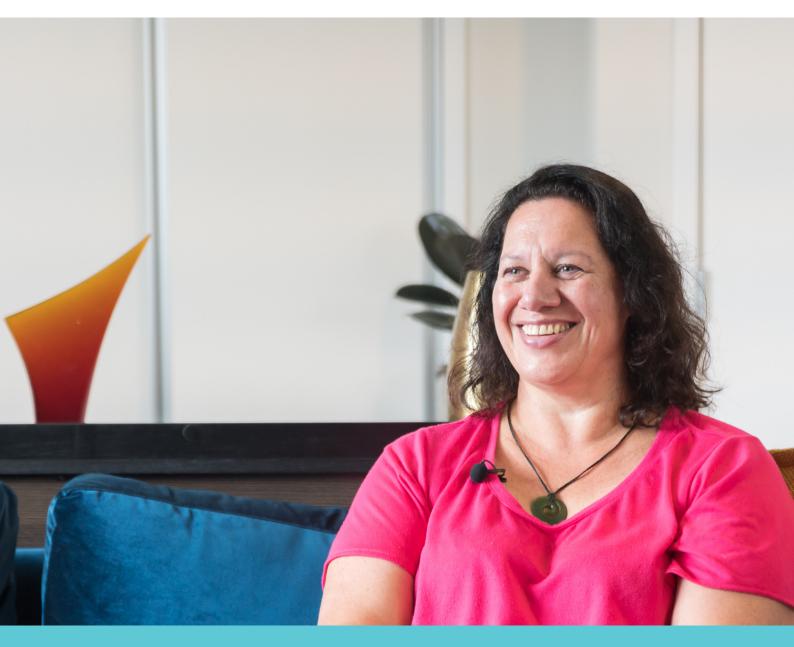
# continence



**ANNUAL PERFORMANCE REPORT** 

2020

# CONTINENCE

**Legal Name of Entity** 

New Zealand Continence Association Incorporated Trading as Continence NZ

**Entity Type and Legal Basis** 

Continence NZ is an Incorporated Society under the Incorporated Societies Act 1957

**Registration Number** CC35684

**Postal Address** 

PO Box 254 Waiuku 2341

# Contact

Phone: 0800 650 659

www.facebook.com/continencenewzealand

Email: info@continence.org.nz www.continence.org.nz

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# **HELPING KIWIS**

# YOUNG AND OLD

Continence NZ is here to provide support, advice and education for the estimated 1.2 million New Zealanders who live with some form of incontinence.

# 1 | ABOUT US

# **OUR PURPOSE**

Continence NZ was established to provide a service to people with continence problems, caregivers, health professionals and the public by providing information and education about continence.

From small beginnings, our annual public awareness campaign has developed into an effective method of promoting awareness of continence problems and encouraging access to professional help.

We also run an 0800 helpline, provide both community and professional education, along with popular Pelvic Floor Focus workshops for fitness trainers, and offer a website packed with information and advice.

# **OUR STRUCTURE**

We are a not-for-profit, registered as an incorporated society. We are governed by an Executive Committee with four Board meetings per annum. We have a President, Secretary and Treasurer as office holders, and up to six other Executive Committee members. We produce annual audited accounts.

# MAIN SOURCES OF CASH AND RESOURCES

We receive funding from the Ministry of Health to operate our 0800 helpline and website, however this needs to be supplemented with revenue from grant and trust funding. All sources of funding are critical for our organisation. We also receive funding from corporate sponsorship.

# MAIN METHODS USED TO RAISE FUNDS

We raise money through grant and trust applications, and through corporate sponsorship.

# **RELIANCE ON VOLUNTEERS AND DONATED GOODS OR SERVICES**

Our Executive Committee members are volunteers, and we rely on volunteer speakers for our education days.

# **REPORT**

# FROM OUR PRESIDENT

# DR ANNA LAWRENCE



2020 has not been a simple year for anyone, which has meant we at Continence NZ have had to adapt and innovate much faster than ever before.

