



Complex Chronic Illness Support



Empowering People Towards Wellness

2023

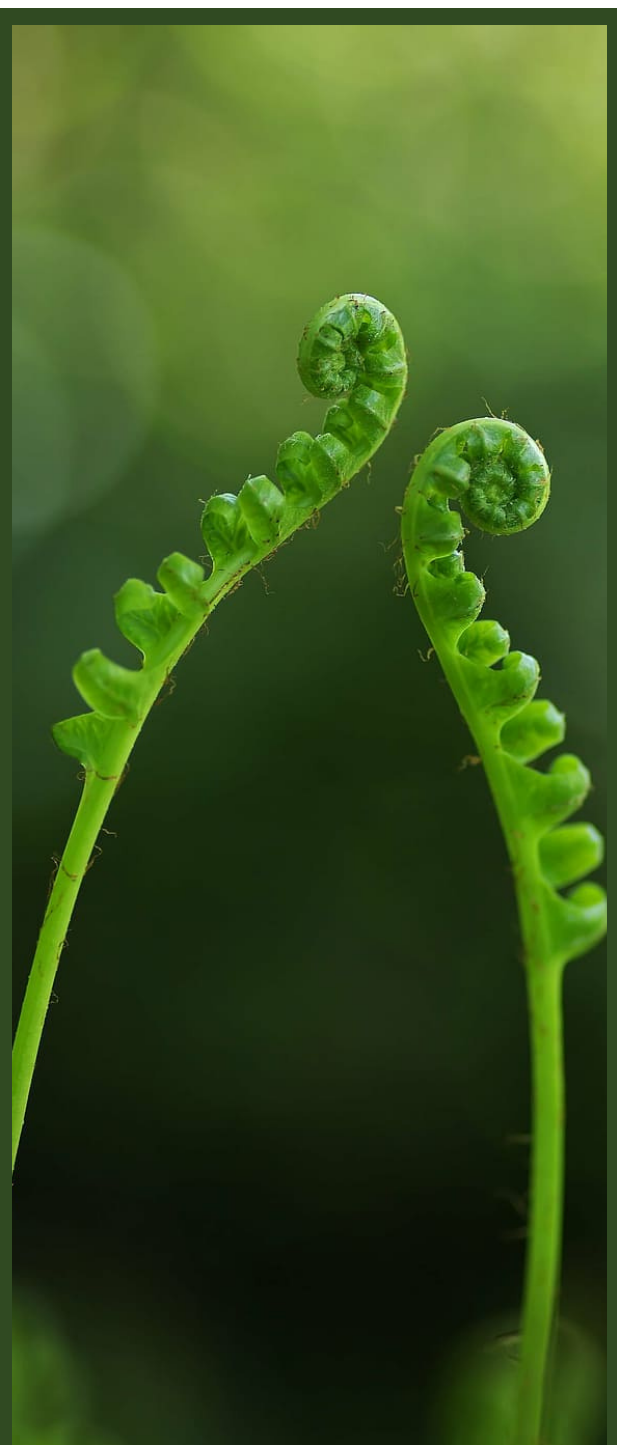
PREPARED BY
Miranda Whitwell - CEO

ANNUAL REPORT
& FINANCIAL
STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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Vision, Mission, Purpose & Values

VISION

Complex Chronic Illness Supports vision is to Empower People Towards Wellness.

MISSION

The vision focuses our mission to to improve the quality of life of people who live with a complex chronic illness, as well as that of their loved ones.

PURPOSE

The vision and mission drive our purpose to empower and educate members and advocate for their needs and their lives.

VALUES

These concepts fit the values like a jigsaw puzzle. Together they complete the picture that embodies our organisation. In determining values appropriate for the organisation, we considered the use and application of the values, including our culture, brand value, what drives decision-making, and how we support and deliver our services. The values that underpin our organisation are:

Empowering – People move forward with their journey towards wellness when they are empowered to take charge of their own health, with knowledge and boundaries.

Person-centred – People are at the heart of everything we do, and we are led by their needs. We design services to meet people's needs now and in the future.

Collaborative – We believe to make change happen, we need to bring people, ideas and resources together. Partnerships and teamwork are fundamental to our success.

Adaptable – We acknowledge the world around us is changing and we need to change by innovating and applying creative solutions to move forward. We are resourceful in response to this change.

Accountable – We deliver on our promises and hold ourselves responsible. We are honest, candid, transparent and respectful in all aspects of our work, applying good judgement for effective decision-making.

Culturally Responsive – Our organisation reflects the cultural context of NZ/Aotearoa through the recognition and understanding of Te Tiriti o Waitangi, with cultural competency and ability to relate to diverse needs - ensuring holistic management plans are individualised to encompass the beliefs, values, and customs of their user.

WHERE DO WE COME FROM?

Background Information

CCI Support is a non-profit registered charity in New Zealand / Aotearoa. We are the largest One-on-One support service for people with ME (Myalgic Encephalomyelitis) / CFS (Chronic Fatigue Syndrome) in NZ. We are made up of many small regional groups that provide personalised support and care for people with complex chronic illnesses, including Myalgic Encephalomyelitis / Chronic Fatigue Syndrome (ME / CFS), Fibromyalgia, Post-Viral Fatigue / Syndrome, some Dysautonomia conditions, and Long-COVID. This is achieved through trained volunteers placed throughout the country to facilitate social groups and provide support for the Health & Wellness Facilitators, as well as manage our social media.

Our roots date back to 1981 with the formation of ME / CFS Support (BoP) Inc., which became incorporated as a registered charitable trust (No. CC20874) in 2008. In 2017, it was rebranded to our current name – Complex Chronic Illness Support. In these recent years under the stewardship of the CEO, the organisation has made remarkable progress, including the establishment of The Towards Wellness Programme (TWP) in 2015, which is considered the jewel in the crown of the organisation.

Those with complex chronic illness experience symptoms which severely impact their day-to-day life, such as extreme physical and mental fatigue, muscle and joint pain, impaired memory and concentration, sleep disturbance, headaches, gastrointestinal issues, and anxiety.

In line with contemporary research, our innovative services deliver superior support services to empower people to navigate their own individual wellness paths skillfully. Positive change in our CCI Support clients is achieved by offering a range of services backed by a team of qualified Facilitators, supportive staff and Board, and members who find connections, encouragement, and relief in a safe community.

CCI Support members progress from a life of fatigue, pain, and isolation towards an improved quality of life, re-engaging with their whānau and community, with an increased ability to participate in a life which is meaningful – And achieving our purpose to ‘Empower People Towards Wellness.’

OUR KEY POINTS OF DIFFERENCE

- Our services are here to facilitate positive change in people’s lives
- We are research-informed, not research-driven
- We focus on the now – Not the cure
- We are more than just a support group, we offer holistic and practical support, for the entire whanau.



STRATEGIC PLAN

There are a number of strategic initiatives under each of our six foundational pillars – Leadership / Advocacy, Education, Knowledge, Membership Engagement, Cultural Responsiveness and Sustainment.

Imperative actions are the significant tasks and projects that must be completed alongside and in addition to business-as-usual activity, if strategic priorities are to be achieved.

