



ANNUAL REPORT 2020-2021

*Emerging stronger
through tough times*



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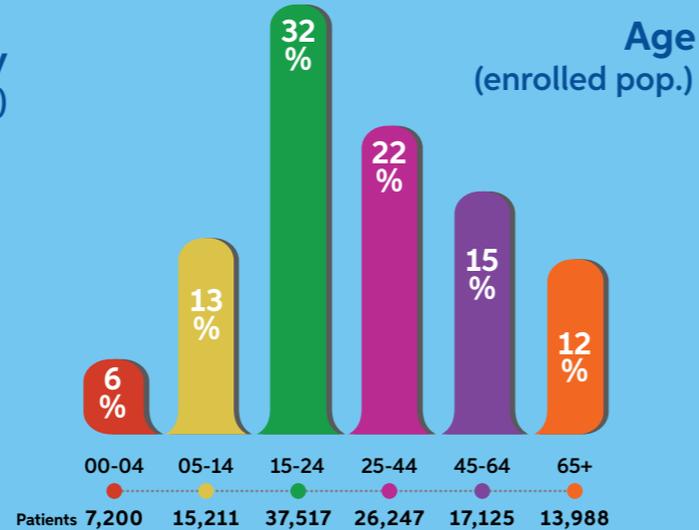
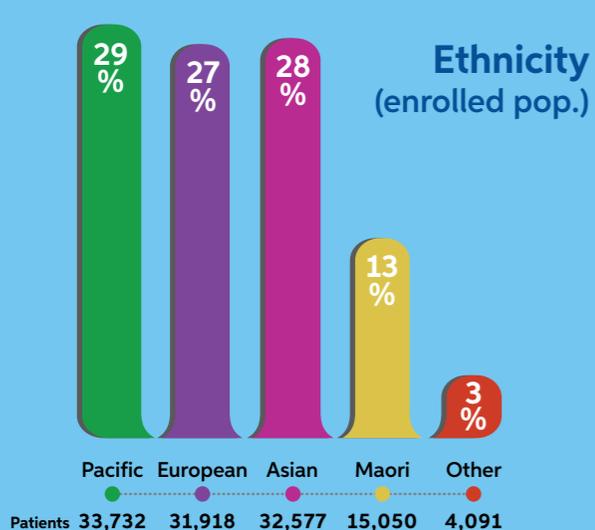
Network Snapshot

117,368



Total patient population

↓ 7% v's 2020/21



Network staff



About us

VISION

Strong families,
Strong communities,
Living well longer

MISSION

Transforming the health
and wellbeing of Pacific and
high-needs communities

VALUES

Compassion, Courage,
Trust, Respect, Service

Testimonials from our stakeholders

"I am overwhelmed with the caring work from the Alliance Health Plus Navigator Team. Referral to Pacific Community Navigator Service"

"The Pacific Community Navigator Service is a MUST to carry on and help people like me who are lost in the system and do not know where to go let alone where to start. Referral to Pacific Community Navigator Service"

"Thank you all for your hard work. Queen Street Medical Centre"

"We have always appreciated the prompt attention and support we receive, it is invaluable. We appreciate this immensely. Rosebank Road Medical"

"I could not believe there was a service like the Pacific Community Navigators. The staff contact us regularly, they are fantastic and have excellent engagement with our family. They have arranged a heat pump, new set of bunks, blankets, curtains and a WINZ green card for food assistance. A BIG THANK YOU. Referral to Pacific Community Navigator Service"

"Alliance Health Plus has been with us from the start, through planning the clinic, to providing guidance for our daily work; they are available day in, day out, and even on weekends! With their collective experience and hands-on style, Vanita and her whole team make us feel well supported and always assured that they are behind our clinic. We are happy and proud to be part of the AH+ family! Dr Frederick Goh, Royal Heights Doctors"

"Once again, words cannot express our gratitude for all the advice and help we receive from AH+. They are forever so helpful, always have the answers or will help to find the answer. They are our '0800 please help us'. Janice Choi, Grafton Medical"

"Very well informed and integrated team that acts and delivers in unison and in the best interests of the practitioner as well as the community at large. Dr Jitendra PAL, Selwyn House Medical Centre"

"I am ever-so grateful to the Pacific Navigators for helping me and my autistic nephew. I have been struggling for over 30 years but Alliance Health Plus is a life-saver organising WINZ food grant assistance, food parcels and free transport to see my doctor when I had been paying for expensive taxis. I had no idea a service like this existed. Referral to Pacific Community Navigator Service"

"The AH+ team gives our Practice support in some ways just like an extended family in times of need. Vanita is my go-to person when I have a clinical/administrative problem, as she always knows who to ask or where to get the correct solution. Dr Gopi Nayar, Otahuhu Family Medical Centre"

"A huge thank you to the Alliance Health Plus team for always being there for us. A special thank you to Fazmina for ensuring our new team members (the Health Coach and Health Improvement Practitioner) transition effortlessly into our clinic. Kia Kaha. Hall Ave Medical Centre"

"We are grateful for the support we receive from Wayne, Vanita and the team at Alliance Health Plus. Vanita is always there as a support regarding any need the practice may have. We have enjoyed working this year with Louise developing our Covid-19 vaccination centre and have appreciated her hard work. As always we have been supported well by Philippa and Anju as practice advisors. Thank you to the whole team. Jackie Burton, Waiuku Health Centre"

Performance Highlights

Our work throughout the 2020/21 year was dominated by the Covid-19 swabbing and vaccination roll out, yet we have maintained all our business as usual (BAU) activities and contributed to our strategic goals of engaging communities, increasing health equity, optimising performance and leading the future.

Here are some of our performance highlights in addition to BAU activity.



Chairman's Letter



Since 25 March 2020 when Hon Peeni Henare declared a national state of emergency and NZ entered its first COVID-19 alert Level 4, Alliance Health Plus (AH+) and its fellow PHOs in NZ have been front footing vaccinations, tracing, communications, triage, and community liaison.

For this year ending 30 June 2021 our AH+ Board, CEO Mr Wayne Williams, and his crew continued all the usual PHO support and funding operations for our General Practices Network. But more importantly we rewrote our best practices rule book to put patients and their GPs first. This meant that we invested in hardware, furniture, communications, and software enabling our CEO and his crew to safely deploy themselves anywhere and anytime with least compromise in safety or protection - into churches, community groups, popup vaccination / testing sites, schools' support, General Practices, and the three Auckland metropolitan District Health Boards' initiatives.

We know that this will continue into 2022.

On 21 April 2021 the Minister of Health Hon Andrew Little convened a function in Parliament's Banquet Hall to announce the future of NZ's Health & Disability System (HDS). It surprised all health sector stakeholders. Minister revealed transformation far beyond Heather Simpson's HDS Review recommendations. The Review failed to mention Pasifika health and the Māori health perspective split the Review Panel.

District health boards will cease operation from 30 June 2022. By consultation with their stakeholders PHOs will begin transition from 30 June 2022 into new locality based primary care entities. A DPMC Transition Unit headed by Mr Stephen McKernan now leads the necessary consultations, appointments and restructuring. I have expressed the AH+ Board's concerns directly to Hon Aupito Su'a William Sio, Associate Minister of Health. Also, to Mr McKernan.

On 16 December we farewelled our Chairman of Finance Audit & Risk, Mr Leo Foliaki. He led us through eight extraordinary years of service in which we experienced four changes of Health Ministry CEOs, a new government, four Ministers of Health, three Prime Ministers, complete changes in leadership and governance of Auckland's three district health boards, and a global pandemic. As a PWC Senior Partner Mr Foliaki's expertise properly established our AH+ risk mindset and financial practices. Thank you barely describes the debt we owe to Leo.

