

# Complex Chronic Illness Support (Incorporated)

## Performance Report

For the year ended  
31 March 2023

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# Complex Chronic Illness Support (Incorporated)

## 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.)



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Name: Fiona Charlton

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Position: President

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Date: 22/09/2023

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Bronwyn McRostie (Sep 22, 2023 11:57 GMT+12)

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Name: Bronwyn McRostie

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Position: Treasurer

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Date: 22/09/2023

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# Complex Chronic Illness Support (Incorporated)

## Entity Information

"Who are we?", "Why do we exist?"

For the year ended  
31 March 2023

Legal Name of Entity:*	Complex Chronic Illness Support Inc.
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Other Name of Entity (if any):	previously named ME/CFS Support BoP Inc.
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Type of Entity and Legal Basis (if any):*	Incorporated Society
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Registration Number:	CC 20874
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### Entity's Purpose or Mission: \*

*Vision* : Complex Chronic Illness Support's vision is to Empower People Towards Wellness.

*Mission* : The vision focuses our mission 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:

# Complex Chronic Illness Support (Incorporated)

## Entity Information

"Who are we?", "Why do we exist?"

For the year ended  
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*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.

We support people with the following conditions:

Myalgic Encephalomyelitis (ME) also known as chronic fatigue syndrome (CFS) - an abnormal immune system response to any number of infectious or environmental triggers, causing a long-term illness that can result in significant disability.

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".

Post-Viral Fatigue / Syndrome – in most straight-forward viral illnesses, recovery takes 2-4 weeks, with symptoms disappearing by six weeks. However, in a small percentage of patients the duration until recovery can take up to several months. If symptoms remain after 3-6 months with the illness unchanged, a change of name/diagnosis to CFS/ME is appropriate.

Fibromyalgia - a chronic condition causing fatigue, widespread pain, and tenderness throughout the body and often co-exists with ME/CFS 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.

# Complex Chronic Illness Support (Incorporated)

## Entity Information

"Who are we?", "Why do we exist?"

For the year ended  
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Dysautonomia - a term for a group of diseases that include postural orthostatic tachycardia syndrome (POTS). In these conditions the autonomic nervous system (ANS) is dysregulated which can lead to blood pressure problems, heart problems, trouble with breathing and swallowing, and erectile dysfunction in men.

•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)

### 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.

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, the Waikato as well as providing a national online service. 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.

# Complex Chronic Illness Support (Incorporated)

## Entity Information

"Who are we?", "Why do we exist?"

For the year ended  
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### 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.

## Contact details

Physical Address:	43 Welcome Bay Road, Welcome Bay, Tauranga, 3112
Postal Address:	43 Welcome Bay Road, Welcome Bay, Tauranga, 3112
Phone/Fax:	ph. 07 2811481 or 022 658 0251 or 0800 224 787
Email/Website:	<a href="mailto:info@ccisupport.org.nz">info@ccisupport.org.nz</a> <a href="http://www.ccisupport.org.nz">www.ccisupport.org.nz</a>
	<a href="https://www.facebook.com/mecfsbop">https://www.facebook.com/mecfsbop</a>

## Complex Chronic Illness Support (Incorporated)

### Statement of Service Performance

"What did we do?", When did we do it?"

For the year ended  
31 March 2023

#### Description of the Entity's Outcomes\*:

##### 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.'

##### Our key points of difference are:

- 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

##### The wide-range of support services we provide include the following:

- One to One Facilitator Support

We have qualified Facilitators based in the Bay of Plenty, Wellington and Waikato who work with members and the community to provide support, mentoring, advice, counselling, and advocacy. This essential role is undertaken

## Complex Chronic Illness Support (Incorporated)

### Statement of Service Performance

"What did we do?", When did we do it?"

For the year ended  
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the community to provide support, mentoring, advice, counselling, and advocacy. This essential role is undertaken through office and home visits, and phone and online contact.