Complex Chronic Illness Support Inc. Strategic Plan 2023 - 2028								
Purpose	Vision	Mission	Values	Strategic Priority	Strategic Priority			
 <p>Empower and educate members and advocate for their needs and their lives</p>	Empowering People Towards Wellness	To improve the quality of life of people who live with a complex chronic illness, as well as that of their loved ones.	Empowering, Person-Centred, Collaborative, Adaptable, Accountable, Culturally Responsive.	Strategic Priority Leadership / Advocacy Success Statement As the authoritative voice of and for those with ME/CFS, FM and Long COVID, we ensure that our members are understood and valued in NZ. We are recognised as an essential service.	Strategic Priority Funding & Sustainment Success Statement The organisation is fully funded and sustainable through the valued investments by corporate and business sponsorship and donations, government contracts, grants, and membership fees.			
	Strategic Priority Education Success Statement High-quality evidence-based education and resources fosters empowered, knowledgeable members, whānau, and community	Strategic Priority Knowledge Success Statement CCI Support is the hub for knowledge sharing. We professionally deliver initiatives to better understand and support our members' needs by conducting, gathering, and sharing research, and facilitating learning.	Strategic Priority Membership Engagement Success Statement We provide an essential support service to current members improving their quality of life. Membership includes all people with the conditions we support, in all regions we service.	Strategic Priority Cultural Responsiveness Success Statement All members feel that their individual culture is respected, valued, understood, and integrated into their individualised holistic management plans.	Key Focus Areas Open dialogue and key processes to engage with members/stakeholders Engagement with government agencies and like-minded organisations Recognition as an essential service for the conditions we support, by government and health agencies Board and staff reflect organisational values in all interactions Board and operational excellence	Key Focus Areas Evidence-based resources are obtained, developed, and delivered Developmental growth and understanding of the conditions we support Reviewing new methods, tools that help build and support members Key resources available to educate and help whānau and carers Regular updating and training of staff through attendance of industry educational programmes	Key Focus Areas Providing professional support and resources to members Encouraging members to be engaged with services provided encourage self-management of symptoms Whānau engage with services and get involved in management plans Increasing brand visibility and awareness in target areas	Key Focus Areas Staff trained to use health models in NZ context Recognition of Te Tiriti o Waitangi Inclusion of members' beliefs, values, and customs into management plans Support services are inclusive of the multicultural context of NZ/Aotearoa Member feedback on organisational cultural competence is evaluated and recommendations acted on.

PRESIDENT STATEMENT

We have been fortunate this year to welcome new Board members to the team. Individuals with comprehensive experience with governance, auditing, finance, and healthcare service provision. This new team has focused on developing a five-year strategic plan, which includes getting clear on our foundational pillars (Leadership / advocacy, education, knowledge, membership engagement, cultural responsiveness, and funding & sustainment), and ensuring the organisation and staff have the supports required to not only deliver strategic goals through operational projects, but be sustainable, solvent, and provide an exceptional service to the members we support.

We are heavily dependent on the generosity of member donations, funders, successful grant applications, and the subscription model to provide the services to members, and we are grateful for the funds received to enable us to remain solvent and deliver services.

We are pleased however to have developed a business sponsorship programme that we will launch this year to help businesses fulfil their Corporate Social Responsibility goals, through philanthropic, ethical, and economic investment in the future of our organisation. This initiative will strengthen ties with local and national businesses, and we will ensure that we partner with companies that are aligned with our values. This will help us to develop a sustainable revenue stream that enables us to have confidence in planning ahead, knowing that we have the support of these generous wellness sponsors from year to year.

We have also been busy formulating policies to safeguard our organisation and members and are in the process of revitalising the Constitution of Rules, not only to ensure adherence to the new Incorporated Societies (2022) Act, but also to ensure there is clear guidance and boundaries for governance and operational roles across the organisation.

It hasn't been an easy year, with the effects of recession, inflation, and the rising cost of living being seen throughout the country and within our membership. We recognise the increased stress this produces on top of the already difficult situation living with chronic illnesses. This is why we ensure our staff are appropriately qualified and trained to handle a myriad of difficult circumstances that present for members.

The staff, lead by our CEO – Miranda Whitwell, have done an excellent job this year navigating this dynamic terrain. The smooth operation of services, and the delivery of additional services (such as the Care Kete for people with severe ME / CFS) is a credit to Miranda's vision, passion, and leadership, and a dedicated health and administrative team. All carry out their roles with our mission and vision forefront in their minds. Our success as an organisation is a credit to their empathetic professionalism and client-centred holistic approach.

The Board entrusts our CEO – Miranda Whitwell with delivery of the strategic plan through twelve monthly operational targets, and we know that the organisation is in safe hands. We look forward to, as a Board, continuing to support the team and leading through example, emulating the core values in all our interactions.

Fiona Charlton

FIONA CHARLTON

Board President



CEO SUMMARY

CCI Support has seen an incredible amount of growth, yet again this year. We continue to support people as we walk beside them on their journey toward 'wellness'.

This year also saw our Head Office moving into our own rental premises in Welcome Bay in Tauranga. It is nice to have the space we need on the ground floor, to be easily accessible to members and to be able to hold meetings easier. We still have staff members throughout the country providing localised care and support. The team is an amazing source of information and provides professional support. Their genuine dedication to their members and the cause is nothing short of inspiring.

We still continue to grow our online presence, as we have found this meets people in their home environments, helping them to conserve their energy and be able to join us, wherever they may be. We regularly hold 11 different online social groups and three workshops. As well as maintaining the in-person groups as well. Our Monthly Educational Members meetings regularly see over 40 people attending and the feedback has been really encouraging.

With many now accessing the Towards Wellness Online Hub, we have been approved extra funding to extend the online services we provide.

We have new staff on board, giving us the ability to provide a comprehensive service to those requiring support. Our referrals to our service increased significantly again this year, which shows how much need there is in the community.

Our focus this year has been on improving the services we do have, meeting the needs we can, within the limitations of our funding. Funding continues to be tighter than we require, with some of our funders no longer able to continue funding or understandably reallocating their funds to the hard-hit cyclone relief areas.

We are looking forward to a year of continued services, further reach, and being able to support those needing help with their journey. Empowering people towards 'wellness'.

Miranda Whitwell



MIRANDA WHITWELL

Chief Executive Officer

STATEMENT OF SERVICE PERFORMANCE

The Need in our Community

Our members are either self-referred or referred to us by their doctor, local hospital, WINZ staff, support agencies or counselling providers or receive word of mouth recommendations from members who have benefitted from our support.

CCI Support meets a community need where there is an absence or little support from the health sector for those experiencing chronic complex illness. CCI Support provides an essential service, supporting, connecting, educating, and providing advocacy to clients who experience complex chronic illness, their whānau, and their communities.

The nature of complex chronic illness means many who were once active members of their community have, due to their illness, resigned themselves to a life where isolation, confusion, pain, and depression are part of their world, with few resources or support to see a way forward.

CCI Support gives hope and a new direction to our clients, and the skills to once again lead a life which is fulfilling and meaningful.

We further know our services are needed as we continuously meet with community groups, government agencies and other charities, updating them on our service while nurturing relationships. We also have pre-existing and valuable relationships with funders who see the genuine need and importance of our cause.

The fact that our membership continues to grow is also evidence that we deliver an important and essential service to our community.

CCI Support provides support and advocacy:

In line with contemporary research, our innovative services deliver community health and support services to empower people to skilfully navigate their own individual wellness path. CCI Support member's progress from a life of fatigue, pain and isolation towards an improved quality of life, re-engaging with their whānau and community, with an increased ability to participate in a life which is meaningful – And achieving our purpose to 'Empower People Towards Wellness.'



SERVICES PROVIDED BY CCI SUPPORT

Health and Wellness Facilitators

We have qualified Health & Wellness Facilitators based in the Bay of Plenty, Wellington, Nelson and Waikato who work with members and the community to provide support, mentoring, advice, counselling, and advocacy. This essential role is undertaken through telehealth visits, phone, and where possible and suitable home visits, in addition to guidance and support through regular support group meetings, education sessions, access to counselling services, and the CCI Support library and newsletters.



Our staff have a range of qualifications including a Registered Comprehensive Nurse, Bachelor of Community Health, Diploma of Rehabilitation, Yoga teacher and Massage therapist, Certificate in Adult Teaching, Human Anatomy and Physiology, BAppSocSci Counselling Major, and Diploma in Health and Human Behaviour, Diploma in Digital Marketing, Bachelor of Science in Psychology with Clinical and Health, Post Graduate Certificate in Health Psychology and a Masters in Health Psychology.

We have adapted our services to meet the needs of those we support. Providing older person assessments in their homes, needs assessments for all clients and individualised management plans to focus the journey.

Support Group Meetings



The support group meetings offer the opportunity for members to have a group catch-up with our Facilitators, and to share ideas and support with one another. These are held online, as this helps with the management of energy envelopes and works towards mitigating Post-exertional Malaise. The objective of the group meetings is to give members access to tools and resources to enable them to develop their own solutions to issues, and manage their own illness, developed from conversations in a confidential and safe space.

