and their whānau.



0800 NZDF 4U (0800 693 348) Developed in partnership with Vitae (who provide the face-to-face element)	January 2019	Mental health nurses
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**Peer Talk**

Recovery through shared experience. Peer talk advisors have experience of addiction and mental health issues and can support people in their journey to recovery.



0800 234 432 (5pm - midnight)	January 2018	Peer support staff
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**Piki**

Piki equips young adults with tools to help overcome adversity and strengthen wellbeing. For 18–25-year-olds living in the greater Wellington region.



Channels	When established/ when managed by the NTS+ contract/ Whakarongorau	Clinical team
www.piki.org.nz	February 2019	n/a

**Poisons Advice**

Information about poisons or support in case of poisoning.



0800 POISON (0800 764 76)	NTS involvement since Nov 2015	Poisons advisors
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**Puāwaitanga**

Supporting people to improve their emotional wellbeing – their hauora.



0800 782 999 www.puawaitanga.nz	October 2018	Counsellors
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**Quitline**

Support for people wanting to quit smoking and stay smokefree, to Vape2Quit as well as quit vaping.



0800 778 778 text 4006, webchat Quit blog, www.quit.org.nz facebook.com/quitlinenz www.tiktok.com/@quitline	May 1999 With NTS from November 2015	Trained quit advisors
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**RecoverRing**

Service for offenders (and whānau and families who are helping them) who want support with their alcohol or drug use.



0800 678 789	May 2017	DAPAANZ fully registered and provisionally registered addiction practitioners
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**Safe to talk**

Confidential support for anyone impacted by sexual harm.



0800 044 334 text 4334, webchat www.safetotalk.nz support@safetotalk.nz	June 2018	Trained specialists including counsellors and social workers
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**Whitiki tauā**

Virtual mentoring service for MSD's Mana in Mahi clients who may need some extra support to reach their work goals.



0800 089 898	February 2020	Mentors
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## DIRECTORY

**GENERAL PARTNER:** Whakarongorau Aotearoa New Zealand Telehealth Services (GP) Limited  
(formerly known as Homecare Medical (General Partner) Limited)

**LIMITED PARTNERS:** ProCare Health (LP) Limited  
Pegasus Health (LP) Limited

**DIRECTORS OF  
WHAKARONGORAU AOTEAROA //  
NEW ZEALAND TELEHEALTH  
SERVICES (GP) LIMITED:**

V E Barry (ceased on 21 July 2021)  
S J Boomert (ceased on 19 December 2020)  
B J Norwell (appointed on 28 May 2021)  
D A Packer (ceased on 17 October 2020)  
M Schubert  
R M Sowry  
A H B Currie  
L C Eglinton  
B D Smith (appointed on 11 December 2020)  
J D A Percy (appointed on 21 July 2021)

**REGISTERED OFFICE:** 25 College Hill  
Freemans Bay  
Auckland 1011

**BANKER:** Westpac Bank  
16 Takutai Square  
Auckland Central  
Auckland 1010

ANZ Bank  
23-29 Albert Street  
Auckland Central  
Auckland 1010


**SOLICITOR:** Tavendale and Partners Limited  
329 Durham Street  
Christchurch Central  
Christchurch 8013

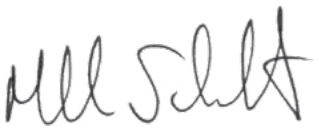
**AUDITOR:** BDO Auckland  
Chartered Accountants  
Level 4, BDO Centre  
4 Graham Street  
Auckland 1010

## FINANCIAL STATEMENTS

The directors of the General Partner present the financial statements of the Partnership for the year ended 30 June 2021.

For and on behalf of the board of the General Partner on 20 August 2021.

Director:   
Roger Sowry

Director:   
Mike Schubert



BDO Auckland

### INDEPENDENT AUDITOR'S REPORT TO THE PARTNERS OF WHAKARONGORAU AOTEAROA NEW ZEALAND TELEHEALTH SERVICES LP

#### Report on the Audit of the Financial Statements

#### Opinion

We have audited the financial statements of Whakarongorau Aotearoa New Zealand Telehealth Services LP ("the Partnership"), which comprise the statement of financial position as at 30 June 2021, and the statement of comprehensive income, statement of changes in partnership equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Partnership as at 30 June 2021, and its financial performance and its cash flows for the year then ended in accordance with New Zealand equivalents to International Financial Reporting Standards Reduced Disclosure Regime ("NZ IFRS 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)"). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Company in accordance with Professional and Ethical Standard 1 *International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand)* issued by the New Zealand Auditing and Assurance Standards Board, and 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.

Our firm carries out other assignments for the Partnership in the areas of taxation and risk advisory services. The firm has no other relationship with, or interests in, the Partnership.

#### Directors' of the General Partner Responsibilities for the Financial Statements

The Directors of the General Partner are responsible on behalf of the Partnership for the preparation and fair presentation of the financial statements in accordance with NZ IFRS RDR, and for such internal control as the Directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Directors of the General Partner are responsible on behalf of the Partnership for assessing the Partnership'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 Directors of the General Partner either intend to liquidate the Partnership or to cease operations, or have no realistic alternative but to do so.



BDO Auckland

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

Our objectives are to obtain reasonable assurance about whether the 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 financial statements.

A further description of our responsibilities for the audit of the financial statements is located at the External Reporting Board's website at: <https://www.xrb.govt.nz/assurance-standards/auditors-responsibilities/audit-report-8/>.

This description forms part of our auditor's report.

#### Who we Report to

This report is made solely to the Partners, 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 Partnership and the Partners, as a body, for our audit work, for this report or for the opinions we have formed.