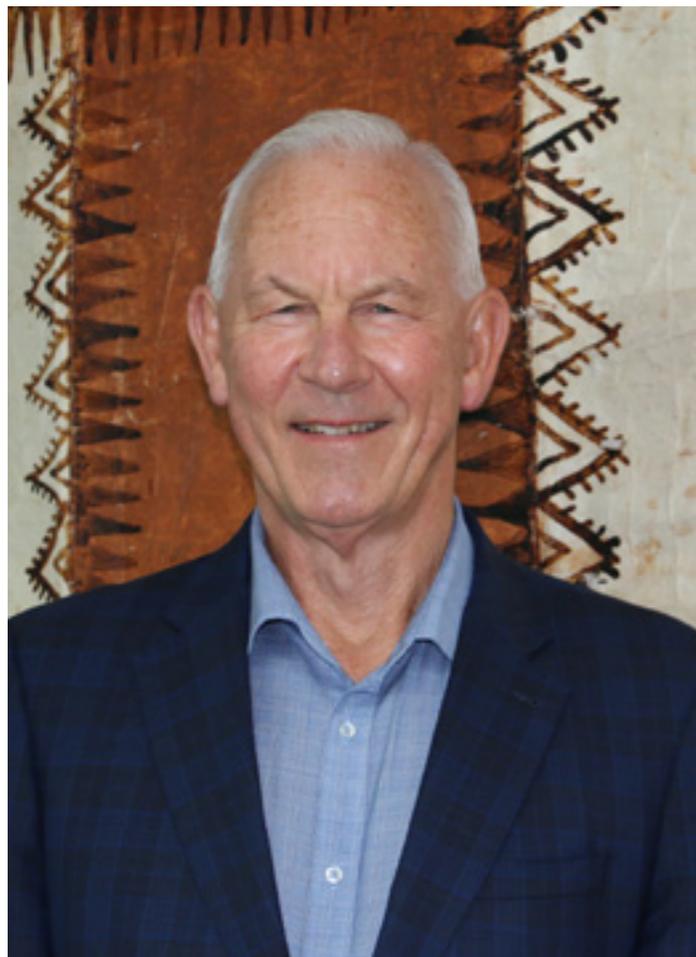
In the continuing COVID-19 environment we produced a small surplus of \$102k (was deficit of \$90k FYE 30Jun20). Net assets increased slightly from \$2.8M to \$2.9M. AH+ revenue reduced slightly to \$37.5M (\$38.9M FYE 30Jun20) but this is a one-off drop caused by patient numbers.

New Board Member Mr Luamanu (Lou) Maea Tu'u'u (since 16 September 2020) is our new Chairman of Finance Audit & Risk. And we formally welcomed, 21 July 2021, three new Board Members: Dr Pauline Kingi; Ms Vicki Sykes; Reverend Paulo Ieli. Our Board now numbers six. Dr Jim Primrose has moved from Board Membership to Independent Observership until he retires 31 December 2021.

Thank you as always to the AH+ General Practices and their staff. Thank you too to my fellow Board Members especially Dr Siro Fuata'i (Deputy & Establishment Chairman). And thank you to NZ Prime Minister Rt Hon Jacinda Ardern, Minister of Health Hon Andrew Little, COVID-19 Minister Hon Chris Hipkins, Associate Minister of Health Hon Aupito Su'a William Sio, Associate Minister of Health Hon Peeni Henare, CMDHB Chairman Hon Vui Mark Gosche, CMDHB CEO Fepulea'i Ms Margie Apa, and Director General Health Dr Ashley Bloomfield.

Mr Uluomato'otua Saulaulu Aiono ONZM, CHAIRMAN

CEO's Letter



Firstly, a huge thank you to frontline primary care clinicians in particular, for your relentless commitment and dedication to protecting and saving the lives of fellow New Zealanders.

Since the first NZ instances of Covid-19 cases early 2020 we went into Lockdown in late March 2020 and work-life changed almost permanently. We experienced working from home, Zoom fatigue and the challenges of balancing business and family life, demands on families with young children, redundancies and financial challenges. For many, pressures were significant, sometimes compounded by social isolation and the uncertainties of change.

The year to 30 June 2021 has been dominated by a continuation of Covid-19 swabbing activity and from March 2021, a parallel work stream of Covid-19 vaccination education, planning and implementation. Sites ranged from mass vaccination sites to pop-up churches, community centres, mobile outreach services, pharmacies and general practice.

Over the wider health system, in addition to Covid-19 we saw a large demand on ED services and greater levels of acuity in hospital admissions, partly related to surge demand accumulating from 2020, but also unexpected demand from respiratory illnesses during 2021. Coupled with international workforce unable to enter the country, this created huge pressure on clinical staff, manageable in short bursts, but with no sign of demand abatement, leading to exhaustion, burnout and industrial action.

Despite a relentless focus on Covid-19, we have maintained all our BAU activities and contributed to our strategic goals of engaging communities, increasing health equity, optimising performance and leading the future.

Some highlights of support to our network include coordination of the vaccination of primary care staff alongside DHBs to achieve success with the majority of our network. We also provided logistics management of PPE to all practices throughout the year.

We extended the roll out of the Integrated Primary Mental Health and Addictions programme (IPMHA) with Health Improvement Practitioners and Health Coaches across two clusters of practices (total 8). More examples are detailed later in this report.

Based on successful outcomes and the confidence of funders, the Pacific Equity team expanded the Pacific Community Navigator programme for a larger scale of Pacific families. A critical role played by the Pacific Equity team this year was Covid-19 vaccination collateral developed in multiple Pacific languages and in-person education delivered in Pacific churches. This has been very well received by Pacific communities, who had initially showed some vaccination-hesitation. The Pacific Equity team successfully implemented the Positive Parenting Active Lifestyle (PPAL) program to families with young children identified as being obese, supporting the families to change their lifestyle and enhance their children's future.

We continued our commitment to staff safety and wellbeing and our compliance requirements under the Health and Safety at Work Act 2015. This included the adoption of "The Mental Wellbeing by Design Framework" within the organisation, enabling explicit recognition of the potential harmful and positive enhancing dynamics of work design and the responsibilities of a Person Conducting a Business or Undertaking (PCBU) to ensure a happy and thriving work environment. We surveyed all staff and received substantial support for our workplace environment and culture.

Following the earlier acquisition of two general practices in Otahuhu to protect the interests of the community, we divested our interest in Alliance Family Health Care Otahuhu, to two committed community-focussed General Practitioners.

In terms of prudent financial management of taxpayer funds, we successfully managed our cost structure and reversed a budgeted deficit of \$100k to an audited surplus of \$102k.

In April 2021 the Government response to the Health and Disability Systems Review, unleashed an ambitious Agenda for transformation of the sector, with whānau and self-determination at the core of the systems change. We welcome the opportunities for the reform whilst acknowledging the additional burden on the system's entire workforce with Covid-19 swabbing and vaccinations for the past 18 months.

Following eight years' service as Trustee and the end of his term, Leo Foliaki resigned in December 2020. To strengthen and reposition our governance competencies in advance of the health reform agenda, we appointed Vicki Sykes in April 2021 and Dr Pauline Kingi and Reverend Paulo Ieli in July 2021. These appointments reflect the Board's quest for diversity of gender, ethnicity and community voice.

During 2020 we commenced a "Strategy Reset" project which anticipated the reform Agenda and determined our new Strategic Plan and Goals for 2022 -2025. This work included determination of a new Purpose designed to endure the uncharted seas that our waka will be navigating.

Wayne Williams, CA, CInstD, CEO

Our Board



Uluomato'otua (Ulu) Saulaulu Aiono ONZM BSc, MBA - Chairperson

Mr Aiono founded successful software technologies company COGITA in 1983. In 2011 he became an Officer of the New Zealand Order of Merit for services to business. He is the Rise up Trust Vice Chairman & Treasurer, Habitat for Humanity Greater Auckland Chairman and Finance Audit and Risk Committee Director, The Cause Collective Chairman, SensorFlo Chairman and Director of ViAGO NZ Ltd.



Dr Sirovai Fuata'i MBChB (Otago), Dip Obs (Auckland), FRNZCGP

Dr Fuata'i has been a General Practitioner (GP) for more than 25 years in Counties Manukau and is the Director of Baderdrive Doctors which has clinics in Mangere and Manurewa. He is also a Board member for The Cause Collective.