Community Workshops

Complex chronic illnesses affect not only the individual, but also those people around them. Compounded by illnesses where symptoms and their effects fluctuate, and which are hard to manage, difficult to understand and often misunderstood, can prove to be challenging for whanau, friends, carers, and the wider community. CCI Support provides workshops to assist in educating those surrounding an individual so they can understand and support their loved ones.

THE SERVICES WE PROVIDE CONTINUED...

The Towards Wellness Programme

The CCI Support Towards Wellness Programme offers the best of research-based knowledge into an easy-to-understand package to help people living with complex chronic illness begin to find their next steps towards wellness. Participants learn foundation principles to assist them in navigating their journey, and in creating an individual road map to support increasing health and wellness.

The programme is the first of its kind in New Zealand, winning the Highly Commended Innovative Provider Award at Adult Learner's Week in 2016, and is endorsed by New Zealand's leading authority on CFS / ME, Doctor Ros Vallings.

Towards Wellness Hub

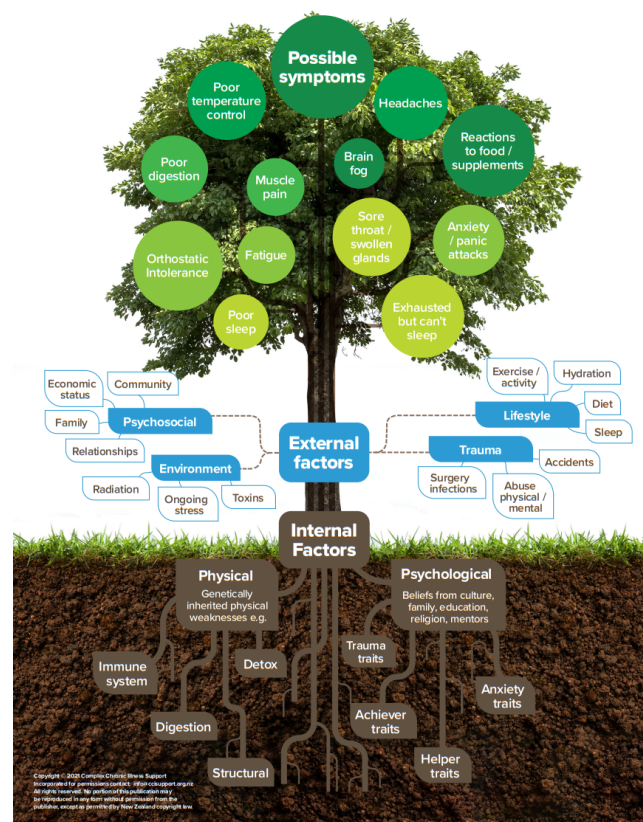
The new Towards Wellness Hub is an online knowledge base of content, resources, and services, available 24 / 7 for those in the community with Myalgic Encephalomyelitis / Chronic Fatigue Syndrome, Fibromyalgia, Dysautonomia and Long-COVID, their whānau, and their communities, throughout New Zealand. It's also a resource for health professionals and other organisations and individuals who wish to learn more about complex chronic illness.

The Towards Wellness Hub is a new way of delivering the resources and services of CCI Support to clients and interested parties, which they can access as needed, from their own home and environs. As with many health issues and disabilities, the hardest time to cope is when people are alone. With access to the hub, clients can feel accepted and safe, with access to a familiar support system at their most vulnerable times.

TWP was designed as a comprehensive, holistic educational package for those with ME / CFS & FM and related conditions. This is especially important for those who are newly diagnosed so they get the right information as soon as possible to maximise their chances for improvement. It was found that, through the TWP, people who had been ill for several years were, for the first time, 'joining the dots' and making sense of what had previously seemed like disparate pieces of the chronic illness and wellness puzzle and seeing how they all fit together.

Guest speakers have also been filmed, and include a nutritional coach, physiotherapist, and general practitioner. Workshop topics include Understanding the Conditions, Systems and Stages, Pacing – Balancing Activity and Rest, Stress Management, Sleep, Nutrition, Pain Management – A GP's Perspective, and Building Your Support Network.

Predisposing and Precipitating Factors for a Disease State



THE SERVICES WE PROVIDE CONTINUED...

Facebook Community

CCI Support has an active online community, comprising two Facebook pages – A public page to raise awareness, and a closed private members page to provide connections and reduce isolation, providing a way to keep in contact and give group support to each other.



Newsletters

CCI Support creates and distributes a comprehensive newsletter to our members and members of the public, including up-to-date research, information, strategies, techniques, wellness stories, plus links to events and meetings. This is a key tool to keep members involved with our organisation and other members.

Library

We offer a comprehensive library service to our members, with access to specialised books and information to help them through their journey to wellness. We hope to develop this further in the coming year and make it more easily accessible to more members.



Seminars

We provide events, specialised speakers, doctors, nutritionists, mindfulness coaches, physiotherapists and other experts in this area.

We organise these to keep our members, the medical community and other interested groups up to date with the latest worldwide research about these illnesses and how to best manage them.

Online Support

Supporting people virtually via telehealth, phone, and email appointments. We have found them so beneficial to clients who would otherwise have been restricted to their support and have decided to adapt our services to make this a permanent structure to our support system for clients throughout New Zealand.



Advocacy and Awareness

At CCI Support we are continually striving to raise awareness of all complex chronic illnesses. Increasing awareness is a key goal, ultimately enabling us to support more people, increase our membership and develop our services further. Recently we started a dialogue with the Ministry of Health about the services available for ME / CFS and Long-COVID. It was well supported by the NZ community.

Alongside this, we also have regular media coverage, with articles and videos through local and national media outlets, bringing awareness to the available support and the conditions we support.

Volunteers

We have a good pool of Volunteers to help with administration tasks, Board meetings, IT work, Counselling, Facebook Moderation, running Social Groups throughout the country, event planning and other tasks. In the 2022 / 2023 year, our volunteers did 881.5 hours of work with CCIS.

STATISTICS

22% INCREASE

REFERRALS TO CCIS

AND A REQUEST TO HELP ANOTHER AREA WITH SUPPORT ON TOP OF THIS

In the April 21 - March 22 financial year we had 297 people request help

In the April 22 - March 23 financial year we had 363 people request help

17% INCREASE

STAFFING HOURS

From 88 hours in 2020/2021 to 156 hours In the 2021/2022 year, This year we increased again to 178 staffing hours per week

We now cover Lakes, Eastern Bay of Plenty, Western Bay of Plenty, Waikato, and Wellington with local Facilitators.