*BDO Auckland*

BDO Auckland  
Auckland  
New Zealand  
24 August 2021

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$ 000	2020 \$ 000
<b>Revenue</b>			
Operating revenue	3	113,244	71,891
<b>Total revenue</b>		<b>113,244</b>	<b>71,891</b>
<b>Expenses</b>			
Employee benefits expenses	4	(45,755)	(33,896)
Communication infrastructure and services	5	(12,947)	(10,991)
Service partners	6	(20,005)	(10,590)
Other operating expenses	7	(25,216)	(10,208)
Depreciation	9	(2,309)	(1,199)
Amortisation	10	(518)	(376)
<b>Total expenses</b>		<b>(106,750)</b>	<b>(67,260)</b>
<b>Operating profit</b>		<b>6,494</b>	<b>4,631</b>
Finance income		11	60
Finance expense	17	(163)	(58)
<b>Finance costs - net</b>		<b>(152)</b>	<b>2</b>
<b>Net profit for the year</b>		<b>6,342</b>	<b>4,633</b>
Other comprehensive income/(expense)		-	-
<b>Total comprehensive income for the period attributable to equity holders of the Partnership</b>		<b>6,342</b>	<b>4,633</b>

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2021

	Note	2021 \$ 000	2020 \$ 000
<b>ASSETS</b>			
<b>Non-current assets</b>			
Property, plant and equipment	9	6,630	2,052
Intangible assets	10	2,371	2,290
<b>Total non-current assets</b>		<b>9,001</b>	<b>4,342</b>
<b>Current assets</b>			
Trade and other receivables	11	15,681	4,524
Related party receivables	20	54	71
Work in progress		157	347
Accrued revenue		288	63
Cash and cash equivalents	12	20,538	30,693
<b>Total current assets</b>		<b>36,718</b>	<b>35,698</b>
<b>TOTAL ASSETS</b>		<b>45,719</b>	<b>40,040</b>
<b>LIABILITIES</b>			
<b>Non-current liabilities</b>			
Lease liabilities	18	4,522	498
<b>Total non-current liabilities</b>		<b>4,522</b>	<b>498</b>
<b>Current liabilities</b>			
Trade and other payables	13	13,781	7,024
Related party payables	20	208	43
Deferred revenue	14	11,835	19,627
Innovation fund liability	15	1,072	1,119
Employee benefits	16	3,393	3,609
Lease liabilities	18	446	312
<b>Total current liabilities</b>		<b>30,735</b>	<b>31,734</b>
<b>TOTAL LIABILITIES</b>		<b>35,257</b>	<b>32,232</b>
<b>NET ASSETS</b>		<b>10,462</b>	<b>7,808</b>
REPRESENTED BY:			
<b>EQUITY</b>			
Pegasus Health (LP) Limited	19	5,231	3,904
ProCare Health (LP) Limited	19	5,231	3,904
<b>TOTAL PARTNERSHIP EQUITY</b>		<b>10,462</b>	<b>7,808</b>

For and on behalf of the board of the General Partner on 20 August 2021

Director: 

Director: 

## STATEMENT OF CHANGES IN PARTNERSHIP EQUITY FOR THE YEAR ENDED 30 JUNE 2021

	Partnership Capital \$ 000	Retained Earnings \$ 000	Total Equity \$ 000
<b>Balance at 1 July 2020</b>	<b>2,250</b>	<b>5,558</b>	<b>7,808</b>
Other comprehensive income/(loss)	-	-	-
<b>Other comprehensive income/(loss) for the year</b>	-	-	-
Profit for the year	-	6,342	6,342
<b>Total comprehensive income for the year</b>	-	<b>6,342</b>	<b>6,342</b>
<b>Transactions with Partners recorded directly in equity (note 19)</b>			
Cash distributions	-	(3,688)	(3,688)
<b>Net assets attributable to the Partners at 30 June 2021</b>	<b>2,250</b>	<b>8,212</b>	<b>10,462</b>

	Partnership Capital \$ 000	Retained Earnings \$ 000	Total Equity \$ 000
<b>Balance at 1 July 2019</b>	<b>4,250</b>	<b>3,075</b>	<b>7,325</b>
Other comprehensive income/(loss)	-	-	-
<b>Other comprehensive income/(loss) for the year</b>	-	-	-
Profit for the year	-	4,663	4,663
Total comprehensive income for the year	-	<b>4,663</b>	<b>4,663</b>
<b>Transactions with Partners recorded directly in equity (note 19)</b>			
Capital distribution	(2,000)	-	(2,000)
Cash distribution	-	(2,154)	(2,154)
Tax credit distribution	-	(26)	(26)
<b>Net assets attributable to the Partners at 30 June 2020</b>	<b>2,250</b>	<b>5,558</b>	<b>7,808</b>

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$ 000	2020 \$ 000
<b>Cash flows from/(to) operating activities</b>			
Cash provided from:			
Receipts from customers and funders		109,203	106,370
Interest income received	11	11	60
		<b>109,214</b>	<b>106,430</b>
Cash applied to:			
Payments to suppliers and providers		(60,300)	(12,279)
Payments to and on behalf of employees		(46,061)	(54,836)
GST payments		(5,816)	(8,192)
		<b>(112,178)</b>	<b>(75,307)</b>
<b>Net cash from/(to) operating activities</b>		<b>(2,963)</b>	<b>31,123</b>
<b>Cash flows from/(to) investing activities</b>			
Cash applied to:			
Purchase of property, plant and equipment	9	(2,932)	(1,188)
Purchase of software	10	(599)	(903)
<b>Net cash to investing activities</b>		<b>(3,531)</b>	<b>(2,091)</b>
<b>Cash flows from/(to) financing activities</b>			
Cash provided from:			
Landlord lease contribution	18	563	-
Cash applied to:			
Lease liability payments	18	(536)	(383)
Limited Partner distributions	19	(3,688)	(4,154)
Resident withholding tax credits	19	-	(26)
<b>Net cash to financing activities</b>		<b>(3,661)</b>	<b>(4,563)</b>
Net increase/(decrease) in cash and cash equivalents		(10,155)	24,469
Cash and cash equivalents at beginning of the year		30,693	6,224
<b>Cash and cash equivalents at the end of the year</b>	<b>12</b>	<b>20,538</b>	<b>30,693</b>

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

### 1 CORPORATE INFORMATION

Whakarongorau Aotearoa New Zealand Telehealth Services LP (formerly known as Homecare Medical (NZ) Limited Partnership) ("the Partnership") is a limited partnership incorporated and domiciled in New Zealand. The Partnership was originally established by the Limited Partnership Agreement (the "LPA") dated 19 February 2014. With effect from 1 July 2021, the Partnership changed its legal trading name to Whakarongorau Aotearoa New Zealand Telehealth Services LP.