Luamanu (Lou) Maea Tu'u'u - B.Bus, ACA, ACIS, NCB Accounting & Finance

Mr Maea is an experienced Board Member with a demonstrated history of working across non-profit health and community organisations. Mr Maea is Director and Deputy Chairman at Habitat for Humanity Northern Region where he is also Senior Advisor International Programmes. He is a member of Chartered Accountants Australia and New Zealand, highly skilled in financial management and audit, program evaluation, policy writing, systems improvement and more.



Vicki Skyes - CMInstD, MSocP, Grad Dipl NFP Mgmt, LTh, Dip Tchg, BA

Vicki is an experienced CEO and has worked in governance roles across a range of human services and community sector organisations. She has worked in education and her governance roles have included organisations in the community services, retirement, housing, and financial services areas. Vicki is The Public Trust Director and Deputy Chair of the People, Culture, and Change Committee, Secretary for the Mangere Housing Community Reference Group, Trustee of the Anglican Trust Board and an Advisory Board Member at the Butterfly Trust.



Dr Pauline Kingi – BA, LLB, LL.M. MInstD, NZIM Fellow

Dr Kingi has extensive experience in the NZ Public Sector including a strategic role spanning 22 years as the Regional Director for the Auckland Regional Office Te Puni Kokiri, the Ministry of Māori Development. She has worked as a Council member of the new Council for NZ Healthcare Standards, at the request of the former Minister of Health, the Right Hon. Helen Clarke and has been conferred with an Honorary Doctorate from Auckland University of Technology. Dr Kingi holds many governance leadership roles including; Chairperson for Nga Whare Watea Ltd, Whanau Services Ltd, Co-Chair for Manukau Urban Maori Authority and Director at Te Whare Wananga O Muma. Dr Kingi is also a Board Member for AH+ sister trust, The Cause Collective.

Thank you to Dr Jim Primrose and Leo Foliaki who concluded their time as a Trustee in March 2021 and December 2020 respectively. Thank you both for your commitment and service as Board Members.

Our Senior Leadership Team



Wayne Williams CA, CInstD - Chief Executive Officer

Wayne has a wealth of experience in governance, senior leadership and financial management across the professional, government and commercial sectors, with over 25 years spent in the New Zealand health sector. Wayne is the Chair of the Auckland/Waitemata DHB Alliance Leadership Team and the Auckland Primary Care Leader's Group. He is also a Board Member for the Bay of Plenty DHB, an Independent Director at Third Age Health and Director at Alliance Management Services Ltd.



Umesh Chandra BCom, CA – Chief Financial Officer

Umesh is a Chartered Accountant with an extensive background in accounting and systems. He has many years of experience from working in senior financial leadership positions and managing large teams across the public and private sectors. Umesh is also the Chief Financial Officer for AH+ sister trust; The Cause Collective and he is a member of Chartered Accountants Australia and New Zealand (CAANZ).



Vanita Hira Diploma in Adult Teaching, Diploma papers in Management and Quality, Auditing Certificate - Practice Network Manager

Vanita has more than 30 years experience working in the health sector across the aged care residential, acute adult tertiary and primary care services, she has held senior quality positions at a number of health organisations and is also an RNZCGP certified assessor for Foundation, Equity and Continuous Quality Improvement modules, as well as a PHO auditor for TAS. Vanita has a history of building effective working relationships within primary health care and excels at project management, information systems, contract administration, service specification and provider development, performance management and clinical engagement.



Dr Hinamaha Lutui BSc, BCA, FRNZCGP, MBChB - Clinical Director

Dr Hinamaha (Hina) is Chair of the AH+ Clinical Advisory Group, Member of the Pacific GP Network and AH+ Lead for the Pacific People's Health Advisory Group and the Pacific Practice-Based Research Network. Hina represents AH+ and advocates for our network of practices at a number of governance level meetings including the Metro Auckland Clinical Governance Forum. Hina is a founding GP owner of Southpoint Family Doctors in South Auckland where she is a Clinical Teacher for Trainee Interns (University of Auckland), she is also a GPEP teacher and medical educator for the RNZCGP.



Karyn Ne'emias BCom, DipCom - Pacific Equity Manager

Karyn has an extensive background working in primary health care which includes a comprehensive understanding of general practice founded on many years spent working in the Practice Network Team. Karyn's lived Pacific experience assists in leading the Pacific Equity team, developing culturally appropriate models of care and initiatives to increase equity for Pacific families. Karyn is a Board Member for the Restored In Motion Trust.

The 2020/21 year was another interesting one heavily dominated by Covid-19 activity, firstly with a focus on swabbing and then preparation and roll out of the Covid-19 vaccination programme.

For the most part, 2021 began with general practice carrying out business as usual. The main difference was a huge backlog of work stemming from Covid-19 in 2020 and the uncertain environment driven by the possibility of alert level changes and/or lockdowns.

A silver-lining from Covid-19 was the normalisation of virtual meetings and online collaboration, with many organisations continuing to enjoy the benefits of virtual meetings despite the easing of restrictions in Aotearoa. Many of our meetings, particularly those with secondary care or those held in the evenings, continued to be conducted via Zoom which enabled us to maximise our time, improve attendance and of course reduce our carbon footprint. I am proud to say that the team quickly adopted virtual tools and utilised them fully to provide outstanding support to our practices during lockdowns.

Despite this, the AH+ Practice Network Team very much enjoyed reconnecting in-person with practices as restrictions eased, the face-to-face connection was certainly welcomed and appreciated by our practices too.

It is important we acknowledge the New Zealand Health Reforms which were announced on 21 April 2021 and the work that has taken place to-date by the Transition Unit and the AH+ Senior Leadership Team. Based on the announcement and the proceeding presentations from the Transition Unit we continue to work on unravelling what the changes will mean for primary care practices, the communities we serve and Alliance Health Plus. There will be a significant difference in how primary care is configured and the way we work with community localities in two to three years time. This piece of work will continue as more details about Health New Zealand, the Māori Health Authority and subsequent parts of the sector are revealed.

There have been some changes to our Practice Network Team over the last year, some staff such as Vanita, Philippa, Anju, Joe, Wayne Hussey, Jacinta and Moe have remained constant however, we said farewell to Pauline, Trisha and Dr Tana - who moved on to other new and exciting adventures. They say when one door closes another opens and we have been very fortunate to find excellent replacements in Louise, Fazmina and Dr Hinamaha (Hina). Our team works together cohesively to support our network of practices with clinical, business, I.T. and general support. Some brilliant testimonials from our network are displayed on page four.



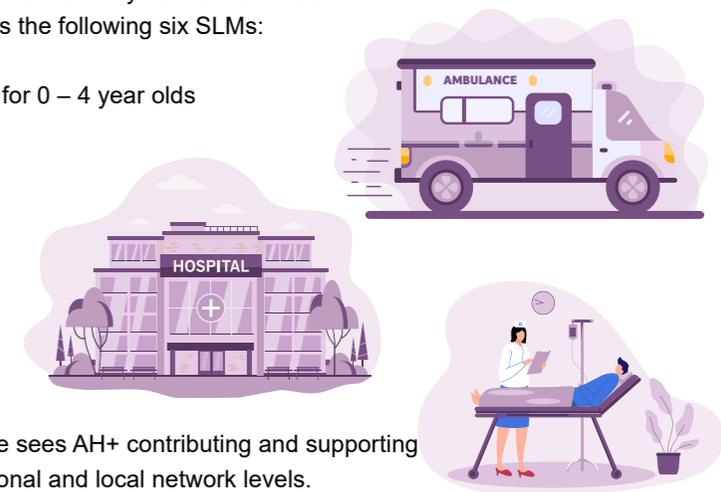
Back row L – R: RN Joe Glassie-Rasmussen, Moe Tu’ipulotu, Anju Verma, RN Louise Robertson, Jacinta Brown, RN Wayne Hussey
Front row L – R: Vanita Hira, Dr Hinamaha Lutui, Philippa Little, RN Fazmina Mohammed

System Level Measures & Targets

Alliance Health Plus continues to be actively involved in the Metro Auckland System Level Measures (SLM) steering and implementation groups. The SLM plan includes the following six SLMs:

- Ambulatory sensitive hospitalisation (ASH) rates per 100,000 for 0 – 4 year olds
- Total acute hospital bed days per capita
- Patient experience of care
- Amenable mortality rates
- Youth access to and utilisation of youth-appropriate health services
- Babies living in smokefree homes

As a PHO we lead the SLM for ASH rates for 0 - 4 year olds and we are dedicated and proactive in networking with relevant stakeholders to ensure a robust process in this area. This lead role sees AH+ contributing and supporting the improvement activities and contributory measures at both regional and local network levels.