- Educative Group Support Meetings
- Social Groups
- Community Workshops & Group Seminars
- Towards Wellness Programme/s
- Informative Newsletters
- Online Support – Private Facebook Community
- Health and Wellness Library
- Advocacy & Awareness

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
Face to Face Consults	195	187
Home Visits	13	21
Online Consults	145	49
Phone Consults	947	920
Txt Messenger Consults	433	371
Email	2917	2700
Letter	303	343
Referrals and Initial Consults	1758	1430
Advocacy support provided for individual members with health Practitioners and WINZ	58	24
Networking	120	142
Messenger Newsletters	4	4
Members Meetings	11 meetings 343 participants	28 meetings 532 participants
Social Meetings	94 sessions 543 participants	40 meetings 208 participants
Towards Wellness	30 registered on hub and 11 attended extra workshops	8 sessions ave of 7 people per session
Community Meetings - Caregivers, Supporters		2 meetings with 21 participants
Other meetings: Mindfulness, St Johns etc	34 workshops 286 participants	6 meetings 24 participants



## Complex Chronic Illness Support (Incorporated)

### Statement of Service Performance

"What did we do?", When did we do it?"

For the year ended  
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#### Additional Output Measures:

The Towards Wellness Programme is now an online programme, available 24/7, from the comfort of their home, protecting their energy envelopes and helping with pacing.

The CCI Support website has a comprehensive library of downloadable resources available to members.

Support is provided online via Facebook/ Facebook member only group/Instagram.

Member access to our up to date library containing Books, International ME Newsletters/publications and DVD's.

Volunteer hours for 2022/23 were 881.50

Supporting new areas: We support the Bay of Plenty, Waikato, Wellington and Nelson regions, as well as providing

#### Additional Information:

##### 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.'

## Complex Chronic Illness Support (Incorporated)

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"What did we do?", When did we do it?"

For the year ended  
31 March 2023

CCI Support provides support and advocacy through several channels:

Health and Wellness Facilitators

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. Anthroposophical Artistic Therapy, and Certificate in Adult Teaching, Human Anatomy and Physiology, BAppSocSci Counselling Major and Diploma in Health and Human Behaviour

Support Group Meetings

The support group meetings offer the opportunity for members to have a group catch-up with our Health and Wellness Facilitators, and to share ideas and support with one another. 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.

Social Groups

The CCI Support social groups are groups held in the community and supported by volunteers and Facilitators. They run monthly and address a very important part of the illnesses we support - isolation. With like minded and understanding social support groups, a person feels included, safe and able to get social connection, outside the formality of support we provide.

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.

The course structure comprises two hours fortnightly (in total 10 workshops) based at the premises of CCI Support, or, more recently online with the impact of COVID-19, with a follow-on 5 workshops to reinforce key learnings. Guest speakers are also invited, 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.

Towards Wellness Hub

This initiative was developed in 2021 as an online knowledge base of content, resources, and services, available 24/7 for those in the community with Myalgic Encephalomyelitis / Chronic Fatigue Syndrome, Fibromyalgia,

## Complex Chronic Illness Support (Incorporated)

### Statement of Service Performance

"What did we do?", When did we do it?"

For the year ended  
31 March 2023

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.

#### 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 Whānau, 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.

#### 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 this included meeting with local MPs to discuss party policies and support with regard to complex chronic illness.

#### Online Support – Facebook Community

CCI Support has an active online community, comprising two Facebook pages – a public page to raise awareness, and a closed private member's 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, 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 organization 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.

#### Group seminars

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

# 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 \$
<b>Revenue</b>			
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
<b>Total Revenue*</b>		<b>329,818</b>	<b>273,938</b>
<b>Expenses</b>			
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
<b>Total Expenses*</b>		<b>335,005</b>	<b>264,153</b>
<b>Surplus/(Deficit) for the Year*</b>	5	<b>(5,187)</b>	<b>9,785</b>