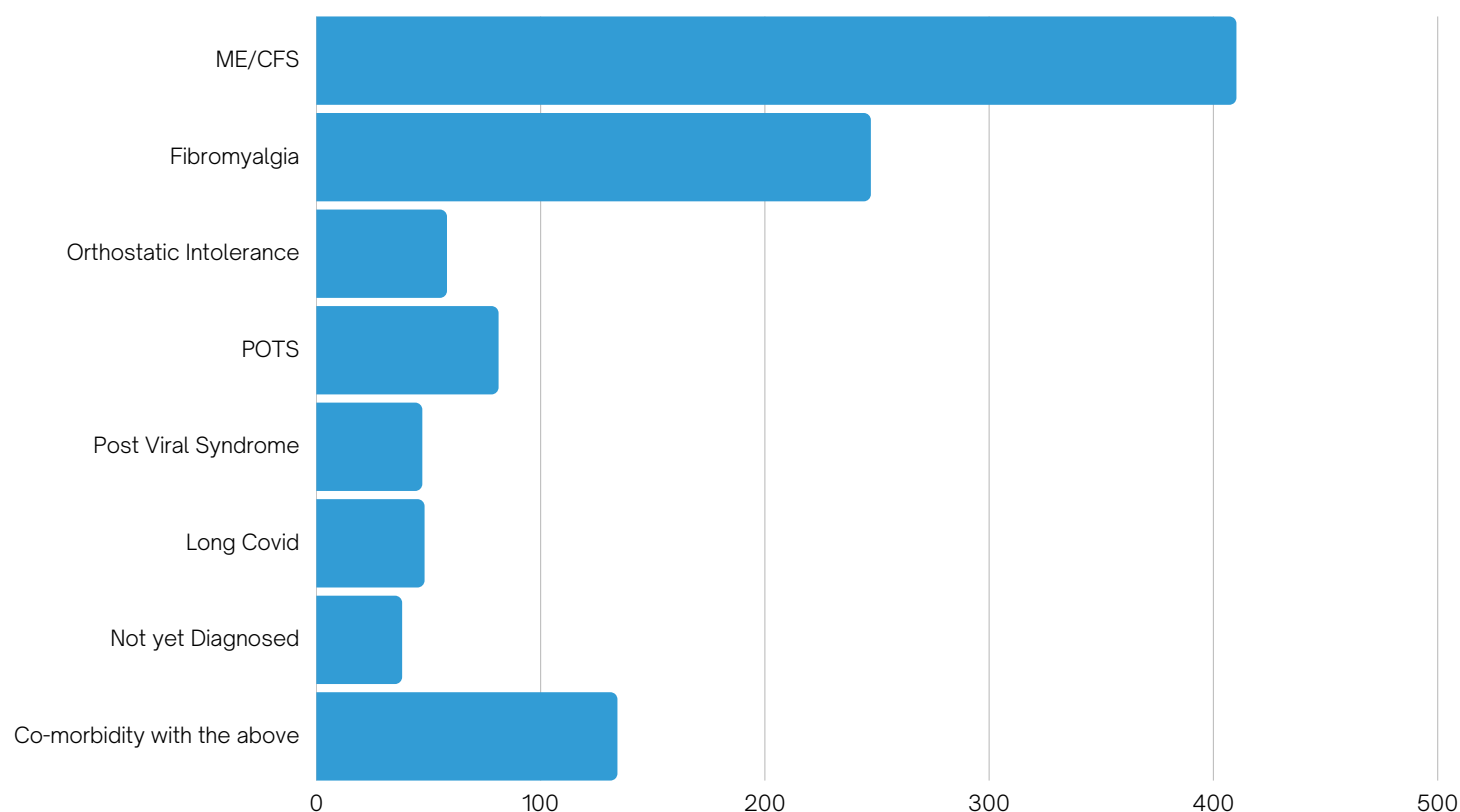
We also provide support online and virtual support nationally to those outside of regions with local support.

And yet we could still use more staffing hours as the workload increases and the complexity of cases means more individual support is required.

Paid Staff include 3 Full-time and 2 Part-time Facilitators (Total of 256 hours per fortnight) working across Tauranga & Western Bay of Plenty, Eastern Bay of Plenty, Lakes District (Rotorua & Taupo), Wellington and the Waikato. A Facilitator Assistant is working 20 hours per week and a Funding manager works 5 hours per week. The Chief Executive Officer is employed for 25 hours per week. CCI Support Member Volunteers also curate CCIS Facebook pages, provide IT Support, Admin support and facilitate Social Groups within the regions. THE FUTURE: 2023 / 24 we are already employing a 9th staff member.



WHO ARE WE SUPPORTING?



We offer support to people with the following conditions (and their families)

Myalgic Encephalomyelitis (ME) also known as chronic fatigue syndrome (CFS)

an abnormal immune/neuroendocrine multi-system response to any number of infectious or environmental triggers, causing a long-term illness that can result in significant disability.

Post Viral Syndrome (PVS)

In most straight-forward viral illnesses, recovery takes 2 - 4 weeks, with symptoms disappearing by six weeks. However, a small percentage of PVS's patients will take several months to recover. If symptoms remain after 3 - 6 months, with the illness unchanged, a change of name / diagnosis to CFS / ME is appropriate.

Long-COVID

Long-COVID is a condition that "occurs in individuals with a history of probable or confirmed SARS-CoV-2 infection, usually 3 months from the onset of COVID-19 with symptoms that last for at least 2 months and cannot be explained by an alternative diagnosis". For some people, SARS-CoV-2 coronavirus (COVID-19) can cause symptoms that last weeks or months after the infection has gone. This is sometimes called post-COVID-19 syndrome or "Long-COVID".

Fibromyalgia (FM)

A chronic condition that causes fatigue, widespread pain, and tenderness throughout the body and often co-exists with CFS/ME and/or many of the symptoms of this condition. People with Fibromyalgia generally experience pain in specific points around the body and these points are used as a gauge for diagnosis.

WHO ARE WE SUPPORTING CONTINUED

Dysautonomia

Postural Orthostatic Tachycardia Syndrome (POTS)

A condition in which a change from lying to standing causes an abnormally large increase in heart rate. Symptoms that may include light-headedness, trouble thinking, blurred vision or weakness due to the autonomic nervous system (ANS) being dysregulated. Other commonly associated conditions include irritable bowel syndrome, insomnia, chronic headaches, Ehlers–Danlos syndrome, chronic fatigue syndrome and fibromyalgia.

Orthostatic Intolerance (OI)

An umbrella term for the development of symptoms when in an upright posture. OI can be caused by standing in an upright position for long periods of time, after being in a warm environment, immediately after exercise, after an emotionally stressful event, after eating (blood flow moved to digest food) or if salt and fluid intake is inadequate. These symptoms subside when returning to a horizontal position.

Neurally Mediated Hypertension (NMH)

Abnormal reflex lowering blood pressure during upright posture. (low blood pressure created via the nervous system)

MEMBERS BY REGION

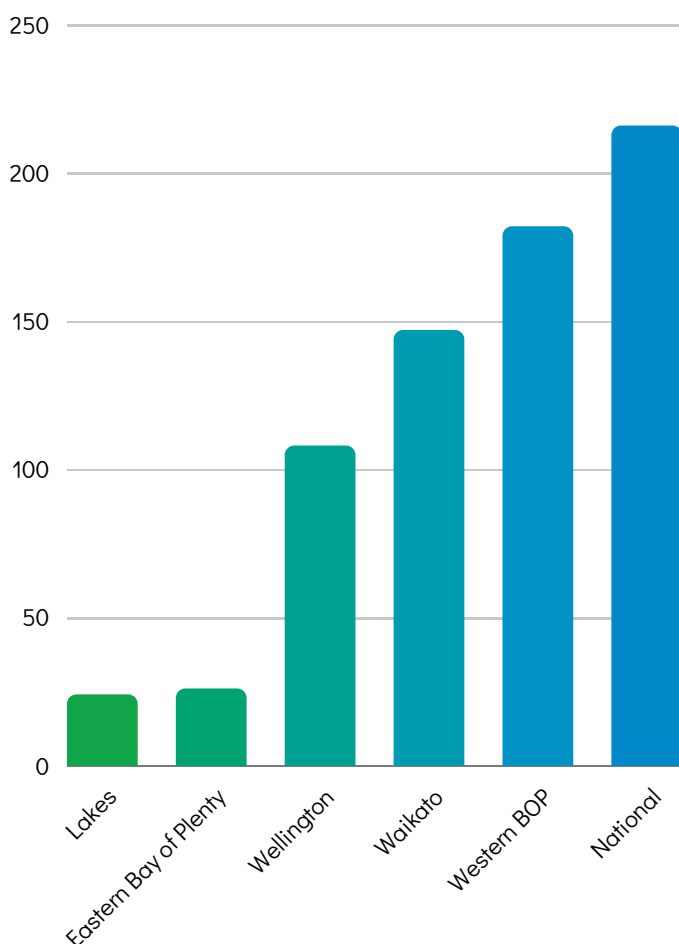


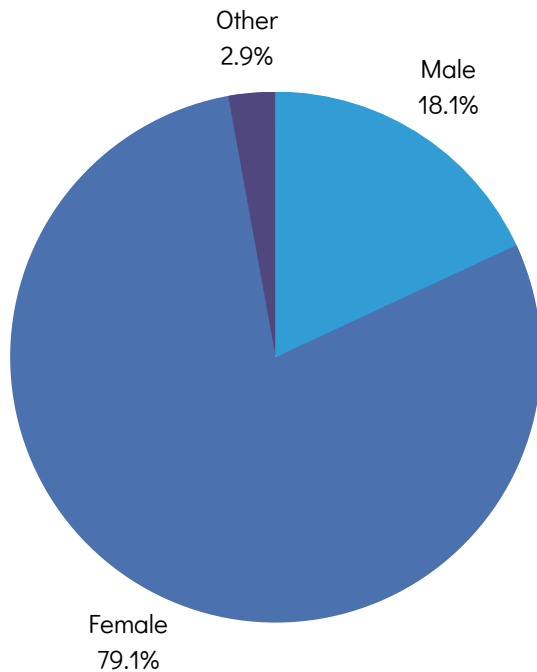
FIGURE 1.