The Partnership provides telephone services to General Practitioners so their patients' calls are answered after-hours, and national telehealth services (helplines) to the public, 24 hours a day, seven days a week. The Partnership is the provider of the first integrated national telehealth service for New Zealand.

The Partnership is the National Coordination Centre Provider for the National Bowel and Cervical Screening Programmes. In conjunction with the Ministry of Health, the Partnership is responsible for supporting participant progress through the screening pathway, central coordination, mail-house functions, call centre operations and data management.

The Partnership is essential to the Government's COVID-19 response, supporting it in various ways including Healthline, contact tracing, and vaccinations.

The General Partner of the Partnership is Whakarongorau Aotearoa New Zealand Telehealth Services (GP) Limited (formerly known as Homecare Medical (General Partner) Limited). The General Partner is responsible for the management, operation and administration of the affairs of the Partnership.

The Limited Partners of the Partnership are ProCare Health (LP) Limited and Pegasus Health (LP) Limited."

### 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### 2.1 Basis of preparation

The financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice ("NZ GAAP"). They comply with the New Zealand Equivalents to International Financial Reporting Standards - Reduced Disclosure Regime ("NZ IFRS (RDR)") and other applicable Financial Reporting Standards, as appropriate for profit orientated entities.

The Partnership is a Tier 2 for-profit entity and has elected to report in accordance with Tier 2 For-profit Accounting Standards as issued by the New Zealand External Reporting Board ("XRB"). The Partnership is eligible to report in accordance with Tier 2 For-profit Accounting Standards on the basis that it does not have public accountability and is not a large for-profit public sector entity.

The financial statements were authorised for issue by the Board of Directors of the General Partner on the date stated on page 5.

Note there have been some reclassifications made to the prior year financial statements:

Note 3 'National telehealth services - COVID' revenue has been separately disclosed in 2021 and the prior year figure restated. In 2020, this was included within the 'National telehealth services' disclosure.

'Contractors and temps' were previously included under Note 4 Employee Benefits Expenses. They have been partly reclassified to partner call centres under Note 6 Service Partners and Other Operating Expenses in Note 7 in 2021.

#### Basis of measurement

The financial statements are prepared on the historical cost basis.

#### Presentation currency

The financial statements are presented in New Zealand dollars (\$), which is the Partnership's functional currency and presentation currency and all values are rounded to the nearest thousand (\$ 000) unless otherwise stated.

#### 2.2 Significant Accounting Policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

#### Revenue recognition

The Partnership's revenue recognition policy is detailed below:

#### Service Revenue

For agreements in which the contract obligation is to provide a "stand ready" service, these services must deal with changes in volume and be available on a 24/7 basis. Revenue is therefore recognised over time as specific performance



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

obligations are satisfied. In service agreements where a discrete element exists, revenue is recognised over time as the specific performance obligations are met.

#### **Project Revenue**

Project related revenue is recognised over time as the standalone performance obligations in the contract have been satisfied.

#### **Other Revenue**

Revenue from other services is recognised over time in the accounting period(s) in which the services are rendered.

#### **Interest Income**

Interest income is recognised as it accrues using the effective interest method.

#### **Intellectual property revenue and costs**

The Ministry of Health is the owner of the intellectual property ("IP") developed for the delivery of the national telehealth services (and any variations to this contract) and it dictates the services to be delivered by the Partnership using this asset. The costs associated with the development of the IP are expensed and the portion of the consideration received that relates to the fair value of IP delivered is recognised as revenue upon delivery of the IP. The fair value of the revenue is determined by applying an appropriate mark-up to the costs associated with the costs of developing the IP.

#### **Taxation**

Any tax liability arising on the activities of the Partnership will be borne by the individual partners. The Partnership is exempt from withholding tax on interest income effective from 25 June 2020.

#### **Property, plant and equipment**

Items of property, plant and equipment are measured at cost less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the asset.

Depreciation is recognised in the profit or loss on a straight line basis over the following estimated useful lives:"

Furniture and fittings	3-5 years straight line
Office equipment	2-5 years straight line
Communication equipment	3-5 years straight line
Computer hardware	3 years straight line
Leasehold improvements	0-10 years straight line
Right of Use Assets	0-10 years straight line
Signage	3 years straight line

The estimated useful lives, residual values and depreciation methods are reviewed at each reporting date, with the effect of any changes in estimate accounted for on a prospective basis.

The cost of replacing part of an item of property, plant or equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to the Partnership and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. All other subsequent expenditure is expensed as incurred.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are recognised within profit or loss.

#### **Software development**

All costs directly incurred in the purchase or development of identifiable and unique software, or subsequent upgrades and material enhancements, which can be reliably measured and it is probable that the software will generate economic benefit beyond one year, are capitalised as software development. Direct costs include the costs of software development employees and an appropriate portion of relevant overheads.

Software development has a finite useful life. Software development is written off over the currently estimated useful lives of 2 to 5 years. Costs associated with maintaining software development assets are recognised as an expense as incurred.