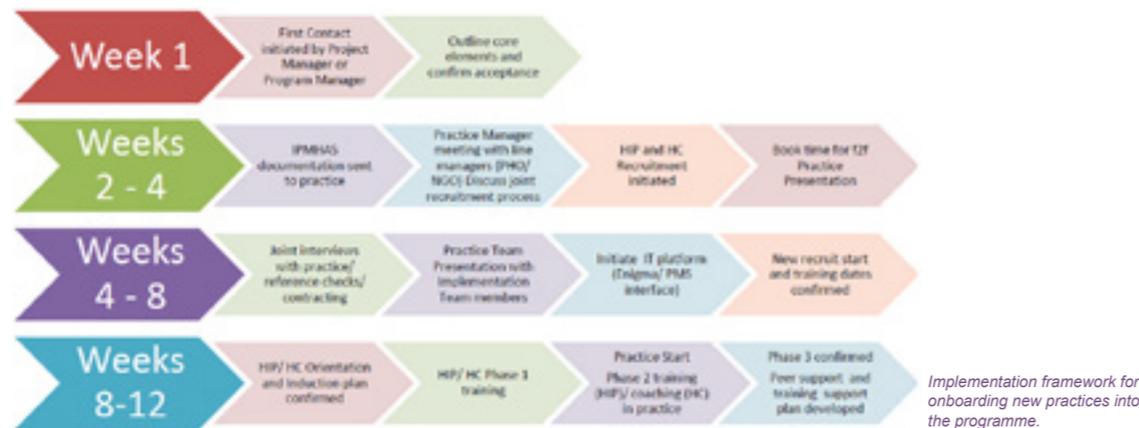


Integrated Primary Mental Health and Addictions Services (IPMHAS) Rollout

Practice Network

In 2020/21 the Ministry of Health introduced the 'Wellbeing Budget' Integrated Primary Mental Health and Addictions Services (IPMHAS) programme. Our AH+ Mental Health Team started the roll out of the program during 2020 and by the end of the calendar year we had our first Health Coach and Health Improvement Practitioner appointed in Avondale Family Health Centre Ltd, offering mental health support services to patients with long term and chronic conditions as well as support to improve overall patient wellbeing. After lobbying on behalf of practices and the populations they serve, we were also able to offer these services to an additional two central Auckland practices and we became the first PHO to create a cluster of practices enabling access to the service for smaller practices and their patients. The first cluster was created in early 2021 with five practices in Otahuhu and proactive recruitment has added a further two Health Coaches and two Health Improvement Practitioners to service these practices. We have also been successful in advocating for Waiuku Health Centre and a cluster of practices in Papakura to join the IPMHAS program and enhance the service across the CMDHB catchment. AH+ has been proactive in lobbying for more practices to access the program though timelines for the rollout are determined by the Ministry of Health based on the size, ethnicity and deprivation factors of the enrolled population.

We can already see the benefit that these new roles bring to both patients and practices.



Alongside the implementation of the IPMHA program and interruptions brought by Covid-19, 'business as usual' has continued with the provision of primary mental health services, albeit with a move to virtual sessions in some cases for GP and Nurse Wellness Support and extended mental health consults.

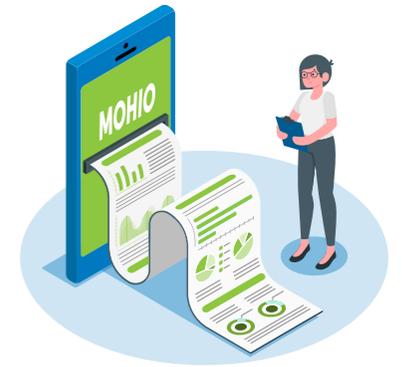
We know the demand for mental health and wellbeing services continues to grow and AH+ continues to call for a wider variety and volume of services for our communities.

Mohio

Practice Network

In April 2019 AH+ launched Mohio, a clinical support and reporting tool, to the practice network. Over 2020/21, we continued to work closely with the Mohio team to ensure the tool continued to meet the needs of our network and enrolled population. We also added new forms, tools and templates to the initial Mohio suite, some of these are listed below:

- Development of podiatry referral and session forms to enable a streamlined process for patient referrals to podiatrists and reporting back to the patient's GP
- Automation of monthly and quarterly podiatry reporting
- Development of a Pacific Navigator Referral Form
- Implementation of an FFP Activity Tracking Form
- Implementation of a revised CVDRA Form
- Implementation of a Palliative Care Form for our Waitemata District Health Board practices
- Development of Health Improvement Practitioner and Health Coach Forms to enable streamlined referrals, sessions and reporting
- Worked closely with Mohio on the migration of Karo to ensure a smooth transition

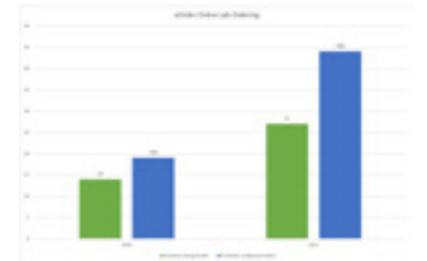


Digital Tools

Covid-19 caused an uptake in the use of digital tools across most industries and for health this included the use of telehealth tools. The utilisation of telehealth tools continues to increase across our network of practices.

eOrder – Online Lab Ordering

The number of practices using eOrder, the paperless lab order system, increased from 14 in 2020 to 27 in 2021. The percentage of labs being ordered via eOrder increased from 19% in 2020 to 44% in 2021.



Video Consults

15 practices continue to deliver video consults using tools such as; doxy.me, Zoom, MMH, Dr Info and WeChat.



E-Prescribing (NZePS)

All AH+ practices are enabled for e-prescribing and 16 are using reScript. As at 30 June 2021, 114,782 paperless e-prescriptions were sent using reScript, a large increase of over 100,000 since June 2020.



Our Practice Network

Practice Network



Opening in 2021/22; Dynamic Family Doctors and Royal Heights Doctors.

Practice Network

Healthcare Associated Infections Trial

ACC contracted Synergia to develop a principle based guidance programme to prevent and manage Healthcare Associated Infections (HAI). Healthcare Associated Infections (HAI) are the most frequent ACC claims for treatment injury.

We are proud to have trialled the HAI Guiding Principles developed by Synergia, implementing them as a pilot in two of our network practices; Lifeline Medical Centre and Waiuku Health Centre. These guiding principles recognise the importance of collaboration and partnership across the health system to provide safe and quality care.



Synergia acknowledged the contribution from AH+ and the practices involved:

"Alliance Health Plus was an integral part of the ACC Healthcare Associated Infections Guiding Principles pilot. It was very important to have primary care represented at both PHO and general practice levels. Through the participation of the PHO and the two practices we were able to better understand the real world implications of implementing quality improvement initiatives to address infections associated with health care, that are often poorly identified. Understanding the size of the issue through monitoring and coding means that the causes can be addressed and healthcare harm reduced."

RNZCGP Quality Improvement Standards

'New and simplified' that's what the marketing said and that's what they are. The updated standards provided for general practice by the Royal New Zealand College of General Practice (RNZCGP) have been used by multiple practices over the 20/21 year and both the practices and AH+ staff can confirm that the Foundation standard, the Equity standard and the Continuous Quality Improvement standard are all much more simple, easy to interpret and realistic, than the previous standards.



Over the 2020/21 year we have supported and gained Foundation certification for 13 practices.

Feedback regarding our paperless systems which incorporate examples, tools and templates, have been well received by practices who commended the support provided by AH+ staff Jacinta Brown and Selaima Masima. Practices appreciate that Vanita Hira is an accredited assessor and familiar to our network of practices.