Like most not-for-profits, we had much larger and grander plans for this year, working on the solid foundations put in place by our CEO Louise and Programme Manager Zoe over the last few years. However, unfortunately, due to the COVID-19 pandemic, we like the majority, have had to scale this back, and review how we deliver education.

I would like to think of this as an opportunity for us all, it has given us a new way to look at delivering information and education.

Using online webinars has allowed Continence NZ to collaborate across the country with people we may not have had the opportunity to previously. I would like to thank all those involved in these education webinars for giving up their time so freely, as a lot of work goes into the development of these sessions and it is a new and intimidating way to deliver education for some.

Unfortunately, COVID-19 will have long-lasting impacts on continence delivery both here and abroad. Under the reductions in operative load and face to face care being delivered across New Zealand during the varying stages of lockdown, patients with what are considered benign conditions such as incontinence have had their care delayed or deferred. Adding to this, many people can no longer afford to travel to see a doctor or take the time off to see a hospital specialist. The cumulative effects of these delays, financial constraints and a community unaware that incontinence is not normal and there is management available, are worse access to continence care than previously and the continuation of patients tolerating incontinence and all its complications.

I would implore members to advocate for their patients and push the concept that incontinence is "not just wet pants", that it is a symptom complex with devastating social and financial impacts on patients and their families. Without the knowledge base that is you, our members, advocating and pushing back against incorrect information, these ideas will continue to affect our patients detrimentally.

Stay safe. Kia kaha,

Dr Anna Lawrence Executive President Continence NZ

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Annual Performance Report for Continence NZ

# 3 | REPORT FROM OUR CEO

**LOUISE JUDD** 

The 2019/2020 financial year continued our strategic focus on the growth and development of the organisation. As usual, our small but committed team supported New Zealanders living with incontinence through our website, 0800 helpline, annual awareness campaign, education for the community and health professionals, and the development of resources.

Calls to our helpline increased by 27.3 percent when compared with the 2018/2019 financial year, due to the proactive promotion of our Continence Educator Janet Thackray's availability on the helpline several days each week. As a continence nurse specialist and registered nurse, Janet's work on the helpline since July 2018 has enabled us to reach more New Zealanders, and we have included an example of her important work within this annual report.

Our 2019 Awareness Week campaign featured Emma, an amazing mum and grandmother who had lived with severe incontinence for over 27 years before deciding to finally seek help. Emma contacted us as she wanted to share her story to help reduce the shame and stigma that still exists around incontinence so that others won't suffer unnecessarily, as she had. Emma's moving story really resonated with people around New Zealand. Over 34,000 people viewed our social media posts, and we are incredibly grateful for Emma's willingness to share her journey.

During the campaign we also encouraged people to host a 'wee chat' of their own, to encourage more New Zealanders to speak openly about an issue that affects over 25 percent of us. Many 'wee chats' were held around the country, and we genuinely appreciate the effort people went to with each of these events.

Education continues to be a significant focus of our work. Within this financial year we hosted two events for health professionals, covering men's health in September 2019, and paediatric education in November 2019. These events had 71 attendees between them, and our evaluation feedback was incredibly positive. We also facilitated four Pelvic Floor Focus workshops for fitness professionals around the country, and 42 education sessions (with a total of 820 attendees), for at-risk community groups. We had a noticeable decline in our usual education numbers due to concern about Covid-19 in early 2020 limiting our face-to-face education bookings, however have been able to utilise Zoom webinars throughout the remainder of this year to ensure that education has been able to continue.

Like every small charity in the country, the uncertainty of Covid-19 and the potential impact on our revenue is concerning, however we are proactively demonstrating the impact of our work to funders, and remain grateful for the ongoing support we receive.

Despite the uncertainty that exists, we are committed to continuing to enhance our service delivery, with strategic projects for the 2020/2021 financial year already in progress. The year ahead will be challenging however we are highly aware that the people we exist to support will be facing increased challenges within their own lives, and we will be doing everything possible to ensure that our organisation is financially viable and able to continue to support New Zealanders living with incontinence long term.