The Bay of Plenty has always been our stronghold. However with so much need in New Zealand and only a few agencies, the fact that COVID has moved many of our services online, we stopped declining requests for help outside of our area. The National support service continued - with over 187 referrals in only 12 months.

At 31 March 2023 we were supporting 703 people and their families.

ABOUT OUR MEMBERS

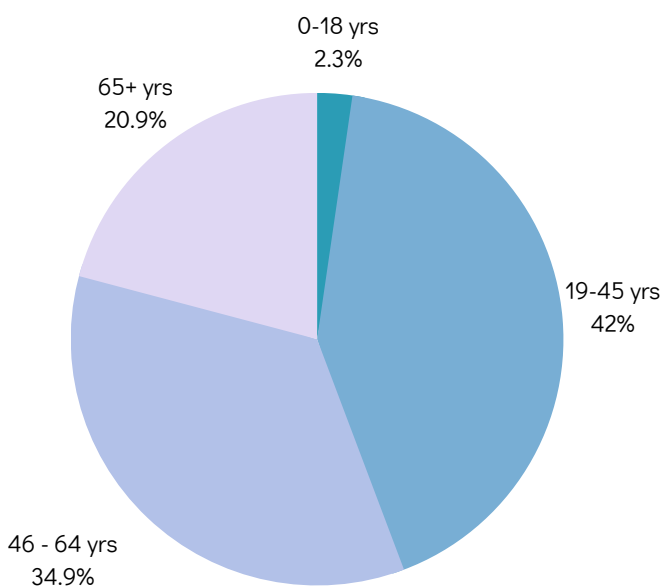
Genders



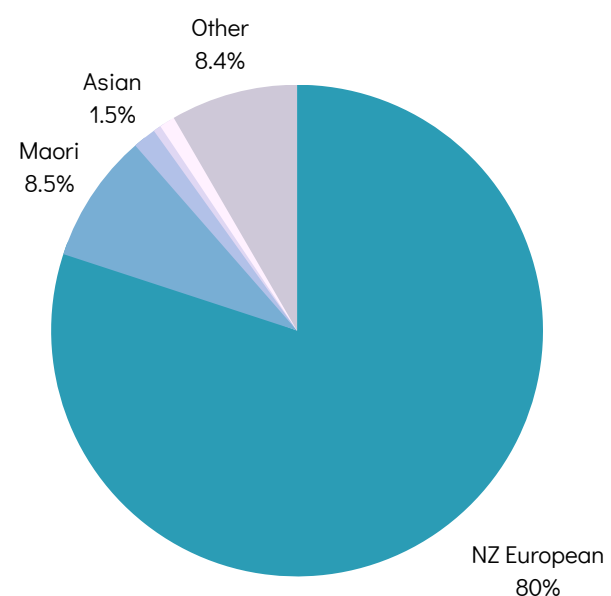
NEW REFERRALS

We are constantly growing as a community-based social support service. With over 360 new referrals to our service. Not every referral will end up with needing extra support, but we still provide assessment support and refer on to more appropriate services if possible. On average we spend 20 hours on each new referral, before they are integrated into our service.

Age Ranges



Ethnicities



MEMBER CONTACT

CURRENT ACTIVITIES, SERVICES, AND PROGRAMMES

On 31 March 2023 CCI Support was working with 703 people, up from 556 in 2022 with 363 new enquiries for help since 1 April 2022. As part of this, some members feel they are well supported and are able to move forward in their lives. This is fantastic. But the door is open for them to return, should they require further help in the future.

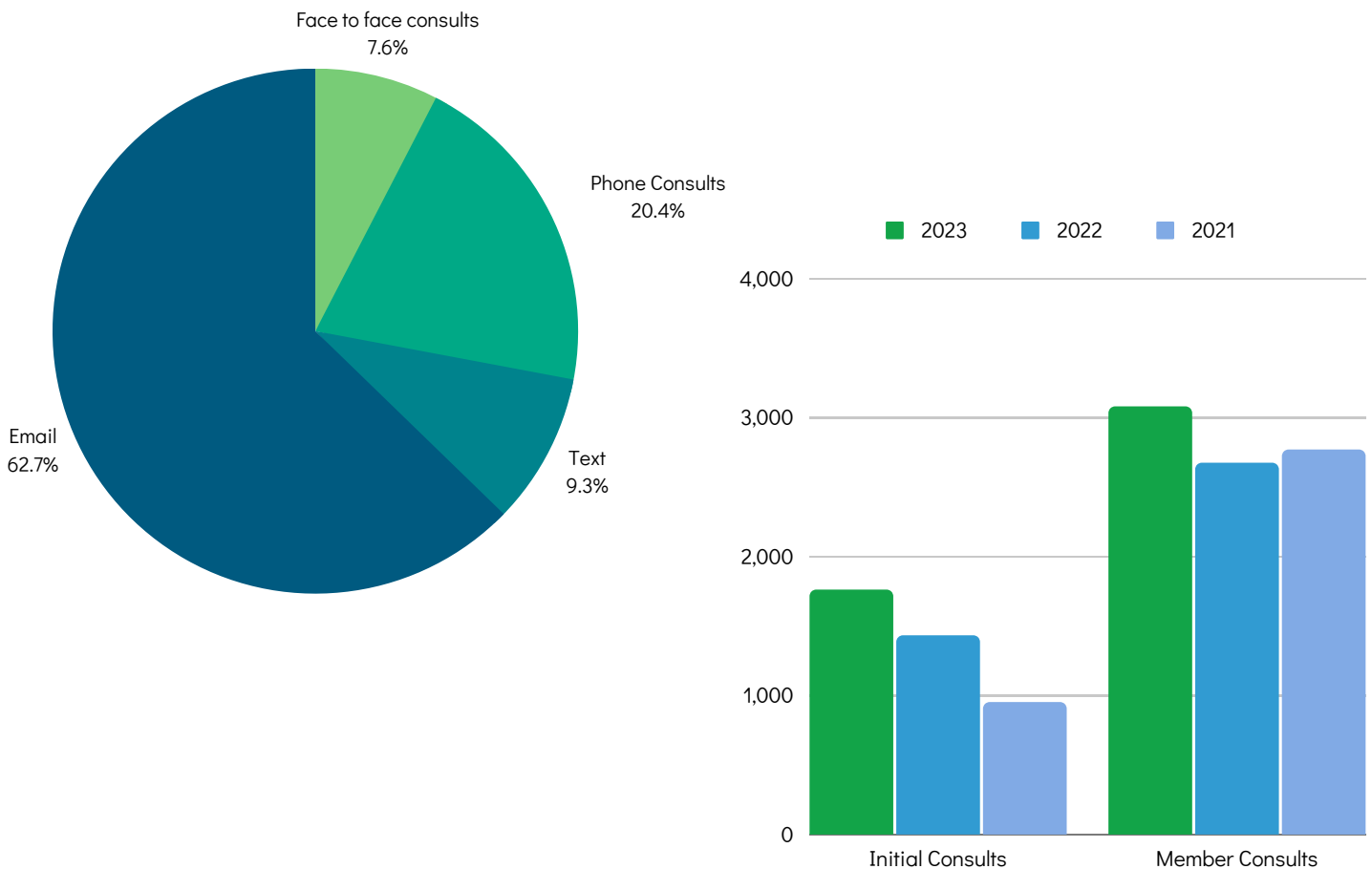
AN INCREASE IN CONTACT

5507 CONSULTS IN 2022 - 7069 CONSULTS IN 2023

Increasing our interactions from 5507 in 21/22 to 7069 in 22/23 an increase of 28%

Many of the new referrals we received were very complex, on average a new referral can take up to 20 hours before a person is assimilated into the service completely. A consult is a 1:1 session with the member and/or their Whanau. A consultation may be via Telehealth, in-person meetings, home visits, email, letter, or text, and completely depends on the member's state of health and ability to meet with us.

