

Statement Service Performance 2025

Archer Villages & Care Homes



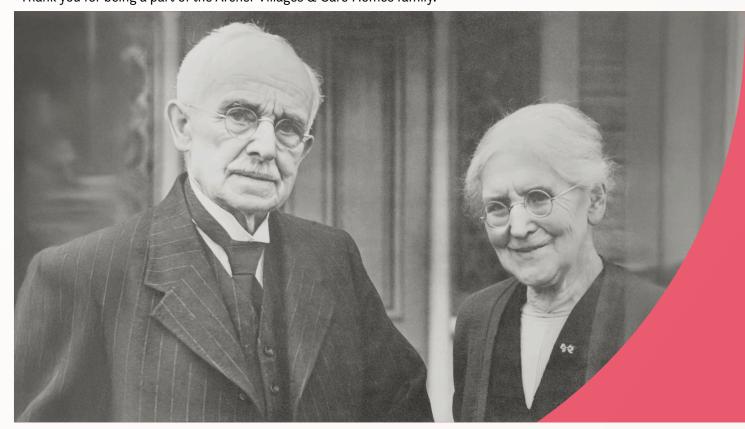
Archer Villages

Archer Villages & Care Homes has a proud history of supporting older adults through affordable, age-friendly, and home-like communities. Since our founding, nearly 70 years ago, we have remained committed to delivering high-quality care that reflects our core values and enhances the well-being of all residents.

We are proud of what we have accomplished together this year, and we are deeply grateful for the support of our residents, their families, our staff, and our wider community.

Your trust and partnership enable us to continue delivering exceptional care while creating a positive, meaningful environment for all.

Thank you for being a part of the Archer Villages & Care Homes family.



Rev. and Mrs. Archer

Statement of Service Performance

The Directors of Archer Villages & Care Homes play a vital role in providing strategic direction and governance to ensure the company fulfills its mission of delivering high-quality care and housing for its residents.

Directors oversee the management of assets, ensure compliance with regulations specific to retirement villages and care homes while managing financial resources prudently to support the ongoing operations of the villages and care facilities. Additionally, the directors assess risks, support the management team, and act as advocates for the company, promoting its services and helping secure funding or partnerships to sustain and enhance its offerings to residents. Their primary responsibility is to act in the best interest of Archer Villages & Care Homes, ensuring it operates effectively, ethically, and sustainably to deliver exceptional care and living environments for its residents.



David Baines (Chair)

David Baines, a Chartered Accountant, holds a Bachelor of Commerce in Accounting. He is currently the Chief Executive of Kingdom Resources Ltd and has previously held significant leadership roles, including General Manager at Alliance Group Ltd, Joint General Manager and Director at Porkcorp NZ Ltd, Chief Executive of NZ Pork, and Forensic Accountant at Sedgwick. David's governance experience includes chairing the Archer Group (from May 2024) and the Upper South Baptist Association, as well as serving as a trustee for the National Building Financial Capability Trust (FinCap). He has also been a Director at Beef & Lamb NZ Inc, a Board Member of the GIA (Government Industry Agreement) Committee, and a Director at CanCern, a community earthquake recovery NPO.

David and his wife Jill are members of Parklands Baptist Community Church, where David has served as an Elder for over 25 years. They have three adult children and eight grandchildren.



Matthew Gray (Deputy Chair)

Matthew Gray is a Chartered Professional Engineer specialising in mechanical building services. With 30 years of experience, he has worked on various projects across sectors such as healthcare, retail, industrial, and education. Matthew is a Technical Director at Powell Fenwick Consultants, where he also served as a Director and shareholder for over 25 years. He continues to work part-time in key projects after retiring from his directorship.

Originally from Invercargill, Matthew moved to Christchurch to study engineering at Canterbury University. He and his wife Kathryn, who have been married for 30 years, are members of Wairakei Road Bible Church and have three adult children.



Peter Davidson

Peter Davidson, a professional with a background in manufacturing, has held senior leadership roles in both public and private sectors across New Zealand and Australia. Currently, he runs his own consultancy supporting manufacturing businesses. Peter has a Bachelor of Engineering (Mechanical) and is a Graduate of the Australian Institute of Company Directors (GAICD).

Peter has extensive experience in church governance, having chaired a large aged care organization in NSW from 2008 to 2014, Windsor Park LifeCare Trust until 2022, and currently chairs the Glenfield Action Trust. Peter and his wife Joanne, members of Windsor Park Baptist Church, have three adult daughters and three grandchildren. They have been foster carers for many years, fostering over 60 babies and young children.



Kevin McDonnell

Kevin McDonnell recently retired as Executive Director of Independent Fisheries Ltd, a private commercial fishing company he was with for over 40 years. During his tenure, Kevin was responsible for finance, administration, and legal matters, helping to lead a team of 300 staff. He currently serves as a director for six private companies, including Independent Holdings Ltd and Independent Producers Ltd, and is a trustee for the NZ Head and Neck Cancer Research Foundation and Te Waiora Christian Trust.