#### **Trademark**

Trademark acquired is shown at historical cost. It has a finite useful life and is subsequently carried at cost less accumulated amortisation and impairment losses.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

#### **Customer relationships**

All costs directly incurred in the purchase of identifiable customer relationships, which can be reliably measured and it is probable that the relationship will generate economic benefit beyond one year, are capitalised as customer relationships.

Customer relationships have a finite useful life. Customer relationships are capitalised and written off over the estimated useful life of 5 years.

#### **Goodwill**

Goodwill represents the excess of the cost of acquisition over the fair value of the identifiable assets, liabilities and contingent liabilities acquired at the date of acquisition.

Goodwill is measured at cost less accumulated impairment losses. Goodwill is allocated to cash-generating units for the purpose of impairment testing and is tested annually for impairment.

#### **Trade and other receivables**

Receivables are stated at amortised cost using the effective interest method. Due allowance is made for impaired receivables (doubtful debts). An impairment allowance is established when there is objective evidence that the Partnership will not be able to collect all amounts due according to the original terms of the receivable. Receivables of a short-term duration are not discounted.

#### **Work in progress**

Work in progress is stated at cost. Work in progress is the costs of project based intellectual property development on behalf of customers where project milestones have not yet been achieved for release of revenue and costs to profit or loss.

#### **Accrued revenue**

Accrued revenue represents revenue which has been earned but not yet invoiced.

#### **Cash and cash equivalents**

Cash and cash equivalents includes cash in hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

#### **Trade and other payables**

Trade and other payables are carried at amortised cost and, due to their short-term nature, they are not discounted. They represent liabilities for goods and services provided to the Partnership prior to the end of the financial year that are unpaid and arise when the Partnership becomes obliged to make future payments in respect of the purchase of these goods and services. The amounts are unsecured and are usually paid within 30 days of recognition.

#### **Deferred revenue**

Deferred revenue is carried at amortised cost and, due to its short-term nature, it is not discounted. They represent the liability for provision of services in future periods which have been collected in advance under contractual terms. The amounts are for services to be provided within 12 months of balance date.

#### **Innovation fund liability**

The National Telehealth Service contract provides for ongoing contribution to innovation and service development. The Partnership is contractually obligated to contribute fixed amounts to the innovation fund in the years ended 30 June 2017 and 2018, with ongoing contributions to the end of the contract based on performance criteria. Innovation funding can be applied to mutually agreed projects for infrastructure and service development projects. The balance of the innovation fund liability is held in a separate interest bearing account.

#### **Employee benefits**

Liabilities for annual leave and alternative leave are accrued and recognised in the statement of financial position when it is probable that settlement will be required and they are capable of being measured reliably.

Liabilities for wages and salaries, including non-monetary benefits, annual leave, and alternative leave expected to be settled within 12 months of the reporting date are recognised in employee benefits in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled on an undiscounted basis.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

#### Partners' capital

Partners' capital is classified as equity. Incremental costs directly attributable to the issue of new shares are shown in equity as a deduction from the proceeds.

#### Leases

Assets and liabilities arising from a lease are initially measured on a present value basis at the date at which the leased asset is available for use. Lease liabilities include the net present value of the following lease payments:

- fixed payments (including in-substance fixed payments), less any lease incentives receivable,
- variable lease payments that are based on an index or a rate,
- amounts expected to be payable by the lessee under residual value guarantees,
- the exercise price of a purchase option if the lessee is reasonably certain to exercise that option, and
- payments of penalties for terminating the lease, if the lease term reflects the lessee exercising that option.

The lease payments are discounted using the interest rate implicit in the lease, if that rate can be determined, or the Partnership's incremental borrowing rate.

Subsequently, each lease payment is allocated between the liability and finance cost. The finance cost is charged to profit or loss over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period.

Right-of-use assets are measured at cost comprising of the following:

- the amount of the initial measurement of lease liability,
- any lease payments made at or before the commencement date, less any lease incentives received,
- any initial direct costs, and
- restoration costs.

Subsequently, the right-of-use asset is depreciated over the shorter of the asset's useful life or the lease term on a straight-line basis.

#### Goods and Services Tax (GST)

The statement of comprehensive income has been prepared on a basis exclusive of GST.

All items in the statement of financial position are stated net of GST, with the exception of receivables and payables which are GST inclusive.

#### Financial instruments

Financial assets and liabilities are recognised in the statement of financial position initially at fair value plus, for instruments not at fair value through profit or loss, any directly attributable transaction costs. Subsequent to initial recognition, financial instruments are measured as described below.

A financial instrument is recognised when the Partnership becomes a party to the contractual provisions of the financial instrument. Financial assets are derecognised if the Partnership's contractual rights to the cash flows from the financial assets expire or if the Partnership transfers the financial assets to another party without retaining control or substantially all risks and rewards of the asset.

Financial liabilities are derecognised if the Partnership's obligations specified in the contract expire or are discharged or cancelled.

#### Non-derivative financial instruments

Non-derivative financial instruments includes cash and cash equivalents (note 12), trade and other receivables (note 11), short term investments (note 12), trade and other payables (note 13), related party payables (note 20) and innovation fund liability (note 15).

Non-derivative financial instruments are recognised initially at fair value plus, for instruments not at fair value through profit and loss, any directly attributable transaction costs. Subsequent to initial recognition non-derivative financial instruments are measured as described below.

Financial assets and financial liabilities are only offset if there is a current legally enforceable right of offset and the Partnership intends to settle on a net basis, or to realise the asset and settle the liability simultaneously.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

The Partnership has one classification of financial assets at amortised cost. Financial assets at amortised cost comprise cash and cash equivalents, trade and other receivables, accrued revenue and related party receivables. The classification depends on the purpose for which the assets were acquired. Management determines the classification of its financial assets at initial recognition. Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in the active market. They are included in current assets, except for maturities greater than 12 months after the reporting date. These are classified as non-current assets and are carried at amortised cost using the effective interest method, less impairment loss.