We work with people according to their energy levels.



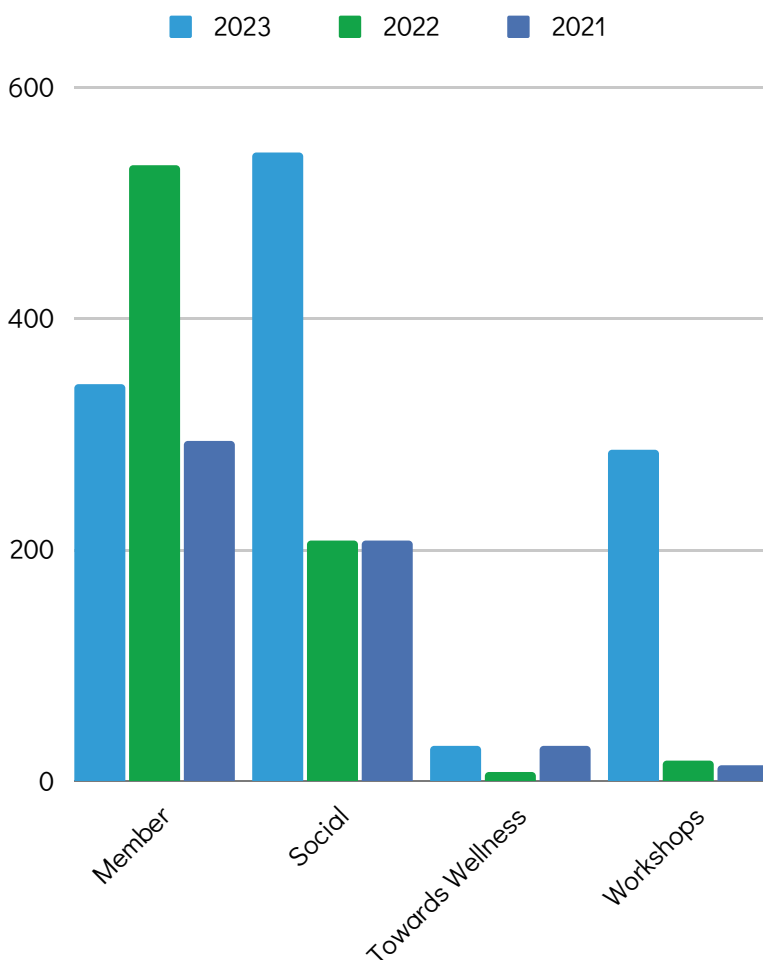
MEETINGS HELD

There was still a lot of anxiety around COVID within our community. By listening to our members we adapted. Reducing monthly member meetings to online only, but increasing our contact with members, by introducing multiple smaller social groups in person around the country and niche online social groups for those who would prefer to conserve their energy and join us via Zoom, making connections and forging friendships. Something that is critical to a person's wellbeing with chronic illness.

Last year we had 740 people attend meetings throughout the year, this year we had 1230 attendances at our various meetings offered.

66% INCREASE IN ATTENDANCE TO MEETINGS

ON TOP OF LAST YEARS 81% INCREASE



MEETING ATTENDANCE

We have had continual growth in our meetings this year. With 343 attending our member meetings (If you take into account it wasn't our biennial year) this is a great response. With an average of 31 people attending each member's educational meeting.

With being able to meet again in person and having niche social groups our attendance has gone from strength to strength. 94 social groups were offered and attended by 543 people. These smaller groups are perfect place for good discussions and forming of real friendships.

Workshops were also big this year with 34 workshops offered in meditation, mindfulness and restorative movement. 286 people attended these and we've had some amazing feedback.

THE BOARD



PRESIDENT

Fiona Charlton



VICE -PRESIDENT

Prue McCallum



TREASURER

Bronwyn McRostie



David Harris



Kirby-Lee Ormond



Alan Withy



Sally Dunbar



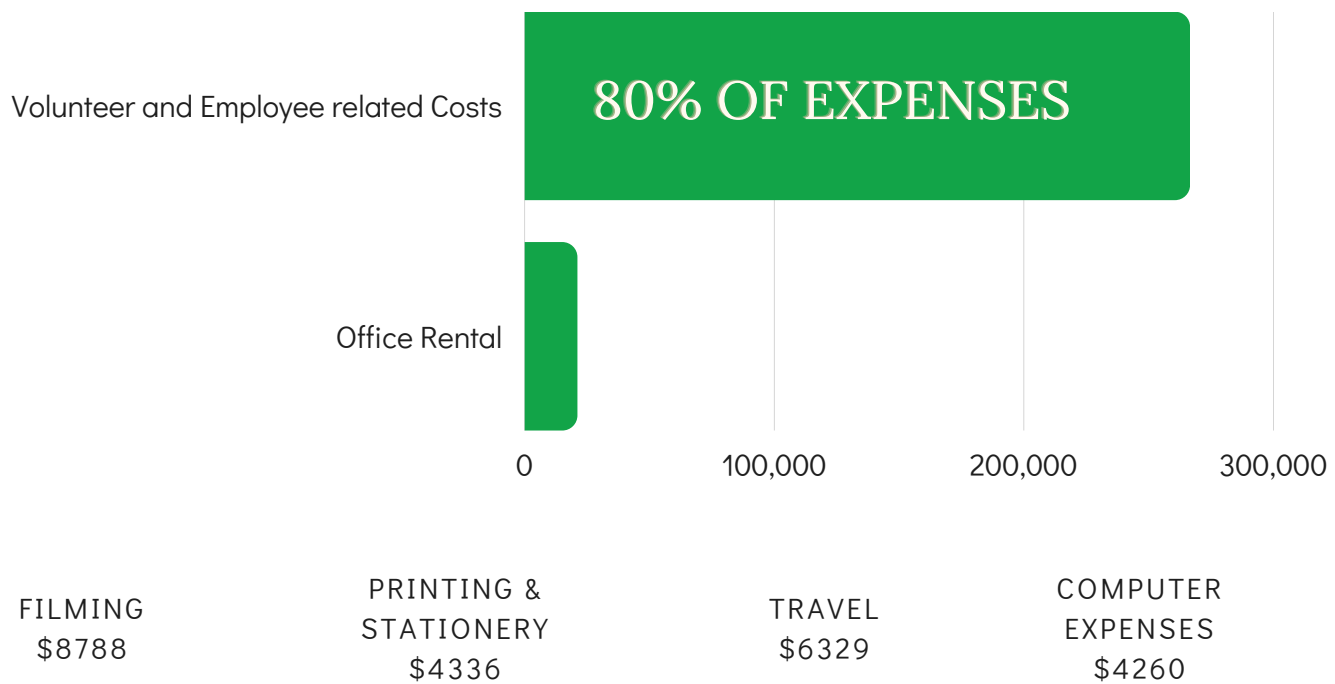
Thérèse Jeffs

2022 / 23 AT A GLANCE

MAIN SOURCES OF REVENUE

\$ 70,000	NZ LOTTERIES BOARD
\$ 50,000	MSD
\$ 217,872	OTHER GRANTS, FUNDRAISING
\$ 13,425	MEMBER SUBSCRIPTIONS

MAIN EXPENSES FOR CCIS



Entity Information

Legal Name of Entity:	Complex Chronic Illness Support Inc.
Other Name of Entity:	previously named ME/CFS Support BoP Inc.
Type of Entity and Legal Basis:	Incorporated Society
Registration Number:	CC 20874
NZBN:	9429042591948

Entity Structure

The board of management (including the President, Vice President and the Treasurer), shall be not less than three (3) or more than nine (9) members (excluding the Secretary) Board members shall be elected at the Annual General Meeting each year (no more than 6 from the Bay of Plenty region; one from the Waikato region).

The CEO is appointed as The Board Secretary for the society. CCI Support employ Facilitators based in Tauranga, Whakatane, Waikato, Wellington and Rotorua.