I would like to take this opportunity to thank our members, Executive Committee, and team members Zoe, Janet, Jacqui, and Lydia for their ongoing commitment to the organisation as we continue our development journey. I would also like to thank our funders and our significant funders, Lotteries New Zealand, the Ministry of Health, the IHC Foundation, USL Medical and Asaleo Care for ensuring that we can continue our important work.

Sincerely, Louise Judd CEO

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Annual Performance Report for Continence NZ

# **REPORT**

# 4 FROM OUR TREASURER

The budget for the financial year ending 31 March 2020 included the maintenance of 2019 wage costs, with a budgeted surplus of \$18,911. Despite the uncertainty resulting from Covid-19, our financial position at the close of the financial year was a surplus of \$22,724.

This is a significant increase from our deficit of \$48,810 for the financial year ended 31 March 2019, which occurred as a result of our strategic decision to increase wage costs, in order to focus on the growth and development of the organisation. The current surplus reinforces this decision as the additional human resource within our team has enabled the organisation to focus on service delivery enhancements, in turn, enabling us to apply for specific project funding, which is reflected in our increased revenue.

Total revenue for the 2019/2020 financial year was \$342,774, an increase of 22.70 percent when compared with the 2018/2019 financial year.

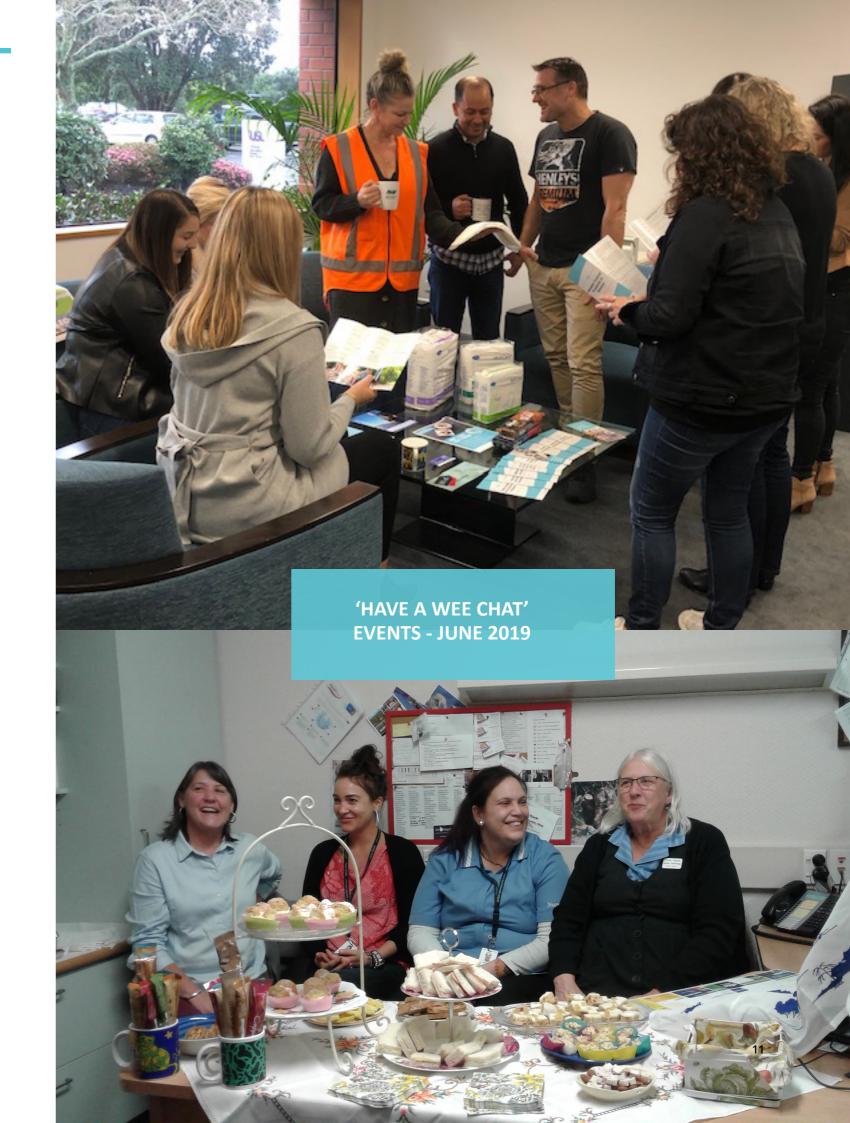
Total expenditure for the 2019/2020 financial year was \$317,750, a decrease of 2.49 percent when compared with the 2018/2019 financial year.