Financial assets measured at amortised cost includes cash and cash equivalents and trade receivables and short term investments. Financial liabilities at amortised cost includes current payables and borrowings.

#### Impairment

##### Financial assets (including receivables)

A financial asset is assessed at each reporting date to determine whether there is objective evidence that it is impaired. A financial asset is impaired if objective evidence indicates that a loss event has occurred after the initial recognition of the asset, and that the loss event had a negative effect on the estimated future cash flows of that asset that can be estimated reliably.

Objective evidence that financial assets (including equity securities) are impaired can include default or delinquency by a debtor, restructuring of an amount due to the Partnership on terms that the Partnership would not consider otherwise, indications that a debtor or issuer will enter bankruptcy, and the disappearance of an active market for a security.

An impairment loss in respect of a financial asset measured at amortised cost is calculated as the difference between its carrying amount and the present value of the estimated future cash flows discounted at the original effective interest rate. Individually significant financial assets are tested for impairment on an individual basis. The remaining financial assets are assessed collectively in groups that share similar credit risk characteristics.

All impairment losses are recognised in profit or loss, and are reflected in an allowance account against receivables. An impairment loss is reversed if the reversal can be related objectively to an event occurring after the impairment loss was recognised. For financial assets measured at amortised cost the reversal is recognised in profit or loss.

##### Non-financial assets

The carrying amounts of the Partnership's non-financial assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated. For goodwill, the recoverable amount is estimated annually for any indication of impairment.

An impairment loss is recognised if the carrying amount of an asset or its cash-generating unit exceeds its estimated recoverable amount. Impairment losses are recognised in profit or loss.

In respect of other assets, impairment losses recognised in previous periods are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

#### Significant accounting judgements, estimates, and assumptions

In applying the accounting policies, management continually makes judgements, estimates, and assumptions based on historical experience and various other factors, including expectations of future events that may have an impact on the reported financial statements. All judgements, estimates, and assumptions made are believed to be reasonable based on the most current set of circumstances available to management. Actual results may differ from the judgements, estimates, and assumptions and the differences may be material. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both the current and future periods.

The significant judgements, estimates and assumptions made by management in the preparation of these financial statements include:

- estimated useful life of certain fixed assets resulting in accelerated depreciation
- determination of the expected term on various leases, and
- estimates used in the recognition of revenue on certain contracts.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 3 OPERATING REVENUE

	2021	2020
	\$ 000	\$ 000
National telehealth services	33,835	33,617
National telehealth services - COVID	58,717	20,657
National coordination centre	8,028	8,260
National helplines	2,293	1,976
Subscriptions and fees	8,838	6,361
Other revenue	1,533	1,020
	<b>113,244</b>	<b>71,891</b>

Revenue includes \$47k of innovation funding revenue, refer to Note 15 (2020: \$223k).

The Partnership has disaggregated the revenue into various categories in the below table that is intended to depict how nature, amount, timing and uncertainty of revenue and cash flows are affected by economic data.

	2021	2020
	\$ 000	\$ 000
<b>Primary geographic markets</b>		
New Zealand	112,615	71,072
Australia	629	819
	<b>113,244</b>	<b>71,891</b>

#### Service Type

National telehealth services	33,835	33,617
COVID-19 response	58,717	20,657
National screening programmes	8,028	8,260
Other telehealth services	11,131	8,337
Other	1,533	1,020
	<b>113,244</b>	<b>71,891</b>

#### Customer Type

Ministry of Health	100,748	62,533
Ministry of Social Development	4,403	2,631
District Health Boards	6,746	3,657
Other government sources	188	164
Other non-government sources including Primary Health Organisations	1,159	2,906
	<b>113,244</b>	<b>71,891</b>

#### Timing of transfer of goods and services

Over time	113,244	71,891
	<b>113,244</b>	<b>71,891</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 4 EMPLOYEE BENEFITS EXPENSES

	2021	2020
	\$ 000	\$ 000
Salaries and wages	(44,032)	(32,542)
Employer superannuation contribution	(1,120)	(820)
Professional development	(380)	(369)
Other	(223)	(165)
	<b>(45,755)</b>	<b>(33,896)</b>

### 5 COMMUNICATION INFRASTRUCTURE AND SERVICES

	2021	2020
	\$ 000	\$ 000
Call centre infrastructure and licences	(2,062)	(2,062)
Patient record management	(2,233)	(2,233)
Software licences	(3,063)	(3,063)
Communication services	(3,693)	(3,693)
Infrastructure and platform	(1,896)	(1,896)
Intellectual property technology costs	-	-
	<b>(12,947)</b>	<b>(10,991)</b>

### 6 SERVICE PARTNERS

	2021	2020
	\$ 000	\$ 000
National Poisons Centre	(1,656)	(1,624)
Royal New Zealand Plunket Society	(631)	(634)
Screening services	(1,521)	(1,006)
Partner call centres	(15,365)	(7,111)
Other	(832)	(215)
	<b>(20,005)</b>	<b>(10,590)</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 7 OTHER OPERATING EXPENSES

	2021 \$ 000	2020 \$ 000
Fees paid to the auditor		
- Audit of financial statements	(51)	(45)
- Other services	(21)	-
Bad debts	(3)	(21)
Board	(342)	(402)
Consultants	(4,320)	(2,591)
Contractors and temps	(16,456)	(3,086)
Short-term leases	(159)	(418)
Leases of low-value assets not included as short-term leases	(28)	(28)
Property	(1,136)	(765)
Loss on disposal of property, plant and equipment	(3)	(82)
Marketing and communications	(890)	(1,070)
Recruitment	(1,156)	(273)
Travel	(531)	(739)
Accrued exit costs for COVID-19 Response	576	(651)
Other	(696)	(37)
	<b>(25,216)</b>	<b>(10,208)</b>

### 8 FINANCIAL INSTRUMENTS BY CATEGORY

The accounting policies for financial instruments have been applied to the line items below:

	2021 \$ 000	2020 \$ 000
<b>Financial assets at amortised cost</b>		
Cash and cash equivalents	20,538	30,693
Trade and other receivables	14,861	3,599
Related party receivables	54	71
Accrued revenue	288	63
	<b>35,741</b>	<b>34,426</b>
<b>Financial liabilities at amortised cost</b>		
Trade and other payables	11,126	5,906
Related party payables	208	43
Innovation fund liability	1,072	1,119
Lease liabilities	4,968	810
	<b>17,374</b>	<b>7,878</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 9 PROPERTY, PLANT AND EQUIPMENT

	2021								Total \$ 000
	Furniture & Fittings \$ 000	Office Equipment \$ 000	Computer Hardware \$ 000	Communi- cation Equipment \$ 000	Signage	Leasehold Improve- ments \$ 000	Right- of-use buildings \$ 000	Right- of-use equipment \$ 000	
<b>Cost</b>									
Beginning balance	306	48	1,281	575	-	1,056	1,127	21	4,414
Additions	134	23	784	441	70	1,480	3,968	-	6,900
Disposals	-	-	-	-	-	(63)	(215)	-	(278)
<b>Ending balance</b>	<b>440</b>	<b>71</b>	<b>2,065</b>	<b>1,016</b>	<b>70</b>	<b>2,473</b>	<b>4,880</b>	<b>21</b>	<b>11,036</b>
<b>Accumulated depreciation</b>									
Beginning balance	(177)	(40)	(884)	(409)	-	(500)	(343)	(9)	(2,362)
Depreciation for the year	(57)	(8)	(678)	(510)	-	(543)	(504)	(9)	(2,309)
Disposals	-	-	-	-	-	65	200	-	265
<b>Ending balance</b>	<b>(234)</b>	<b>(48)</b>	<b>(1,562)</b>	<b>(919)</b>	<b>-</b>	<b>(978)</b>	<b>(647)</b>	<b>(18)</b>	<b>(4,406)</b>
<b>Carrying amount</b>	<b>206</b>	<b>23</b>	<b>503</b>	<b>97</b>	<b>70</b>	<b>1,495</b>	<b>4,233</b>	<b>3</b>	<b>6,630</b>

	2020								Total \$ 000
	Furniture & Fittings \$ 000	Office Equipment \$ 000	Computer Hardware \$ 000	Communi- cation Equipment \$ 000	Signage	Leasehold Improve- ments \$ 000	Right- of-use buildings \$ 000	Right- of-use equipment \$ 000	
<b>Cost</b>									
Beginning balance	229	38	766	205	-	964	-	-	2,202
Impact of adoption of NZ IFRS 16	-	-	-	-	-	-	916	21	937
Additions	85	10	517	374	-	202	569	-	1,757
Disposals	(8)	-	(2)	(4)	-	(110)	-	-	(124)
Modification of lease term	-	-	-	-	-	-	(358)	-	(358)
<b>Ending balance</b>	<b>306</b>	<b>48</b>	<b>1,281</b>	<b>575</b>	<b>-</b>	<b>1,056</b>	<b>1,127</b>	<b>21</b>	<b>4,414</b>
<b>Accumulated depreciation</b>									
Beginning balance	(126)	(29)	(524)	(142)	-	(411)	-	-	(1,232)
Depreciation for the year	(55)	(11)	(361)	(267)	-	(153)	(343)	(9)	(1,199)
Disposals	4	-	1	-	-	64	-	-	69
<b>Ending balance</b>	<b>(177)</b>	<b>(40)</b>	<b>(884)</b>	<b>(409)</b>	<b>-</b>	<b>(500)</b>	<b>(343)</b>	<b>(9)</b>	<b>(2,362)</b>
<b>Carrying amount</b>	<b>129</b>	<b>8</b>	<b>397</b>	<b>166</b>	<b>-</b>	<b>556</b>	<b>784</b>	<b>12</b>	<b>2,052</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 10 INTANGIBLE ASSETS

	2021					
	Goodwill	Software Development	Software Licences	Trademark	Customer Relationships	Total
	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000
<b>Cost</b>						
Beginning balance	1,019	2,155	-	-	109	3,283
Additions	-	491	-	108	-	599
<b>Ending balance</b>	<b>1,019</b>	<b>2,646</b>	<b>-</b>	<b>108</b>	<b>109</b>	<b>3,882</b>
<b>Accumulated amortisation</b>						
Beginning balance	-	(928)	-	-	(65)	(993)
Amortisation for the year	-	(496)	-	-	(22)	(518)
<b>Ending balance</b>	<b>-</b>	<b>(1,424)</b>	<b>-</b>	<b>-</b>	<b>(87)</b>	<b>(1,511)</b>
<b>Carrying amount</b>	<b>1,019</b>	<b>1,222</b>	<b>-</b>	<b>108</b>	<b>22</b>	<b>2,371</b>
	2020					
	Goodwill	Software Development	Software Licences	Trademark	Customer Relationships	Total
	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000
<b>Cost</b>						
Beginning balance	1,019	1,325	63	-	109	2,516
Additions	-	893	10	-	-	903
Disposals	-	(63)	(73)	-	-	(136)
<b>Ending balance</b>	<b>1,019</b>	<b>2,155</b>	<b>-</b>	<b>-</b>	<b>109</b>	<b>3,283</b>
<b>Accumulated amortisation</b>						
Beginning balance	-	(618)	(51)	-	(44)	(713)
Amortisation for the year	-	(341)	(14)	-	(21)	(376)
Accumulated impairment	-	31	65	-	-	96
<b>Ending balance</b>	<b>-</b>	<b>(928)</b>	<b>-</b>	<b>-</b>	<b>(65)</b>	<b>(993)</b>
<b>Carrying amount</b>	<b>1,019</b>	<b>1,227</b>	<b>-</b>	<b>-</b>	<b>44</b>	<b>2,290</b>

The carrying amount of goodwill has been assessed for impairment, no impairment was identified. (2020: Nil)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 11 TRADE AND OTHER RECEIVABLES

	2021	2020
	\$ 000	\$ 000
Trade receivables	14,588	3,321
Provision for doubtful debts	(24)	(34)
Prepayments	844	959
Other receivables	273	278
	<b>15,681</b>	<b>4,524</b>

Trade receivables generally have terms of 30 days and are interest free. Trade receivables of a short-term duration are not discounted. Any debtors that extend beyond this point are identified for discussion by management to include in the impairment allowance.