Kevin and his wife Gaye have five adult children and eight grandchildren. They are members of South West Baptist Church and have previously been involved with St Augustine's Anglican and Opawa Baptist Church, where Kevin served as Treasurer for 20 years. He has also been a Justice of the Peace for the past 28 years.



Bradley Nicolson

Bradley Nicolson, a Registered Director NZ IoD, holds a Bachelor of Commerce in Finance and Accounting and is a Registered Member. He has served as Treasurer, Trustee, or Director for various Baptist Church boards over the past decade, including Delta, Glenroy, the Baptist Missionary Society, and the Upper South Baptist Association. Bradley currently leads Baptist Resources Ltd, which manages administration, finance, property, and building developments for churches and trusts.

Bradley lives in Christchurch with his wife Priscilla and their daughter, Astrid. They are active members of Oxford Terrace Baptist Community, where Bradley has served as Treasurer for 10 years.



Jennifer Blackler

Jennifer Blackler has been actively involved in leadership and governance roles throughout her work in the not-for-profit sector. She has been a member of the Archer Board since 2013 and is passionate about upholding Archer's values and helping residents live life to the fullest.

Jennifer and her husband Paul, who have three children, a daughter-in-law, and two grandchildren, are members of Lincoln Baptist Church, where they lead a life group. Jennifer has also been a Girls' Brigade officer for 40 years, serving at local, area, and national levels, including on the National Governance Board of Girls' Brigade New Zealand.



Dr. Rachelle Martin

Dr. Rachelle Martin is a Senior Lecturer in Rehabilitation at the University of Otago and a dedicated disability researcher. With a background as a neurorehabilitation physiotherapist spanning 25 years, Rachelle has extensive experience working alongside individuals recovering from stroke, brain injury, and spinal cord injury. Her clinical expertise informs her academic work, where she continues to contribute to advancements in rehabilitation and disability research.

Rachelle has been an active member of Ilam Baptist Church since 1991, serving in various leadership roles over the years. Currently, she focuses her contributions on service leading. She is also a member of the Assembly Council of the NZ Baptist Union, where she supports governance and strategic decision-making.

Rachelle is married to Mike, who is the director of a land surveying and development firm. They have two adult children who are currently living abroad in the UK and Japan.

Purpose & Values



Archer Villages & Care Homes

Special character

Archer is a faith-based organisation guided by purpose, not profit. We aim to uphold Christian values in everything we do, and, if comfortable, we encourage people to explore their own faith journey.

Vision

For older people to live fully and age well in our villages and care homes.

Mission

To provide affordable, age-friendly, homelike communities that enhance well-being, supported by a motivated and engaged workforce.

Our values

ogetherness

- Promoting an inclusive environment where everyone, from every culture and belief feels comfortable and welcomed.
- Providing environments for social connectedness and enabling families to stay connected.

olistic Care

 Reflecting the principles of Te Whare Tapu Whā physical, spiritual, family and mental health, we will deliver care to the best possible standard.

espect

- Recognising and celebrating the inherent worth and contributions of every resident.
- Creating communities free of elder abuse and ageism, where every resident has a voice and meaningful engagement.

ntegrity & Equity

- Upholding ethical standards in all aspects of care, with care that is culturally safe, meaningful, responsive, and resident-led.
- · Doing what we say we will.

itality

- Empowering residents to maintain their autonomy and independence for as long as possible, respecting their choices and preferences.
- Encouraging an active and vibrant lifestyle filled with engaging activities, social connections, and opportunities for personal growth to help navigate this new 'length of life'.

mpathy & Compassion

 Approaching care with kindness, understanding and a loving attitude.



Service Objectives & Key Achievements

Community & Social Connectedness

Our vibrant community includes residents from our Villages, offering independent and assisted living, as well as those in our Care Homes, which provide rest home, hospital, and dementia-level care. Centrally located community centres in each Village, along with cozy lounges in our Care Homes, create welcoming spaces for residents to gather, connect, and build meaningful relationships.

	2025	2024
Independent living units available	167	167
Assisted living studios available	3	3
Residential care units available	104	104
Rental units available	1	1
Total Units	275	275
Residential care annual occupancy rate	67%	70%

Our dedicated Wellbeing / Resident Support team curates a comprehensive schedule of regular activities and events spanning all Archer Villages and Care Homes, complemented by a calendar of collaborative events within the local community and beyond.

This 'Archer Thrive' program offers a diverse array of activities and events tailored to cater to a wide range of interests among our residents.

Our primary goal is to foster active participation and engagement in the meaningful aspects of life for each individual.

Activities and events include:

- Excursions & Outings
- Screenings & Cinemas
- Art & Creativity
- Fitness & Recreation
- Learning & Development
- Spirituality & Cultural Exploration

A new role, Resident Support Services Manager, was established during the year to lead and develop the program, ensuring a cohesive and strategic approach across all operations.

This development underscores our commitment to making Archer Thrive an integral part of our care philosophy, reflecting its importance in enriching the lives of our residents and strengthening our community bonds.

We are commitment to creating an environment where every culture feels comfortable and welcomed.