The impact of Covid-19 on our revenue streams is currently unknown, however we have robust financial monitoring in place to ensure that the risk to our revenue is well managed.

Integrity Audit, who completed the audit of our 2018/2019 accounts was reformed into two separate entities in late 2019, with one of the Directors (Peter Conaglen) establishing Charity Integrity Audit Limited.

Charity Integrity Audit completed the audit of our accounts for the year ended 31 March 2020, and it is proposed that we retain their services for the audit of accounts for the financial year ending 31 March 2021.

Sincerely, Lucy Keedle Acting Treasurer





**CONTINENCE AWARENESS WEEK** 

# HAVE A WEE CHAT

17-23 JUNE 2019

For World Continence Week, from 17-23 June 2019, Continence NZ encouraged New Zealanders to get involved by having a 'wee chat'.

Our campaign featured a video from amazing Auckland mum and grandmother Emma, who spoke out about her own incontinence journey to try and spark others to break through the taboo and have a 'wee chat' of their own.

Emma spent two decades living with incontinence and received several misdiagnoses before she found out the real problem.

Emma's among more than a million New Zealanders living with incontinence. Many are just doing their best to get on with everyday life and are too afraid or embarrassed to ask for help.

In her video, she encouraged those suffering in silence to get quality help and support:

"You deserve to live a full life. If a bladder issue is stopping you, then get it sorted. Don't miss out on the things you enjoy because of this issue. Don't be embarrassed and don't let the shame of the issue get the better of you."

As part of the campaign, we encouraged professionals and the public to host 'wee chats', whether formal or casual. We are grateful to all those who took the 'wee chat' challenge.

Watch Emma's video here

# SERVICE PERFORMANCE

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# **COMMUNITY EDUCATION FEEDBACK**

"I am just at the point where the topic is becoming a problem, so to have incontinence talked about so openly with humour and an excellent depth of knowledge was great."

"Interesting content delivered in an accessible, easy to absorb manner."

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"Very useful up to date information. Easy ideas to implement, to make life a bit easier for both carer and dementia patient. Good info and resources."

"Thank you so much, very informative. You know your stuff."

"Delivered with humour and a total lack of embarrassment.

Nice to know so much support is available - very reassuring when one is tackling this alone. I am glad I came."

"Best education session I've been to in a LOOOONG time! Informative and entertaining."

# **DESCRIPTION OF OUTCOMES:**

Continence NZ aims for the following outcomes annually:

- Promotion of our services and responses to queries for support via our 0800 helpline and website
- The facilitation of two education days for health professionals
- Education sessions around NZ for vulnerable community groups
- Facilitation of Pelvic Floor Focus workshops for fitness professionals

Our overall aim is to ensure that people are aware that they can seek help for incontinence, and do so.

Description of outcomes:	ACTUAL THIS YEAR	ACTUAL LAST YEAR
Education sessions for vulnerable community groups	42 Sessions	83 Sessions
Ludcation sessions for vulnerable community groups	820 Participants	1,203 Participants
Pelvic Floor Focus workshops	4 Sessions,	3 Sessions
reivic riour rocus workshops	74 Participants	44 Participants
0800 Helpline calls	592	465
Website/email requests for support	26	33
Education days for health professionals	2 Sessions	2 Days
Education days for fleatin professionals	71 Participants	98 Participants
Unique website sessions seeking support	112,746	118,912
Pamphlets distributed by DHB/private services	7,186	8,833
Pamphlets distributed within the community	4,310	5,856
Toilet cards	206	166

# **ADDITIONAL OUTPUT MEASURES:**

In addition to the above our organisation provides 18 information pamphlets about managing incontinence, which DHBs, Physiotherapists, Occupational Therapists and other health professionals order to distribute to their clients. We also run an annual Awareness Week to raise awareness.