### 12 CASH AND CASH EQUIVALENTS

	2021	2020
	\$ 000	\$ 000
Bank balances	20,538	20,693
Short term deposits with maturities less than 3 months	-	10,000
	<b>20,538</b>	<b>30,693</b>

Bank balances include innovation funding held on behalf of the Ministry of Health \$1,072k, refer to Note 15 (2020: \$1,119k).

### 13 TRADE AND OTHER PAYABLES

	2021	2020
	\$ 000	\$ 000
Trade creditors	4,247	3,158
Accruals	6,879	2,748
GST payable	2,655	1,118
	<b>13,781</b>	<b>7,024</b>

Trade payables generally have terms of 30 days and are interest free. Trade payables of short-term duration are not discounted.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 14 DEFERRED REVENUE

	2021	2020
	\$ 000	\$ 000
National telehealth services	9,041	18,032
Intellectual property projects	884	429
Other	1,910	1,166
	<b>11,835</b>	<b>19,627</b>

Deferred revenue relates to services to be provided in the next 12 months. Deferred revenue of short-term duration is not discounted.

### 15 INNOVATION FUND LIABILITY

	2021	2020
	\$ 000	\$ 000
Beginning balance	1,119	1,342
<b>Applications of the innovation fund</b>		
Proposal research	-	100
Canterbury response costs	-	123
Behavioural Insights	47	-
<b>Ending balance</b>	<b>1,072</b>	<b>1,119</b>

The innovation fund is property of the Ministry of Health. The Partnership is able to access innovation funding for expenditure on approved infrastructure and development projects.

During the year ended 30 June 2021 the Partnership was not required to make any further contributions to the innovation fund, either contractually or due to annual earnings before interest and tax on the National Telehealth Contracts exceeding 10% (2020: Nil).

Funding for Behavioural Insights costs was released to the operating bank account during the year ended 30 June 2021 \$47k (2020: \$223k).

### 16 EMPLOYEE BENEFITS

	2021	2020
	\$ 000	\$ 000
Liability for annual leave	2,379	1,887
Liability for alternative leave	154	224
Other accrual for employee entitlements	860	1,498
	<b>3,393</b>	<b>3,609</b>

### 17 FINANCE EXPENSE

	2021	2020
	\$	\$
Interest on lease liabilities (note 18)	(163)	(58)
	<b>(163)</b>	<b>(58)</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 18 LEASES

The Partnership leases various offices and equipment for terms of 2 to 10 years, with some contracts containing further extension options. Contracts may contain both lease and non-lease components, in which case the consideration in the contract is allocated to each component based on their relative stand-alone prices.

Payments associated with short-term leases, with a lease term of 12 months or less, and leases of low-value assets are recognised on a straight-line basis as an expense in profit or loss.

During the year ended 30 June 2021, there were additions of \$4,532k relating to a new Auckland head office lease, \$163k of interest expense relating to lease liabilities was recognised (2020: \$58k) and total cash outflow for leases was \$458k (2020: \$817k).

	2021	2020
	\$ 000	\$ 000
<b>Amounts recognised in profit and loss</b>		
Depreciation of right-of-use assets (note 9)	(504)	(343)
Interest expense on lease liabilities (note 17)	(163)	(58)
Expenses relating to short term or low value leases	(187)	(446)
<b>Opening Balance</b>	810	-
Additions	4,532	1,569
Disposals	(79)	-
Lease Payments	(458)	(817)
Interest	163	58
<b>Closing Lease Liability</b>	<b>4,968</b>	<b>810</b>
Current	446	312
Non Current	4,522	498
<b>Closing Lease Liability</b>	<b>4,968</b>	<b>810</b>

In June 2021, the Partnership entered into an agreement to lease a property in Wellington, due to commence on 1 October 2021.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 19 PARTNERS' CURRENT ACCOUNTS

	2021 \$ 000	2020 \$ 000
<b>Pegasus Health (LP) Limited</b>		
Opening balance	3,904	3,663
Contributions		
Capital introduced	-	-
Share of current year net income	3,171	2,332
	<b>3,171</b>	<b>2,332</b>
Distributions		
Capital repayments	-	(1,000)
Distributions	(1,844)	(1,077)
RWT credits distributed	-	(13)
	<b>(1,844)</b>	<b>(2,090)</b>
<b>Closing balance</b>	<b>5,231</b>	<b>3,904</b>
<b>ProCare Health (LP) Limited</b>		
Opening balance	3,904	3,663
Contributions		
Capital introduced	-	-
Share of current year net income	3,171	2,332
	<b>3,171</b>	<b>2,332</b>
Distributions		
Capital repayments	-	(1,000)
Distributions	(1,844)	(1,077)
Withholding Tax credits distributed	-	(13)
	<b>(1,844)</b>	<b>(2,090)</b>
<b>Closing balance</b>	<b>5,231</b>	<b>3,904</b>

The liability of the Limited Partners is limited to the capital contributions made to the Partnership.

All Limited Partners have an equal share in the profits of the Partnership and are equally responsible for its losses.

During the year ended 30 June 2021 there were no capital repayments made (2020: \$1,000k per Partner).

During the year ended 30 June 2021, no further capital was introduced (2020: Nil) and distributions of \$1,844k to each Partner were made (2020: \$1,077k).