AH+ Practice Network Award Winners 2020/2021

Unfortunately for the second year in a row, our Annual AH+ Awards Celebration was cancelled due to Covid-19. Regardless, we feel proud to acknowledge the outstanding achievement of our network. Our practices have worked with dedication, commitment and compassion as Covid-19 has been in our communities and at our borders.

The Auckland region has seen more weeks in strict lockdown than any other area in Aotearoa, this placed increased pressure on primary care to not only quickly deliver

Covid-19 services such as swabbing, but to also deliver care for the backlog of general healthcare demands, as restrictions were eased. We applaud the incredible dedication of our practices and appreciate all the effort given to keep communities safe.

Congratulations to all practices but particularly the national target award winners named below who have excelled despite all the challenges that came with the 2020/21 year.

Winners – High Needs Population

Award criteria: Maori, Pacific or Quintile 5 with at least 15 eligible patients in categories of small (0-2,000) & large (2,000+) high needs enrolled population that met target across the 12 months from July 2020 - June 2021.

Immunisations		Smoking Brief Advice	
Practice size:	8 month olds fully immunised Target 95%	Practice size:	Smoking Brief Advice Target 90%
Small	Hong Kong Surgery (100%)	Small	Queen Street Medical Centre (100%)
Small	Caring Clinic (100%)	Large	Lifeline Medical Centre (98%)
Small	Auckland City Doctors (100%)		
Small	Victoria Park (100%)		
Small	Queen Street Medical Centre (96%)		

CVD Assessment and Management		Diabetes Assessment and Management	
Practice size:	CVDRAs - population that have had a Cardiovascular Risk Assessment Target 90%	Practice size:	DARs - population that have had a Diabetes Annual Review Target 90%
Small	Queen Street Medical Centre (100%)	Small	Queen Street Medical Centre (100%)
Large	Fellbrook Medical Centre (95%)	Large	Langimalie Onehunga (93%)

Cervical screening	
Practice size:	Population that have had a Cervical Screen Target 80%
Small	Queen Street Medical Centre (95%)

Winners - Total Population

Award criteria: At least 15 eligible patients in categories with total enrolled population of small (0-2,500), medium (2,501-5,000) & large (5,000+) enrolled population that met target across the 12 months from July 2020 - June 2021.

Immunisations		CVD Assessment and Management	
Practice size:	8 month olds fully immunised Target 95%	Practice size:	CVDRAs - population that have had a Cardiovascular Risk Assessment Target 90%
Small	Queen Street Medical Centre (97%)	Small	Queen Street Medical Centre (100%)
Medium	Lifeline Medical Centre (95%)	Medium	Southpoint Family Doctors (94%)
		Medium	Otahuhu Family Medical Centre (94%)
		Large	South Seas Healthcare Trust (93%)

Smoking Brief Advice	
Practice size:	Smoking Brief Advice Target 90%
Small	Queen Street Medical Centre (99%)
Medium	Lifeline Medical Centre (98%)

Diabetes Assessment and Management		Cervical screening	
Practice size:	DARs - population that have had a Diabetes Annual Review Target 90%	Practice size:	Population that have had a Cervical Screen Target 80%
Small	Queen Street Medical Centre (100%)	Small	Queen Street Medical Centre (98%)
Medium	Langimalie Onehunga (93%)	Medium	Elstree Ave Family Doctors (87%)

Our Clinical Team

The AH+ Clinical Team is highly skilled and extremely experienced with a wealth of clinical expertise shared between the five team members. Lead by Dr Hinamaha (Hina) Lutui, the team includes RNs Louise Robertson, Joe Glassie-Rasmussen, Fazmina Mohammed and Wayne Hussey.

Throughout 2020/21, the team has continued to engage with practices providing clinical support across a range of areas and in a variety of ways. This support has included reporting & assisting with targets, immunisations & cold chain, cervical smear clinics, long term condition support, credentialing, professional development, new contract implementation, recruitment & orientation of nurses, coaching & mentoring and problem solving.

AH+ Clinical Director Dr Hina Lutui, has been heavily involved in key governance forums across the Metro Auckland region such as the Auckland Primary Care Leadership Group and the Metro Auckland Clinical Governance Forum. She is also the sole primary care representative on the regional DHB planning group, working to bring a Pacific view to future health care. Dr Lutui also contributes to the Ministry of Health review of planned care within the secondary health sector. Her strong voice as a senior Pacific clinician and practice owner, advocates for our network of practices and the Pacific populations for whom we strive to reduce inequities.

This year in particular it has been important for PHO clinical leaders to collaborate and unite to advocate for funding and the delivery of services in primary care. The HPV self-swabbing and provision of LARCs are examples of these services.

Here are some of the AH+ Clinical Team's key achievements in the 2020/21 year. As you will see the team has been very busy working to ensure a primary care perspective, along with a Pacific perspective, is included at all levels of planning and care; from governance to the frontline.

Practice Network

Transition of the AH+ Clinical Governance Committee to Clinical Advisory Group, moving the pressure of governance responsibility to an advisory role. This meets the intent which is to provide objective clinical systems and practice management advice to AH+, thus enabling us to support improvements in quality care and patient experience across our network.

Representation on the Pacific-led endometrial cancer working group and the abnormal uterine bleeding clinical pathways project group, with a focus on equity for Pacific and Māori women.

Dr Hina Lutui was invited by the Ministry of Health to sit on their Clinical Advisory Group for the management of Covid-19 care in the community. This enables her to bring a Pacific and a primary care voice to the table.

Clinical team members Louise and Joe, along with other members of the AH+ team participated in Covid-19 education sessions with the Pacific community, providing reassurance and reducing Covid-19 vaccine hesitancy.

As a result of the need created by Covid-19, Fazmina and Wayne Hussey have worked alongside our Pacific Equity team developing tools to support the mental health of our Pacific community.

Louise, Joe and Fazmina played critical roles supporting our vaccinating practices in preparing for their Covid-19 vaccination Quality Assurance assessments and have provided outstanding support to practices during lockdowns, both virtually and in-person (when necessary).

Fazmina is the PHO lead for the primary care LARC credentialing programme. She is a strong advocator for the programme to be rolled out using a pragmatic approach to see timely benefits for patients and clinicians alike.

Members of the clinical team have worked closely with the Manukau Institute of Technology (and other tertiary institutes) providing appropriate options for valuable clinical placements. The team have collaborated with DHBs to support New Entry to Practice Nurses (NETP) into primary care settings and have been active in encouraging the Pacific nurse workforce into postgraduate nursing study.



Fazmina supporting Covid-19 swabbing



Wayne Hussey supporting Covid-19 vaccinations

Practice Network



Joe and Louise providing support to vaccinating practices



Post Graduate Nursing Session hosted by the AH+ Clinical Team



Dr Lutui speaking at a Covid-19 community education session

SUPPORTING PRIMARY CARE THROUGH COVID-19

Covid swabbing

Although 2020/21 saw Auckland at Alert Level 3 only twice, swabbing continued throughout the year from June 2020 to June 2021 and it is ongoing today with practices providing swabbing services to those who meet specific health criteria, as well as supporting the swabbing of those who need it to meet employment requirements.

During lockdowns the demand for swabbing increased for practices and the Community Testing Centres (CTCs) across the region. As a result, CTC staffing often became stretched beyond capacity and on a number of occasions AH+ staff (both clinical and non-clinical) were able to support DHBs, making themselves available to work at CTCs at short notice and for extended hours to assist with the increased workload.



AH+ staff assisting with the set up and staffing of Covid Community Testing Centres

Fit testing our practices

As part of the Covid-19 response framework, practice staff were required to undergo 'fit testing' for NP5/P2 masks before they could order mask stock.

We can proudly say that we were the first PHO to provide fit testing to all our network clinics, with a team of just three AH+ team members fit testing 160 staff across our practices.



The vaccination rollout

The Covid-19 vaccination programme started in February 2021 and AH+ proactively lobbied DHBs to allow practice network staff and PHO staff (who are regularly in general practices providing support services) to be amongst the first cohort of vaccinated people in Aotearoa. In total 367 staff across our network received their Covid-19 vaccination via this process.