# ADDITIONAL INFORMATION:

We survey website visitors and attendees of our education days, and receive consistently positive feedback about our work. Over 80 percent of website visitors find the information useful, and our community education feedback is similarly positive - 85 percent of attendees at our Men's Health Education Day were highly satisfied with their experience, while 100 percent of attendees at our Paediatric Education Day gave positive feedback.

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# 2019/20 BY THE NUMBERS



COMMUNITY EDUCATION PARTICIPANTS



PELVIC FLOOR FOCUS WORKSHOP PARTICIPANTS



PROFESSIONAL EDUCATION DAY PARTICIPANTS



0800 HELPLINE CALLS



WEBSITE SESSIONS



PAMPHLETS DISTRIBUTED

# AN EXAMPLE OF OUR

# 7 LIFE-CHANGING WORK

A worried daughter who cares for her elderly father called our Continence Helpline after seeing an article in Age Concern's quarterly magazine, written by our Continence Educator Janet Thackray (pictured right).

The article pointed out the statistics showing 1 in 4 of the population are incontinent of bladder and or bowel, and 1 in 3 women who have had a baby will leak urine. It encouraged people to get help for anyone suffering the distressing and debilitating condition.

After it was published, Janet received a call on our Continence Helpline from Sonja, a daughter caring for her elderly father Bob. He had been having faecal incontinence for the last six months and was refusing to see his GP due to shame and embarrassment. Bob was also refusing to leave the house, as he needed to be near a toilet at all times.

Sonja had no idea what to do until she read Janet's article. Janet was able to give her advice over the phone on how to get a referral to the Continence Nursing Service, for a full assessment.

The family was paying for pads but had severe financial problems. Janet informed them Bob was eligible for the Disability Allowance, to help pay for some pads, due to his incontinence.

"We discussed diet, fluids and medications and I advised her how to thicken his bowel motions using Metamucil and Loperamide," Janet says.

"Sonja was in tears on the phone as they were also struggling to cope with his increasing lack of mobility. I advised her to also ask his GP for an Occupational Therapist referral for mobility aids, to help him get to the toilet in time."

Two weeks later, the situation had improved considerably. Sonja called Janet and reported Bob was passing firmer motions with only occasional incontinent episodes. Sonja had also seen Bob's GP and requested a referral to the Continence Service, Occupational Therapy and had also applied for the Disability Allowance.

Bob was feeling much more confident and in control of his bowels and had been able to go out of the house for the first time in six months.

Both Bob and Sonja were extremely grateful to get help and advice via the Continence Helpline, with this distressing situation.

Janet Thackray answers calls on the Continence NZ 0800 helpline on Mondays and Tuesdays, and Wednesday mornings.





# **Continence NZ**



# Statement of Cash Flows For the year ended 31 March 2020

	Actual	Actual
	This Year [TY]	Last Year [LY]
	\$	\$
Cash Flows from Operating Activities Cash was received from:		
Donations, fundraising, Grants and other similar cash income plus Income in Adv. TY less Inc in Adv LY	308,156	245,271
Cash Revenue from Member Services plus last year debtors less this year debtors	4,413	3,104
Receipts from providing goods or services plus last year debtors less this year debtors	23,607	18,938
Interest, dividends and other investment receipts Other Income	163 30,574	-
Net GST (refund) / paid	- 3,664	1152
Cash was applied to:		
Payments to suppliers and employees plus TY prepaid + LY CL Less LY prepaid - TY CL Donations or grants paid	- 323,424	- 316,311
Net Cash Flows from Operating Activities	39,825	- 47,845
Cash flows in & out of Non-Current Items Cash was received from:		
Receipts from the sale of fixed assets		
Cash was applied to:		
Payments to acquire fixed assets	-\$ 1,828	-\$ 1,012
Net Cash Flows from Non-current Activities	-\$ 1,828	-\$ 1,012
Net Increase / (Decrease) in Cash	37,997	- 48,857
Opening Cash	130,259	179,116
Closing Cash	168,256	130,259
As stated in the Financial Position:		
Bank Accounts and Cash	169,661	130,259

The notes and accounting policies form an integral part of these financial statements.