Paid Staff include 3 Full-time and 2 Part- time Facilitators (Total of 256 hours per fortnight) working across Tauranga & Western Bay of Plenty, Eastern Bay of Plenty, Lakes District (Rotorua & Taupo), Wellington and the Waikato. A Facilitator Assistant is working 20 hours per week and a Funding manager works 5 hours per week. The Chief Executive Officer is employed for 25 hours per week. CCI Support Member Volunteers also curate CCIS Facebook pages, provide IT Support, Admin support and facilitate Social Groups within the regions.

Main Sources of the Entity's Cash and Resources:

CCI Support is predominantly funded by grants from various funding agencies and philanthropic trusts applied to, as well as donations, member subscriptions and interest

Main Methods Used by the Entity to Raise Funds:

Funding grant applications submitted to various funding agencies and Philanthropic trusts are the main source of funding.

Entity's Reliance on Volunteers and Donated Goods or Services:

CCI Support relies on volunteers for Board Governance as well as assistance with Administration, IT support, Counselling, Facebook curation, Instagram, Facilitator Support, Fundraising and facilitation of Social Groups.

Volunteer hours across the organisation including the Board Members totalled approximately 881.50 hours over the last year.

STATEMENT OF SERVICE PERFORMANCE

Description and Quantification (to the extent practicable) of the Entity's Outputs:*	This Year	Last Year
As at 31 March 2023 CCI Support was working with 703 people.	703	556
New Referrals	363	297
Facilitator Consults	3077	2451
Referrals and Initial Consults	1758	1430
Face to Face Consults	195	187
Home Visits	13	21
Online Consults	145	49
Phone Consults	947	920
Txt Messenger Consults	433	371
Email - individual, not group emails	2917	2700
Letter	303	343
Advocacy support provided for individual members with health Practitioners and WINZ	58	24
Networking	120	142
Newsletters	4 Newsletters sent to 583 people each time	4
Members Meetings	11 meetings 343 participants	28 meetings 532 participants
Social Meetings	94 meetings 543 participants	40 meetings 208 participants
Towards Wellness	30 online 11 attended extra workshops	8 sessions ave of 7 people per session
Community Meetings - Caregivers, Supporters	1 meetings with 5 participants this is an area of development in 23/24	2 meetings with 21 participants
Other meetings: Mindfulness, St Johns etc	34 meetings 286 participants	6 meetings 24 participants

This Statement should be read in conjunction with the accompanying Notes and the Independent Assurance Practitioner's Report


APPROVAL OF THE PERFORMANCE REPORT

For the year ended 31 March 2023

This performance report has been approved by the Board, for and on behalf of,
Complex Chronic Illness Support (Inc.)

Signature: 

Name: Fiona Charlton
Position: Board President
Date: 6 October 2023

Signature: 

Name: Bronwyn McRostie
Position: Treasurer
Date: 6 October 2023

STATEMENT OF FINANCIAL PERFORMANCE

Complex Chronic Illness Support (Incorporated)

Statement of Financial Performance

"How was it funded?" and "What did it cost?"

For the year ended

31 March 2023

	Note	Actual* This Year \$	Actual* Last Year \$
Revenue			
Donations, fundraising and other similar revenue*	1	303,971	256,419
Fees, subscriptions and other revenue from members*	1	22,679	16,280
Revenue from providing goods or services*	1	637	660
Interest, dividends and other investment revenue*	1	2,531	579
Total Revenue*		329,818	273,938
Expenses			
Expenses related to public fundraising*	2	51	-
Volunteer and employee related costs*	2	266,450	207,191
Costs related to providing goods or services*	2	62,825	52,155
Other expenses	2	5,679	4,807
Total Expenses*		335,005	264,153
Surplus/(Deficit) for the Year*	5	(5,187)	9,785

This Statement should be read in conjunction with the accompanying Notes and the Independent Assurance Practitioner's Report

STATEMENT OF FINANCIAL POSITION

Complex Chronic Illness Support (Incorporated)

Statement of Financial Position

"What the entity owns?" and "What the entity owes?"

As at

31 March 2023

	Note	Actual* This Year \$	Actual* Last Year \$
Assets			
Current Assets			
Bank accounts and cash*	3	138,544	113,384
Debtors and prepayments*	3	2,609	1,148
Total Current Assets		141,153	114,532
Non-Current Assets			
Property, plant and equipment*	4	3,520	4,056
Total Non-Current Assets		3,520	4,056
Total Assets*		144,673	118,588
Liabilities			
Current Liabilities			
Creditors and accrued expenses*	3	1,505	1,877
Employee costs payable*	3	17,382	10,146
Unused donations and grants with conditions*	3	116,190	91,823
Total Current Liabilities		135,077	103,846
Non-Current Liabilities			
Other non-current liabilities	3	4,661	4,620
Total Non-Current liabilities		4,661	4,620
Total Liabilities*		139,738	108,466
Total Assets less Total Liabilities (Net Assets)*		4,935	10,122
Accumulated Funds			
Accumulated surpluses or (deficits)*	5	4,935	10,122
Total Accumulated Funds*		4,935	10,122

This Statement should be read in conjunction with the accompanying Notes and the Independent Assurance Practitioner's Report

STATEMENT OF CASHFLOWS

Complex Chronic Illness Support (Incorporated)

Statement of Cash Flows

"How the entity has received and used cash"

For the year ended

31 March 2023

	Actual*	Actual*
	This Year	Last Year
	\$	\$
Cash Flows from Operating Activities*		
Cash was received from:		
Donations, fundraising and other similar receipts*	419,002	342,710
Fees, subscriptions and other receipts from members*	21,892	21,775
Receipts from providing goods or services*	637	660
Interest, dividends and other investment receipts*	2,531	579
Net GST	(674)	(5,453)
Cash was applied to:		
Payments to suppliers and employees*	419,428	356,102
Net Cash Flows from Operating Activities*	23,960	4,169
Cash flows from Investing and Financing Activities*		
Cash was received from:		
Proceeds from loans borrowed from other parties*	-	
MSD Covid19 Subsidy	1,200	600
Cash was applied to:		
Payments to acquire property, plant and equipment*		
Capital repaid to owners or members*		4,400
Reserve for Wage payments after 1 April 2020.	-	
Net Cash Flows from Investing and Financing Activities*	1,200	(3,800)
Net Increase / (Decrease) in Cash*	25,160	369
Opening Cash*	113,384	113,015
Closing Cash*	138,544	113,384
This is represented by:		
Bank Accounts and Cash*	138,544	113,384

This Statement should be read in conjunction with the accompanying Notes and the Independent Assurance Practitioner's Report

STATEMENT OF ACCOUNTING POLICIES

Complex Chronic Illness Support (Incorporated)

Statement of Accounting Policies

"How did we do our accounting?"

For the year ended

31 March 2023

Basis of Preparation*

Complex Chronic Illness Support (Incorporated) 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.

The Performance Report is presented in New Zealand dollars (NZ\$) which is Complex Chronic Illness Support (Incorporated)'s functional currency and have been prepared on an accrual and historical cost basis. All values are to the nearest \$.

The statement of cash flows has been prepared using the direct method.

Specific Accounting Policies

The following specific accounting policies which materially affect the measurement of the Statement of Financial Performance and Statement of Financial Position have been applied:

Goods and Services Tax (GST)*

All amounts are recorded exclusive of GST, except for Debtors and Creditors which are stated inclusive of GST.

Income Tax

Complex Chronic Illness Support (Incorporated) is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

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.

This Statement should be read in conjunction with the accompanying Notes and the Independent Assurance Practitioner's Report

STATEMENT OF ACCOUNTING POLICIES

Expenses

Salaries and wages are recorded as expenses as staff provide services and become entitled to them. Other costs associated with the delivery of services are expensed when the costs are incurred.

Fixed Assets

All fixed assets are initially recorded at cost with depreciation being deducted on all fixed assets at rates calculated to allocate the assets costs, less estimated residual value, over their estimated useful lives.

Depreciation

Depreciation has been calculated using rates considered reasonable to allocate the cost of an asset, less any residual value, over its useful life.