In our 2024 survey of village residents, 20% of respondents identified as an ethnicity other than NZ Pākehā. Importantly, when comparing responses across different ethnic groups, there was no material difference in the average scores – including in response to the key question "Is your overall well-being improved by living in the Village are/or participating in Village activities?".

This result affirms that Archer Thrive is supporting a broad cross-section of residents in feeling connected, valued, and well.

Affordable & Age-Friendly Communities

We aim to provide Villages that are affordable both in terms of initial entry price and ongoing fees. This is particularly important for residents who rely solely on superannuation. For our care homes, we maintain modest premium room fees where applicable, alongside access to standard rooms that do not attract any additional fees. This balanced approach ensures that a range of financial circumstances are accommodated without compromising the quality of care.

	2025	2024	
Average Village weekly fee (as at period end) Average / Medium Villa price (as at period end)	\$126.24 \$513,000	\$124.52 Not Reported	
Number of standard (non-premium fee) care rooms Residents supported through the Hardship Fund*	51	51	
Value provided under the Hardship Fund	23 \$94,600	20 \$72,333	

^{*} Includes provisions of interest-free loans, premium room waivers etc

During the 2024/25 financial year, we undertook several purchases and facility updates to ensure our environments are welcoming, functional, and aligned with the needs of older adults.

This included:

Enhancing Accessibility and Comfort:

- Installed automatic doors at the Archer Leisure Centre.
- Modified the Community Centre at Thorrington Village to better utilise the space and enhance access, with planning underway for similar enhancements at Linrose Village.
- Began replacing villa doors at Thorrington Village to improve accessibility.
- Installed additional heat pumps/air conditioning units in the Beckenham Home, ensuring better temperature regulation in communal spaces.

Upgrading Security and Emergency Systems:

- Installed third-party monitored medical alarms at Beckenham Village and Thorrington Village, providing a modern and robust response system for residents.
- Enhanced security measures with new cameras and gate modifications across our villages.

Improving Way-Finding and Navigation:

 Enhanced way-finding signage at Maryville Village to assist residents and their families in navigating the village more easily.

Investing in Fitness and Medical Equipment:

- Reviewed gym equipment across all sites, replacing items as necessary to ensure they meet the needs of village residents.
- Continued procurement of specialist medical equipment for care homes to support residents with bespoke medical needs.

Quality Care & Well-Being

We delivered person-centred care for 120 residents across rest home, hospital, and palliative care levels.

During the year, we created a new role: Quality and Education Coordinator.

This position enhances the level of clinical expertise across the organisation, with a particular focus on ensuring our staff are equipped to deliver safe, high-quality care.

In addition to supporting staff training and professional development, this role is also responsible for the collection, analysis, and reporting of quality data, including industry benchmarking.

This proactive approach strengthens our commitment to continuous improvement and ensures our care practices reflect current best practice standards.

In our 2024 survey of village residents, we sought to understand how living in our villages impacts well-being and social connection.

Q: We asked, "Does the Village provide a dignified environment, enhancing positive mental health, relationship building and reducing loneliness and isolation?"

An overwhelming 91% of respondents indicated they were either 'satisfied' or 'very satisfied,' with no residents reporting dissatisfaction.

Q: We also explored the broader impact of village life by asking, "Is your overall well-being improved by living in the Village and/or participating in Village activities?"

Of those who responded, 92% answered 'yes,' and 93% said they would recommend their retirement village to others.

Workforce Engagement

Workforce engagement remains a key focus at Archer Villages & Care Homes as we recognise the critical role that a motivated and supported workforce plays in delivering exceptional care to our residents.

By prioritising staff well-being, we aim to foster a workplace culture that promotes job satisfaction, retention, and performance.

Early in the period, we developed and introduced regular staff satisfaction and feedback surveys to better understand staff needs and identify areas for improvement.

Our first staff satisfaction survey, completed in July 2024, recorded an overall engagement score of 64% and a well-being score of 55%, with an engagement rate of 42%.

Based on this feedback, we have:

- Enhanced staff break facilities to improve comfort and relaxation opportunities.
- Introduced quarterly staff forums to encourage open communication and feedback.
- Implemented a smoke-free policy for staff, promoting a healthier work environment.

Faith

Faith has always been a cornerstone of Archer Villages & Care Homes, reflecting our strong commitment to the Christian faith and its values of unconditional love and care. While these values underpin everything we do, we warmly welcome people from all walks of life and beliefs. We value our partnerships with local churches of all denominations and faith-based groups, which play a significant role in supporting the spiritual lives of our residents should they want it. These collaborations, alongside the presence of dedicated Chaplains on our sites, enrich the daily spiritual experience for many in our community. Chaplains actively participate in village life, leading regular services and offering support to residents and their families.

Feedback & Continuous Improvement

Archer Villages and Care Homes actively gathers feedback from residents, families, and staff to continually improve our services.







166 Colombo Street Beckenham

Maryville Courts

155 Salisbury Street Christchurch Central

Thorrington VILLAGE

51 Birdwood Avenue Beckenham

Linrose VILLAGE

472 Linwood Avenue Woolston



www.archer.org.nz