**NEW ZEALAND CONTINENCE ASSOCIATION INC** 

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Annual Performance Report for Continence NZ 21

# **Continence NZ**



# Statement of Financial Performance



For the year ended 31 March 2020

	This Year	Last Year
INCOME		
Sales	5,570	7,346
Pelvic Floor Focus Workshops	7,631	3,770
Income - CHC Education Day	2,422	2,030
Children's Education Day	4,363	5,792
Men's Health Day 2019	3,622	-
Total Providing Goods & Services	23,607	18,938
Membership	4,413	3,104
Ministry of Health	67,273	63,680
Corporate Sponsorship	17,250	33,000
Trust and Grant Income	73,000	103,463
COGS Income	68,416	-
Lotteries Grant	58,078	55,000
Total Grants, donations, and fundraising	284,017	255,142
Interest Income	163	1,528
Other Corporate	1,085	656
Wage Subsidy	29,489	0
Total Other Income	30,574	
Total Income	342,774	279,368
<b>EXPENDITURE</b>		
Regional Travel	-	3,395
Advertising	4,542	3,374
Education Day	2,378	2,942
Awareness Week	23,249	2,300
Pelvic Floor Focus Workshop Expenses	5,190	4,343
Continence Educator	2,377	3,719
Executive Meetings	4,042	2,870
Project Costs	3,618	10,940
Paediatric Education	3,410	2,377
Consulting & Accounting	2,615	1,966
General Expenses	2,699	1,765
Office Expenses	3,622	1,333
Printing & Stationery	3,566	9,955
Rent	2,049	5,115
Subscriptions	5,674	2,603
Telephone & Internet	6,006	7,301
Travel & Vehicle	2,870	3,402
Total Providing Services	88,074	69,701
Employees & Volunteers	229,676	256,177
Total Expenditure	317,750	325,878
Operating Net Surplus (-Deficit) before depreciation	\$ 25,024	(-\$46,510)
Depreciation	\$ 2,300	\$ 2,300
Operating Net Surplus (-Deficit) after depreciation	\$ 22,724	(-\$48,810)

# **Continence NZ**



# Statement of Movements in Equity Funds For the year ended 31 March 2020



(-\$48,810)

\$ 125,211

Accumulated Fu	nds_	This Year	Last Year
General Funds	Opening Balance	\$ 125,211	\$ 171,509
Prior period adjust	tment	\$ 0	\$ 2,512

# Statement of Financial Position

\$ 22,724

\$ 147,935

As at the 31 March 2020

This Year Last Year

# **ACCUMULATED FUNDS**

Operating Net Surplus (-Deficit) after depreciation

**Total Accumulated Member Funds** 

	<u> </u>			
Total Accumulated	d Member Funds	\$ 147,935	-	\$ 125,211
This is	represented by			
Inis is	represented by :-			
	CURRENT ASSETS			
	BNZ	161,268		118,579
	BNZ 25	6,721		9,713
	BNZ 66	1,672		1,967
	Debtors - Services	 158		18,373
	Total Current Assets	 169,819		148,632
	<b>CURRENT LIABILITIES</b>			
	Accruals - PAYE	4,980		-
	Annual Leave	14,192		25,113
	Louise Judd Credit Card	950		755
	Zoe Gillett Credit Card	670		597
	GST owed to IRD	4,980		1,316
	Total Current Liabilities	 25,771	-	27,781
	Working Capital	144,047		120,851
	NON CURRENT ASSETS			
Note 1	As per Schedule	3,888		4,360

Chairperson (/ \Q\w\)

**Total Net Assets** 

Treasurer

\$ 147,935

\$ 125,211

Dated: 27 October 2020

Dated: 27 October 2020

The notes and accounting policies form an integral part of these financial statements.