Our practices have been actively preparing to do their part in vaccinating our team of 1.6 million in the Auckland Region. AH+ along with the other regional PHOs have carried out an enormous amount of work to support the delivery of Covid-19 vaccinations in general practice, particularly for the practices in 'tranche one' who were the first group in the Auckland region to start vaccinating their own population and local community.

Tranche one consisted of eleven practices and three of them; Tongan Health Society, Waiuku Health Care and Bader Drive Doctors, are part of the AH+ network. These three practices must be acknowledged for their exceptional work over and above 'business as usual'. The learnings from these practices helped to streamline the process and requirements for delivering Covid-19 vaccinations in general practice, they are now simplified and offer a more practical application within primary care as a number of our other practices begin to vaccinate their population. AH+ continues to work with the Northern Region Health Coordination Centre on further refinements intended to eventually help merge Covid-19 vaccinations into everyday general practice BAU.



Bader Drive Doctors Quality Assurance Assessment. L-R: Louise Robertson AH+, Jane Grant ADHB Registered Nurse and Assessor, William Apa Bader Drive Doctors Business Support Manager.



Bishop Medical Centre ready to vaccinate

We must acknowledge the outstanding work of RN Louise Robertson, AH+ Clinical Lead Projects and Change who led the coordination of the Covid-19 vaccination roll out within our practices. She has worked tirelessly and put in numerous extra hours supporting our practices to become Covid-19 vaccinating clinics, seeing them move successfully through their 'Wet Run' and Quality Assurance audit.

Pacific research & co-design

The Pacific People's Health Advisory Group (PPHAG) was formed in 2017 with the support of AH+. The group provides a way to engage the Pacific community around new initiatives, health care delivery and research. Subsequently, the Pacific Practice Based Research Network (PPBRN) was formed in 2019 bringing together the community (PPHAG), practices, the PHO and university researchers to identify areas of relevant research.

In 2020/21 PPHAG and PPBRN welcomed University of Auckland Researcher Leads Dr Siohban Tu'akoi and Dr Samuela Ofanoa. Siohban will be co-designing a targeted health promotion intervention for sustained rheumatic fever and rheumatic health disease prevention strategies in South Auckland Pacific communities. Samuela will be co-designing with the collaborative, looking at an interventions to assist prevention of gout and improving the uptake of gout prevention medication amongst Pasifika in South Auckland.

The PPHAG and PPBRN met in person in November 2020 and again in May 2021 to begin talanoa on these projects. The group adapted well to Zoom meetings during the Auckland Covid-19 lockdowns enabling work to continue.



Members of PPHAG, PPBRN, UoA Researchers and AH+

Workforce development at AH+

Over the past year, Alliance Health Plus has continued to host interns from the University of Auckland through our own AH+ Internship Programme and TupuToa. Our TupuToa intern, Mercy Leilua, joined the team working alongside our Health Intelligence and Informatics Lead investigating the use of Karo Data Management with the aim of reducing duplication and improving efficiency of reporting. Although Mercy's placement ended and she commenced her final year of tertiary study, we were pleased to have her return in June to assist our Pacific Equity Team, supporting their work with the community.

We know that having Pacific people in health roles benefits our Pacific communities, however there continues to be a shortage of Pacific people working across the health sector. The focus of our workforce development is to support and encourage the future Pacific health leaders of Aotearoa.

We are hosting three interns who are in their final year studying a Bachelor of Health Science at the University of Auckland. Their projects provide support to our Pacific Equity and Communications teams.



TupuToa intern Mercy Leilua and AH+ Board member Leo Foliaki.

Pacific Equity

The Pacific Equity Team continues to be the fundamental link between health initiatives and Pacific communities – focusing on improving health equity and wellbeing for our Pacific people.

What became evident in the past year and was highlighted by Covid-19, was the barrier of access for many of our Pasifika people. We thank the Pacific providers within our network (Bader Drive Doctors, Cavendish Doctors, Southpoint Family Doctors, South Seas Healthcare and Tongan Health Society) for caring for 47% of our enrolled Pacific population. The remaining 53% of our Pacific in the mainstream system were unable to access some of the benefits that come with being enrolled with a Pacific Provider. We are pleased that a number of initiatives this year have enabled us to work alongside the AH+ Practice Network team to navigate those patients to these services.

Our Pacific Equity Team holds the funding for the Integrated Services Agreement (ISA), Well Child Tamariki Ora (WCTO), Self-Management Education (SME) contracts and others. We thank all our Pacific Providers for supporting AH+, in ensuring that these contracts are delivered to our communities.



Top row: Aumua To'o Vaega, Karyn Ne'emia, Sinia Saafi
Bottom row: Nainai Tipelu, Malae Sanders, Talalelei Misikopa

Integrated Services Agreement (ADHB)

The primary purpose of the Integrated Services Agreement (ISA) is to deliver a series of interventions that will contribute to achieving better health and social outcomes for families who are identified as high needs. After a patient is identified their needs are assessed, along with the needs of their household, and a tailored plan is developed for the family. The health provider then seeks the necessary interventions required to provide the best care and assistance.

During the 2020/21 year, Covid-19 demanded that our Pacific Health Providers go above and beyond to serve their communities, providing both swabbing and vaccinations. We would like to acknowledge our three ISA providers; Bader Drive Doctors, South Seas Healthcare and Tongan Health Society, who continued to deliver ISA services alongside their business as usual and Covid-19 related services.

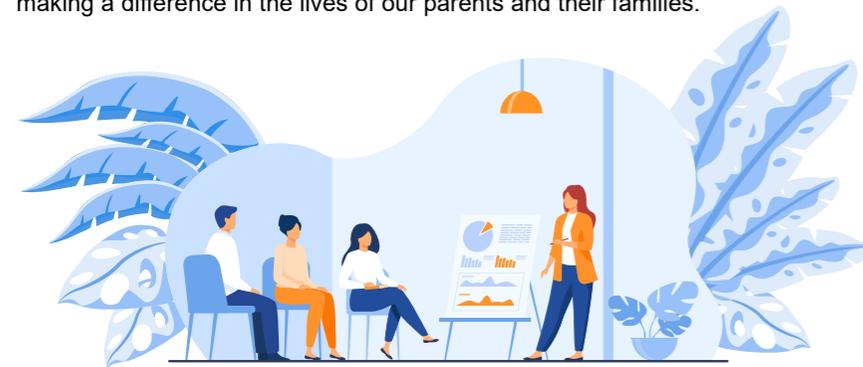


Positive Parenting Active Lifestyle (PPAL)

As Pacific people, we are familiar with the Bible's teachings from the book of Psalms that "Children are a gift from the Lord; they are a reward from him." Many parents are thrown into their role ill-equipped but they do the best they can. This programme on positive parenting and having an active lifestyle is about enhancing the knowledge parents already hold. PPAL has proven to be a very successful programme helping more than 229 families in 2020/21, with programmes continuing during Covid-19 lockdowns as groups moved their sessions online and found new ways of working.

AH+ successfully tailored this mainstream programme into a Pacific context, with facilitators becoming trusted teachers of facts and figures during this nine week programme. Sadly, the funding for this thriving programme ceased on 30th June 2021, however, we are finding ways to include the teachings of this programme into other similar work.

We would like to acknowledge the facilitation skills of our group facilitators, Akesa Fifita & Kasalanaita Puniani, our supporting facilitators Rev Ali'imau Toiaivao & To'oto'o Faau'u Fono, as well as the many facilitators who trained and provided one-on-one sessions with parents. The wonderful leadership of AH+ Programme Manager Sinia Sa'afi provided a solid foundation from which success was built. Malo 'aupito Sinia and your team of facilitators for making a difference in the lives of our parents and their families.