This Statement should be read in conjunction with the accompanying Notes and the Independent Assurance Practitioner's Report

NOTES TO THE PERFORMANCE REPORT

Complex Chronic Illness Support (Incorporated)

Notes to the Performance Report

For the year ended
31 March 2023

Note 1 : Analysis of Revenue

Revenue Item	Analysis	This Year \$	Last Year \$
Donations and other similar revenue	Grants for current operations	302,771	253,819
	Donations - Specific	-	2,000
	Covid 19	1,200	600
	Total	303,971	256,419

Revenue Item	Analysis	This Year \$	Last Year \$
Fees, subscriptions and other revenue from members	Donations, koha or offerings from members	6,292	3,726
	Course Fees	2,604	435
	Fees and subscriptions from members	13,783	12,119
	Revenue from sales to members	637	660
	Total	23,316	16,940

Revenue Item	Analysis	This Year \$	Last Year \$
Interest, dividends and other investment revenue	Interest	2,531	579
Total		2,531	579

This Statement should be read in conjunction with the accompanying Statements and the Independent Assurance Practitioner's Report

NOTES TO THE PERFORMANCE REPORT

Note 2 : Analysis of Expenses

Expense Item	Analysis	This Year	Last Year
		\$	\$
Expenses related to public fundraising	Fundraising	51	-
	Total	51	-

Expense Item	Analysis	This Year	Last Year
		\$	\$
Volunteer and employee related costs	Salaries and Wages	223,190	188,700
	KiwiSaver contributions	5,534	5,740
	Contractors	27,868	10,057
	ACC levies	499	357
	Supervision	1,470	1,617
	Training	1,186	720
	Leave Accruals	6,703	-
	Total	266,450	207,191

Expense Item	Analysis	This Year	Last Year
		\$	\$
Costs related to providing goods or services	Direct costs relating to service delivery	6,329	4,272
	Administration and overhead costs	56,496	47,883
	Total	62,825	52,155

Expense Item	Analysis	This Year	Last Year
		\$	\$
Other expenses	General Expenses	2,499	1,246
	Accounting and Assurance	2,318	2,282
	Finance Costs	326	266
	Depreciation	536	1,013
	Total	5,679	4,807

This Statement should be read in conjunction with the accompanying Statements and the Independent Assurance Practitioner's Report

NOTES TO THE PERFORMANCE REPORT

Note 3 : Analysis of Assets and Liabilities

Asset Item	Analysis	This Year \$	Last Year \$
Bank accounts and cash	Kiwibank	138,214	113,046
	Debit Card	320	222
	Cash	-	-
	Stripe	9	116
	Total	138,544	113,384

Asset Item	Analysis	This Year \$	Last Year \$
Debtors and prepayments	GST Receivable	1,770	1,096
	Debtors	839	52
	Total	2,609	1,148

Liability Item	Analysis	This Year \$	Last Year \$
Creditors and accrued expenses	Creditors	1,506	1,877
	GST Payable	-	-
	Total	1,506	1,877

Liability Item	Analysis	This Year \$	Last Year \$
Employee costs payable	Inland Revenue Payable	4,903	4,371
	Holiday Pay Accrual	12,479	5,775
	MSD Subsidy - Covid19	-	-
	Total	17,382	10,146

Liability Item	Analysis	This Year \$	Last Year \$
Unused donations and grants with conditions	Unexpended Grants	116,190	91,823
Total	116,190	116,190	91,823

Liability Item	Analysis	This Year \$	Last Year \$
Other current liabilities	ME/CFS Charitable Trust	-	-
	Allocated unspent funds provision	4,661	4,620
	Total	4,661	4,620

This Statement should be read in conjunction with the accompanying Statements and the Independent Assurance Practitioner's Report

NOTES TO THE PERFORMANCE REPORT

Note 4 : Property, Plant and Equipment

This Year					
Asset Class*	Opening Carrying Amount*	Purchases	Sales / Disposals	Current Year Depreciation and Impairment*	Closing Carrying Amount*
Office equipment*	4,056	-	-	536	3,520
Total	4,056	-	-	536	3,520

Last Year					
Asset Class*	Opening Carrying Amount*	Purchases	Sales / Disposals	Current Year Depreciation and Impairment*	Closing Carrying Amount*
Office equipment*	669	4,400	-	1,013	4,056
Total	669	4,400	-	1,013	4,056

Note 5: Accumulated Funds

This Year				
Description*	Capital Contributed by Owners or Members*	Accumulated Surpluses or Deficits*	Reserves*	Total*
Opening Balance	-	10,122	-	10,122
Prior Year Adjustment	-	-	-	-
Surplus/(Deficit)*	-	(5,187)	-	(5,187)
Closing Balance	-	4,935	-	4,935

Last Year				
Description*	Capital Contributed by Owners or Members*	Accumulated Surpluses or Deficits*	Reserves*	Total*
Opening Balance	-	337	-	337
Prior Year Adjustment	-	-	-	-
Surplus/(Deficit)*	-	9,785	-	9,785
Closing Balance	-	10,122	-	10,122

This Statement should be read in conjunction with the accompanying Statements and the Independent Assurance Practitioner's Report

NOTES TO THE PERFORMANCE REPORT

Note 6 : Commitments and Contingencies

Commitments

There are no commitments as at balance date (Last Year - \$nil)

Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at balance date (Last Year - \$nil)

Note 7: Related Party Transactions*

Board Member, David Harris, provides the internet services for CCI Support via his business Blue Sky Data.

Note 8: Events After the Balance Date:

There were no events that have occurred after the balance date that would have a material impact on the Performance Report.

This Statement should be read in conjunction with the accompanying Statements and the Independent Assurance Practitioner's Report

Contact details

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INDEPENDENT ASSURANCE PRACTITIONER'S REVIEW REPORT



LACA Limited

Serving with Excellence
A fresh approach to assurance services

www.laca.co.nz

www.laca.co.nz

Director: Louis Adair (CA)

Registered office: 1 Sunnyside Close, Welton Bay, Tauranga, 3112



CHARTERED ACCOUNTANTS
AUSTDAL & NEW ZEALAND

INDEPENDENT ASSURANCE PRACTITIONER'S REVIEW REPORT

To the Trustees of Complex Chronic Illness Support Incorporated

We have reviewed the accompanying Performance Report of Complex Chronic Illness Support Incorporated, which comprises the Statement of Financial Position as at 31 March 2023, and the Statement of Financial Performance and Cash Flows for the year then ended, and Notes to the Performance Report.

Board of Trustees' Responsibility for the Performance Report

The Board of Trustees are responsible for the preparation and fair presentation of this Performance Report in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit), and for such internal control as the Board of Trustees determine is necessary to enable the preparation of a Performance Report that is free from material misstatement, whether due to fraud or error.

The Board of Trustees are also responsible for the other information. The other information comprises the entity information and statement of service performance but does not include the performance report and our conclusion thereon.

Assurance Practitioner's Responsibility

Our responsibility is to express a conclusion on the accompanying Performance Report. We conducted our review in accordance with International Standard on Review Engagements (New Zealand) (ISRE (NZ)) 2400, *Review of Historical Financial Statements Performed by an Assurance Practitioner who is not the Auditor of the Entity*. ISRE (NZ) 2400 requires us to conclude whether anything has come to our attention that causes us to believe that the Performance Report, taken as a whole, is not prepared in all material respects in accordance with the applicable financial reporting framework. This Standard also requires us to comply with relevant ethical requirements.

A review of the Performance Report in accordance with ISRE (NZ) 2400 is a limited assurance engagement. The assurance practitioner performs procedures, primarily consisting of making enquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

Our conclusion on the performance report does not cover the other information (the entity information and statement of service performance) and we do not express any form of assurance conclusion thereon.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand). Accordingly, **we do not express an audit opinion** on the Performance Report.

Other than in our capacity as assurance practitioner we have no relationship with, or interests in, Complex Chronic Illness Support Incorporated.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the accompanying performance report does not give a true and fair view of the financial position of Complex Chronic Illness Support Incorporated as at 31 March 2023, and of its financial performance and cash flows for the year then ended, in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit).

LACA Limited

LACA Limited
27 September 2023
Tauranga

THANK YOU TO OUR SUPPORTERS

We are very grateful to the following Funders and Supporters for supporting Complex Chronic Illness Support in 2021/2022 Financial year.



Meet Our Sponsors

These companies support us with either financial contributions, products or discounts. Thankyou!!!



Meet the business that directly support our members

The companies support our members with products or discounts, We are grateful.