# **Continence NZ**

# **Notes to the Accounts & Accounting Policies**



# For the year ended 31 March 2020

# This year

Note 1		Depn	Depreciation Schedule		Opening		Opening		Opening		Opening		Additions /		Deprec.	С	losing
	Cost	Rate	Categories	В	Book Value (Disposa		sposals)			Во	ok Value						
\$	25,619	33.0%	Furniture & Office Equipment	\$	4,360	\$	1,828	\$	2,300	\$	3,888						
\$	25,619			\$	4,360	\$	1,828	\$	2,300	\$	3,888						
	·						-	-	-	•							

# Last year

\$ 23,791	33.0%	Furniture & Office Equipment	\$ 5,648	\$ 1,012	\$ 2,300	\$ 4,360
\$ 23,791			\$ 5,648	\$ 1,012	\$ 2,300	\$ 4,360

### **Statement of Accounting Policies**

The Continence NZ is an incorporated society under the Incorporated Societies Act 1908.

## **General Accounting Policies**

Continence NZ has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

### Particular Accounting Policies

The following particular accounting policies which materially affect the measurement of earnings and the financial position have been applied.

### Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

# **Fixed Assets**

Fixed assets are recorded at cost less accumulated depreciation.

### **Depreciation**

Depreciation has been calculated on a straight line basis over the estimated useful life of the assets. The rates of depreciation are shown in the depreciation schedule.

### **Debtors**

Debtors have been recorded at their net realisable value.

# Going Concern

The nature of the organisation is that it is reliant on the continued support of its members and funding bodies. The management is confident of receiving this ongoing support, and accordingly has adopted the going concern assumption, in the preparation of these financial statements.

The notes and accounting policies form an integral part of these financial statements.



# **Continence NZ**



# **Notes to the Accounts & Accounting Policies CONTINUED**

# For the year ended 31 March 2020

### Revenue Recognition

Income is recognised when invoiced, or receipted, except where income is received in advance. Income in Advance is stated as a current liability where the funds have not yet been expended, according to the authorised purpose, and those funds would be required to be repaid to the funder.

# Income Tax Exemption

Section CW41 & 42 of the Income Tax Act 2007 exempt income tax, on an organisation registered with the Charities Commission, and applying income to its charitable purposes. The society has Income Tax Exemption and Charitable status through its registration with the Charities Commission on the 30th June 2008 [CC35684].

### Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on a basis consistent with those used in the previous years.

### **GST Exclusive**

The entity is registered in terms of the Goods & Services Tax Act 1985. These statements have been prepared on a GST Exclusive basis of accounting, and the Statement of Financial Position reflects any GST owing or due at balance date.

# Operating Commitments [Rent / Leases]

The organisation has no material property lease agreements. The entity has no material other operating commitments. [Last year \$nil]

### Capital Commitments and Contingent Liabilities

The entity has no material Capital commitments or Contingent liabilities as at balance date. [Last year \$nil]

## Related Party Disclosures

The management committee are not aware of any related party transactions requiring disclosure.

# Subsequent Events Disclosures

The management committee are not aware of any events subsequent to the balance date and prior to adopting these statements that requires disclosure.

Orig	inal Amt	Description*	Purpose and I	Nature of the Co	ndition(s)		
\$	10,000	Pub Charity Limited \$ 6,000.0 Awareness Week - advertising, Awareness Coordinator and pa					
\$	25,000	Foundation North	\$ 25,000.0	Service delivery in the greater Auckland and F North area			
Goo	ds or Serv	vices Provided to the Entity in Kind					
Des	ription				Amount		
	e Noted				7 0 0		

# THANK YOU TO OUR SPONSORS

We are incredibly grateful to our funders, who ensure that we can continue to provide essential support to New Zealanders living with incontinence.