Pacific Equity



Ako Teu Fungani PPAL graduates



Otahu Methodist Church PPAL graduates



Kingdomized Group Western Springs PPAL graduates

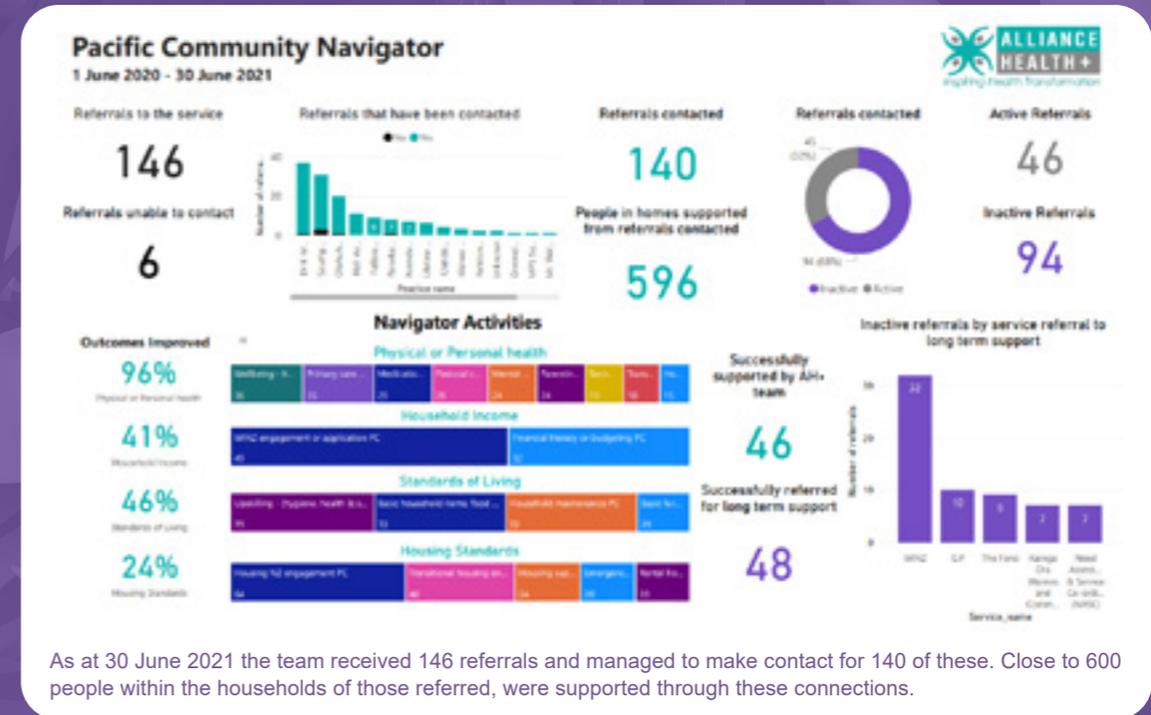
Pacific Community Navigators

Pacific Equity

The pilot which began in early 2020 as a response to Covid-19 continued into 2021 with the service extending to the South Auckland community thanks to CMDHB. The service has become the "social service referral" for our general practices in the AH+ Network, and we also receive referrals directly from the Pacific community who are encountered through engagements such as Covid-19 church education sessions and Rheumatic Fever education sessions.

Of the 117,000 patients enrolled with AH+ practices, 29% are Pacific and of that, 53% are enrolled with mainstream providers within our network. Over the past year, this service has contacted 140 referrals and indirectly supported 596 Pacific people. There has been a lot of learnings which we use to constantly improve the service that we provide to not only our Pacific people, but also to our GP practices who are rarely included in any correspondence from other services once they have referred. The service deals with our most at risk Pacific people but we have seen referrals of non-Pacific patients who have been stuck with no assistance, and not knowing where to go for help.

Our three Pacific Community Navigators have a passion and heart to help. Their motto is that when the patient and their families leave our service, they are better off than when they were referred to us. We have found that many of our patients who have been elusive to their GP clinics, are more responsive after being under the care of our Pacific Navigators, showing that many barriers preventing our Pacific from attending their health care appointments, are social.



As at 30 June 2021 the team received 146 referrals and managed to make contact for 140 of these. Close to 600 people within the households of those referred, were supported through these connections.

Health Village Action Zones (HVAZ)

Pacific Equity

Parish Healthcare

AH+ continues to work with 14 Samoan churches under the HVAZ programme, growing the strong relationships that have formed between our team, the Church Ministers and their congregations, over 10 years.

During 2020/21 a significant amount of our work was focussed on providing information and resources to empower communities to navigate the Covid-19 pandemic safely.

Although we were required to remain physically distanced during the Covid-19 lockdowns, our HVAZ Coordinator, Aumua To'o Vaega continued to provide virtual and contact-less support to our network of HVAZ churches. This included information, updates, delivery of masks and links to social service support if required.

*"Despite being locked down, we are comforted by the fact that your team, through Aumua To'o Vaega, has not forgotten us as each week he calls to catch-up and emails to update us."
- Rev Featunai Liuaana, Congregational Christian Church of Samoa, Sandringham.*



Members of the Samoan Methodist Church Fetu Ao



Members of the Samoan Methodist Church Avondale



Members of the Samoan Methodist Church Avondale

Following requests from our churches for in-person Covid-19 education sessions in Samoan language, our AH+ team held eight education sessions on evenings and weekends (see page 35 for more on the education sessions). The team were grateful for the hospitality when we were hosted by our churches. Whether we worshipped together on Sunday mornings or fellowshiped during the weekend, we always left the churches feeling as though we were one. Viia le Ali'i.

Alongside this work, the important 'business as usual' continued including supporting churches to write their health plans and checking in with them on a regular basis. Covid-19 has restricted church gatherings so church communities have been creative in their challenges and physical activities to stay active.

AH+ also contracts Tongan Health Society to work with 14 Tongan churches under the HVAZ programme.

AH+ Pan-Pacific Resiliency Programme

Pacific Equity

In 2019, AH+ decided to develop a Pan-Pacific Resiliency Programme based on the resiliency model and framework developed by Sharon Shea, termed Manawaroa. Manawaroa is a Māori model of resilience and its purpose is to support Māori whānau to recover from adversity and enjoy improved health and wellbeing outcomes.

The AH+ team completed training on the Manawaroa framework delivered by Stacey McGregor (Shea Pita & Associates), this provided an in-depth understanding for the work ahead.

AH+ opted to start with the development of a Tongan Resiliency Pilot Programme. A collaborative project between AH+ and The Tongan Catholic Chaplaincy (TCC) developed the Paletu'a Resiliency Pilot Programme, funded by Foundation North. We acknowledge the leadership and spiritual guidance of head Priest of TCC; Father Line Folaumoeloa who also named the programme and the hard work of the entire collaborative.

Paletu'a used the Manawaroa model as a foundation with a session on financial resiliency added as a result of the co-design with the community. The six session pilot programme formally began in July 2021 both in-person and via Zoom. Evaluation is now taking place and the next step is the translation into a Pan-Pacific Resiliency Programme.



Co-design of this programme was done at each session through talanoa.

Rheumatic Fever Health Promotion

Following successful Rheumatic fever campaigns across the Metro Auckland region, AH+ was contracted by the Ministry of Health to provide Rheumatic fever health promotion to those who are most impacted by this illness; Samoan and Tongan communities. Our work concentrated on the suburbs of Mangere, Otara & Manurewa as these areas see the highest number of cases in the region. Campaign activity focused on key messages which were shared through church education sessions and church video creation, radio ads and quizzes and social media.



Education session at Tokaikolo Tongan Church Mangere

Social media activity reached over 208,500 people and the polling of youth on Instagram received 5,376 responses uncovering a clear knowledge gap around sore throats and their link with Rheumatic fever. This campaign continues into 2022 to address findings from 2020/21.



A NiuFM giveaway winner

Supporting our community through Covid-19

The Covid-19 vaccine was a hot topic in 2020/21 and the introduction of a new vaccine developed within a short time-frame and produced in a different way to traditional vaccines, created uncertainty for many in our Pacific community.

AH+ was in a privileged position to be able to connect with many churches (HVAZ churches and many outside the HVAZ programme) and community groups around Auckland to help alleviate vaccine hesitancy.

Pacific Equity Manager Karyn Ne'emias sat on a number of planning groups across the sector, developing Covid-19 vaccination communication and health activity across the region.

The AH+ Covid-19 vaccination education sessions were delivered by a panel of Pacific clinicians sharing factual information.

"We are all good in the Love of God also thanks for your service with your staff, let us stand together against Covid. Alofa atu God bless."