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 20 RELATED PARTIES

For the purposes of this note, related parties include any of the following:

- Key management personnel
- Entities associated with the Partnership
- Directors of the General Partner and entities they control or have significant influence over

The Board of the Partnership are the Directors of the General Partner, Whakarongorau Aotearoa New Zealand Telehealth Services (GP) Limited (formerly known as Homecare Medical (General Partner) Limited). Board fees are paid to Pegasus Health (Charitable) Limited and ProCare Network Limited for their representatives on the Board.

Key management personnel are those people with the responsibility and authority for planning, directing and controlling the activities of the Partnership. Key management for the Partnership are considered to be the Executive Leadership Team.

Whakarongorau Aotearoa New Zealand Telehealth Services (GP) Limited is the General Partner of the Partnership.

Pegasus Health (LP) Limited is a Limited Partner of the Partnership. See Note 19 for transactions as limited partners.

ProCare Health (LP) Limited is a Limited Partner of the Partnership. See Note 19 for transactions as limited partners.

Pegasus Health (Charitable) Limited is the shareholder of Pegasus Health (LP) Limited, a Limited Partner of the Partnership. The Directors of Pegasus Health (LP) Limited are key management personnel of Pegasus Health (Charitable) Limited. The Partnership provides Virtual Medical Reception services to and rents premises and contracts services from Pegasus Health (Charitable) Limited. Pegasus Health (Charitable) Limited purchased services supplied by the Partnership to the Canterbury District Health Board.

ProCare Network Limited is the shareholder of ProCare Health (LP) Limited, a Limited Partner of the Partnership. The Directors of ProCare Health (LP) Limited are key management personnel of ProCare Network Limited. The Partnership rents premises, photocopiers and contracts services from ProCare Network Limited.

ProCare Health (PHO) Limited is a subsidiary of ProCare Network Limited, the shareholder of ProCare Health (LP) Limited, a Limited Partner of the Partnership. The Directors of ProCare Health (LP) Limited are key management personnel of ProCare Network Limited. The Partnership provides General Practice After Hours services to ProCare Health (PHO) Limited.

Clinical Assessments Limited is a subsidiary of ProCare Network Limited, the shareholder of ProCare Health (LP) Limited, a Limited Partner of the Partnership. The Directors of ProCare Health (LP) Limited are key management personnel of ProCare Network Limited. The Partnership provided Primary care Options for Acute Care After Hours services to Clinical Assessments Limited.

ProCare Fresh Minds Limited is a subsidiary of ProCare Network Limited, the shareholder of ProCare Health (LP) Limited, a Limited Partner of the Partnership. The Directors of ProCare Health (LP) Limited are key management personnel of ProCare Network Limited. The Partnership provides Virtual Counselling services to ProCare Fresh Minds Limited.

BPAC NZ Limited is an affiliate of Pegasus Health (Charitable) Limited and ProCare Network Limited. The Directors of Pegasus Health (Charitable) Limited and ProCare Network Limited are not key management personnel of BPAC NZ Limited. The Limited Partnership purchased integration services for General Practice and Patient Management Systems to support the Prostate cancer decision support service from BPAC NZ Ltd.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 20 RELATED PARTIES (continued)

	2021			
	Revenue	Related party receivable	Expenses	Related party payable
	\$ 000	\$ 000	\$ 000	\$ 000
<b>Key Management Remuneration</b>				
Board fees	-	-	300	-
Executive remuneration	-	-	2,144	-
	-	-	<b>2,444</b>	-
<b>Transactions with Related Parties</b>				
Pegasus Health (Charitable) Limited	39	11	287	13
ProCare Network Limited	7	-	796	181
ProCare Health (PHO) Limited	486	43	21	-
ProCare Fresh Minds Limited	13	-	-	-
BPAC NZ Limited	-	-	50	14
	<b>545</b>	<b>54</b>	<b>1,161</b>	<b>-</b>

	2020			
	Revenue	Related party receivable	Expenses	Related party payable
	\$ 000	\$ 000	\$ 000	\$ 000
<b>Key Management Remuneration</b>				
Board fees	-	-	383	-
Executive remuneration	-	-	1,617	-
	-	-	<b>2,000</b>	-
<b>Transactions with Related Parties</b>				
Pegasus Health (Charitable) Limited	39	26	300	12
ProCare Network Limited	68	2	127	26
ProCare Health (PHO) Limited	409	43	42	5
ProCare Fresh Minds Limited	3	-	22	-
Clinical Assessments Limited	-	-	38	-
	<b>519</b>	<b>71</b>	<b>529</b>	<b>43</b>

The number of executives have increased in 2021 due to the covid response and transactions are to be settled in cash under normal trade terms with the exception of capital transactions and distributions, refer to Note 19.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

### 21 IMPACT OF COVID-19

The COVID-19 (also known as Coronavirus) pandemic affecting people, businesses and economies across the world arose in the early part of 2020. Beginning in late March, the New Zealand Government implemented various measures to prevent and contain the spread of the virus, resulting in significant disruptions to workplaces.

As provider of the National Telehealth Service, the Partnership was essential to the Government's COVID-19 response and supported it in various ways.

### 22 CONTINGENT LIABILITIES

There were no known contingent liabilities at reporting date (2020: Nil).

### 23 CAPITAL COMMITMENTS

There were no capital commitments at reporting date (2020: Nil).

### 24 EVENTS AFTER BALANCE DATE

There were no events subsequent to reporting date that would affect the financial statements (2020: Nil).





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[feedback@whakarongorau.nz](mailto:feedback@whakarongorau.nz)



Auckland PO Box 9980, Newmarket, Auckland 1149

Wellington Private Bag 32002, Featherston Street, Wellington 6146

Christchurch PO Box 21412, Christchurch 8140



+64 (0) 9 354 7774