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

# 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 \$
<b>Assets</b>			
<b>Current Assets</b>			
Bank accounts and cash*	3	138,544	113,384
Debtors and prepayments*	3	2,609	1,148
<b>Total Current Assets</b>		<b>141,153</b>	<b>114,532</b>
<b>Non-Current Assets</b>			
Property, plant and equipment*	4	3,520	4,056
<b>Total Non-Current Assets</b>		<b>3,520</b>	<b>4,056</b>
<b>Total Assets*</b>		<b>144,673</b>	<b>118,588</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
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
<b>Total Current Liabilities</b>		<b>135,077</b>	<b>103,846</b>
<b>Non-Current Liabilities</b>			
Other non-current liabilities	3	4,661	4,620
<b>Total Non-Current liabilities</b>		<b>4,661</b>	<b>4,620</b>
<b>Total Liabilities*</b>		<b>139,738</b>	<b>108,466</b>
<b>Total Assets less Total Liabilities (Net Assets)*</b>		<b>4,935</b>	<b>10,122</b>
<b>Accumulated Funds</b>			
Accumulated surpluses or (deficits)*	5	4,935	10,122
<b>Total Accumulated Funds*</b>		<b>4,935</b>	<b>10,122</b>

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

# 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
	\$	\$
<b>Cash Flows from Operating Activities*</b>		
<b>Cash was received from:</b>		
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)
<b>Cash was applied to:</b>		
Payments to suppliers and employees*	419,428	356,102
<b>Net Cash Flows from Operating Activities*</b>	<b>23,960</b>	<b>4,169</b>
<b>Cash flows from Investing and Financing Activities*</b>		
<b>Cash was received from:</b>		
Proceeds from loans borrowed from other parties*	-	-
MSD Covid19 Subsidy	1,200	600
<b>Cash was applied to:</b>		
Payments to acquire property, plant and equipment*		
Capital repaid to owners or members*		4,400
Reserve for Wage payments after 1 April 2020.	-	
<b>Net Cash Flows from Investing and Financing Activities*</b>	<b>1,200</b>	<b>(3,800)</b>
<b>Net Increase / (Decrease) in Cash*</b>	<b>25,160</b>	<b>369</b>
<b>Opening Cash*</b>	<b>113,384</b>	<b>113,015</b>
<b>Closing Cash*</b>	<b>138,544</b>	<b>113,384</b>
<b>This is represented by:</b>		
Bank Accounts and Cash*	<b>138,544</b>	<b>113,384</b>

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

# 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.

#### **Revenue Recognition**

Revenue from providing services and sale of goods is recognised as it is received. Revenue from grants is recognised by reference to the use of the grant by balance date.

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

# Complex Chronic Illness Support (Incorporated)

## Statement of Accounting Policies

"How did we do our accounting?"

For the year ended

31 March 2023

### 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.

### Changes in Accounting Policies\*

There have been no changes in accounting policy.



# 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
	<b>Total</b>	<b>303,971</b>	<b>256,419</b>

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
	<b>Total</b>	<b>23,316</b>	<b>16,940</b>

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

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

# Complex Chronic Illness Support (Incorporated)

## Notes to the Performance Report

For the year ended

31 March 2023

### Note 2 : Analysis of Expenses

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

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	-
<b>Total</b>		<b>266,450</b>	<b>207,191</b>

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
<b>Total</b>		<b>62,825</b>	<b>52,155</b>

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
<b>Total</b>		<b>5,679</b>	<b>4,807</b>

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

# Complex Chronic Illness Support (Incorporated)

## Notes to the Performance Report

For the year ended  
31 March 2023

### 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
	<b>Total</b>	<b>138,544</b>	<b>113,384</b>

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

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

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	-	-
	<b>Total</b>	<b>17,382</b>	<b>10,146</b>

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

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

# Complex Chronic Illness Support (Incorporated)

## Notes to the Performance Report

For the year ended  
31 March 2023

### Note 3 : Analysis of Assets and Liabilities

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

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

# Complex Chronic Illness Support (Incorporated)

## Notes to the Performance Report

For the year ended  
31 March 2023

### 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
<b>Total</b>	<b>4,056</b>	<b>-</b>	<b>-</b>	<b>536</b>	<b>3,520</b>

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
<b>Total</b>	<b>669</b>	<b>4,400</b>	<b>-</b>	<b>1,013</b>	<b>4,056</b>

### 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)
<b>Closing Balance</b>	<b>-</b>	<b>4,935</b>	<b>-</b>	<b>4,935</b>

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
<b>Closing Balance</b>	<b>-</b>	<b>10,122</b>	<b>-</b>	<b>10,122</b>

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

# Complex Chronic Illness Support (Incorporated)

## Notes to the Performance Report

For the year ended

31 March 2023

### 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.



## 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