– Rev Fogalele Iosia, Samoan Methodist Church Mt Roskill

- Question and answer format, the community set the pace and direction of each session.
- Delivered in English and Pacific language/s.
- Pacific panel of clinicians formed from AH+ staff and contacts across the health sector.
- Translation was carried out by one of the AH+ Pacific Equity team if required.
- Any and all questions were welcomed and discussed until the guest was satisfied.
- Specific collateral was developed in English and Samoan language.
- During times of lockdown, the education sessions were moved online.



Tongan Church of Latter Day Saints, Mangere



Samoan Methodist Church, Grey Lynn



Samoan Methodist Church, Ponsonby

Health Reforms – the new horizon

We have kept close to the Government's initiatives culminating in the Minister of Health's reforms announcement on 21 April 2021 and the subsequent updates and dialogue with the Transition Unit.

Key characteristics of the reforms are:

- Whanau at the centre of everything
- Investment for Maori and Pacific equity of outcomes
- One national health system for consistency of commissioning and contracting
- Creation of Health Zealand and a Maori Health Authority, working in partnership
- This partnership working at regional, district and locality levels
- Flexibility for locality variation to service specific community needs
- A network of hospitals and specialist services
- Strong primary care and extended general practice teams
- A comprehensive revamp of the current capitation funding model
- Alliancing with social service agencies and provider networks
- A focus on locality networks
- Over time, cross government collaboration and funding models recognising the social determinants of health
- Investment in data and digital infrastructure and initiatives

We continue to work on initiatives and plans that maintain strong primary health care through our general practice network, including Pacific providers and communities, in the new health environment.

Examples of this work are:

- Development and delivery of Rito Pasifika - a set of online training modules for non-Pacific staff working with Pacific populations.
- Partnerships with providers of services that support the social determinants of health to enable wrap around support and improved linkages and access for general practices and patients.
- Implementation of group psychology sessions to meet the growing demand on mental health services
- Expansion of the Integrated Mental Health and Addictions programme across more AH+ practices
- Expansion of the resiliency programme to broaden the scope and coverage to a wider group of Pacific peoples
- Roll out of the Pacific Pregnancy and Diabetes Programme supplementary to the Best Start Baby programme, ensuring Pacific babies get the best start in life and access to services and to monitor pregnant mums with gestational diabetes.
- Roll out of our Pacific Community Navigator service to the wider Pacific community
- Collaboration with community groups on initiatives that will support better health outcomes and health promotion/prevention.

Corporate Services

The 2020/21 year saw the Corporate Team remain heavily involved in a number of key operational areas including -financial management, contract management, information management and communications for AH+. The provision of IT support for the Practice network during the ramping up of Covid-19 vaccinations was a highlight. The team continues to strengthen the PHO's security measures against ever present cyber security threats to patient data. The Covid-19 environment has not disrupted General Practice and Provider payments and customer service to all stakeholders, including internal staff, continued unabated.

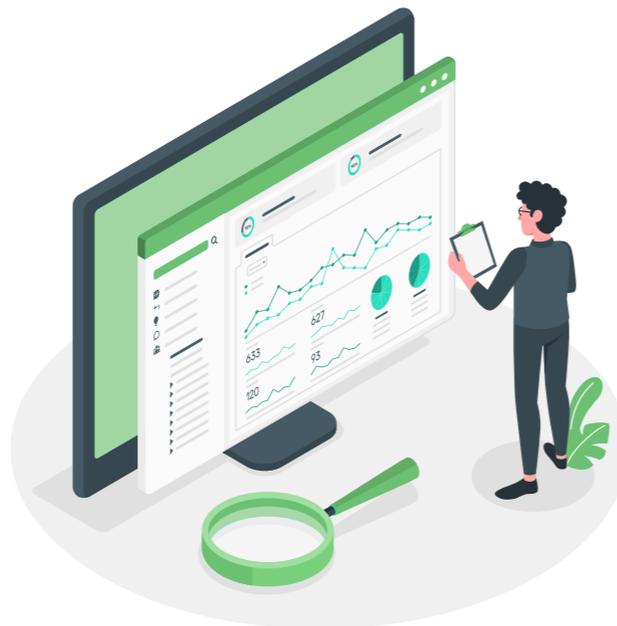
Regular communication to the practice network continues via 'Health Hub' and the new professional development email calendar; 'Education Hub'. Pacific stakeholders are kept up-to-date with eNewsletter 'Pasifika Post'. AH+ activity on social media spans Facebook (@mamashouseAH), LinkedIn (alliance-health-plus-trust) and Instagram (@alliance.health.plus).

Contracts & reporting

During 2020/2021, AH+ had 67 revenue contracts with external funding agencies including the Ministry of Health and the Metro Auckland DHBs. Of these, 52 were managed by the Practice Network Team and 15 were managed by Pacific Equity. Corresponding back-to-back agreements with practices and providers numbered 365. Performance Monitoring Reporting was required for 61 of the Revenue contracts with all submitted successfully during the course of the financial year.



Top L - R: Simon Warbrick, Amanda Crichton, Anson Huang
Middle L - R: May Harper, Umesh Chandra, Hue Chung
Bottom: Rebecca Lam



Financial Overview

Total revenue:
\$37.6 million

Largest source of revenue
First contact care capitation: \$23.9 million

Cost of services:
\$37.5 million

Gross surplus:
\$1.7 million

Net surplus:
\$102,027

Revenue analysis by each dollar received



Expenses analysis by each dollar spent



To view our full financial statements visit: alliancehealth.org.nz/annual-reports



2021 begins



AH+ Walk n Talk



Niuean Language Week



Samoa Language Week



Pink Ribbon fundraiser



Christmas Celebrations 2020

Our Year



Christmas 'Essentials' hampers for families in the Navigator programme



Tongan Language Week



AH+ Christmas Awards



Welcoming Board members Vicki Sykes, Pauline Kingi and Rev Paulo Ieli



Tuvalu Language Week



Welcoming Board members Vicki Sykes, Pauline Kingi and Rev Paulo Ieli



Chinese New Year celebrations



Cook Islands Language Week



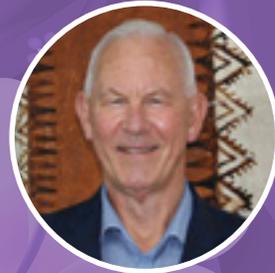
Diwali celebrations



Fijian Language Week

Our Staff

Senior Leadership Team



Wayne Williams
Chief Executive Officer



Umesh Chandra
Chief Financial Officer



Vanita Hira
Practice Network Manager



Dr Hinamaha Lutui
Clinical Director



Karyn Ne'emia
Pacific Equity Manager



Sinia Saafi
Programme Manager



Aumua To'o Vaega
HVAZ Coordinator



Nainai Tipelu
Pacific Community Navigator



Talalelei Misikopa
Pacific Community Navigator



Malae Sanders
Pacific Community Navigator

Practice Network Team



Louise Robertson
Clinical Lead Projects & Change



Joe Glassie-Rasmussen
Nurse Advisor



Fazmina Mohammed
Programme Manager – Mental Health



Wayne Hussey
Clinical Coordinator – Mental Health



Philippa Little
Practice Advisor



Anju Verma
Practice Advisor



Moe Tu'ipulotu
Health Intelligence & Informatics Lead



Jacinta Brown
Cornerstone Coordinator / Management Support

Corporate Team



Hue Chung
Executive Assistant



May Harper
Receptionist / Admin Support



Amanda Crichton
Marketing & Communications Lead



Anson Huang
Corporate Accountant



Rebecca Lam
Accounts Payable



Simon Warbrick
Contracts Manager



NGĀ MIHI
 FAKAAUE LAHI
DOJEH
 SHUKRAN
MERC
MERC
XIE XIE
 MAHALO NUI LOA
 FAKAFETAI LAHI
ARIGATO
THANK
 MEITAKI MA'ATA
 SALAMAT
 GAMSAHAMNIDO
 VINAKA VAKA LEVU
 MĀURUURU
MĀLŌ 'AUPITO
GRACIAS
YOU
 KO RAB'A
 DHANYAVAAD
 FA'AFETAI LAVA
BEDANKT

