



Statement of Service Performance 2026

Archer Villages & Care Homes



Archer Villages

Our 2025-26 Statement of Service Performance summarises the organisations charitable activities.

Archer Villages & Care Homes has a proud history of supporting older adults through affordable, age-friendly, and home-like communities. Since our founding, over 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 want to sincerely thank our staff for their commitment, care, and resilience throughout the year, and our residents and families for their patience, understanding, and ongoing trust in us. Together, we've navigated a year of transition with optimism and community spirit - and we look forward to the year ahead with confidence and gratitude.

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, holds a Bachelor of Commerce in Accounting and was a Chartered Accountant for 40 years. 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 Director of Baptist Resources Ltd 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 has served as a Director and shareholder of Powell Fenwick Consultants 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 listed and private organisations across New Zealand and Australia. Currently, he runs his own business supporting manufacturing companies. Peter has a Bachelor of Engineering (Mechanical) and is a Member of the NZ Institute of Directors.

Peter has extensive experience in church governance, having chaired a large aged care organization in NSW from 2008 to 2014 and served on several church and denomination boards. He currently chairs Baycrest Village (a Baptist owned retirement village in Auckland) and also chairs Baptist Foundation Ltd.

Peter and his wife Joanne, members of Windsor Park Baptist Church, have three adult daughters and five 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 works at the University of Otago and in a consulting capacity as a health, disability and rehabilitation researcher. With a background as a neurorehabilitation physiotherapist spanning more than 25 years, Rachelle has extensive experience working alongside people and whānau affected by stroke, brain injury, spinal cord injury, and other long-term health and disability experiences.

Her work focuses on strengthening health, rehabilitation and community systems so that disabled people and people with long-term conditions have equitable opportunities to live well and participate fully in their communities. Rachelle is particularly interested in service design and participatory research that supports meaningful change in policy and practice.

Rachelle has been an active member of Ilam Baptist Church since 1991 and has served in a range of leadership and service roles over that time. She is also Deputy Chair of the National Council of the Baptist Churches of New Zealand, where she supports governance, strategic decision-making, and the wider life of the Baptist movement.

Rachelle is married to Mike, who is the director of a land surveying and development firm. They enjoy staying connected with their adult children, who are currently living overseas in the United Kingdom 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, home-like communities that enhance well-being, supported by a motivated and engaged workforce.

Our values

T^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.

H^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.

R^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.

Iⁿtegrity & 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.

Vⁱitality

- 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'.

E^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 Independent Living Villages, as well as those in our Care Home, which provides rest home, hospital, and dementia-level care. Centrally located community centres in each Village, along with cosy lounges in our Care Homes, create welcoming spaces for residents to gather, connect, and build meaningful relationships.

	2026	2025
Independent living units available	174	167
Assisted living studios available	-	3
Residential care units available	52	104
Rental units available	1	1
Total Units	227	275
Residential care annual occupancy rate	83%	67%

During the year, following years of unsustainably low occupancy levels in our Thorrington Care Home, our care offering was **centralised to our Beckenham Clinical Hub** and the Thorrington Care Home closed.

Our **Archer Thrive** program offers a diverse array of activities and events tailored to meet the interests and abilities of our residents. The program’s primary goal is to encourage 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

During the year, we also added a **new sensory room** to our dementia ward. This calming and interactive space is designed to support residents living with dementia, providing comfort, stimulation, and moments of peace through light, sound, and texture experiences.

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

In our 2025 survey of village residents, 15% of respondents identified as an ethnicity other than NZ Pākehā (2024: 20%).

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 home, 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.

	2026	2025
Average Village weekly fee (as at period end)	\$129.94	\$126.24
Average / Medium Villa price (as at period end)	\$533,000	\$513,000
Number of standard (non-premium fee) care rooms	14	51

During the 2025/26 financial year, we continued to invest in improvements across our villages and care homes to ensure our environments remain safe, modern, and well-suited to the evolving needs of older adults.

Key initiatives included:

Enhancing Safety and Resident Support

- Upgraded the call-bell system at the Beckenham Home, providing a more reliable and responsive communication system for residents and staff.
- Reconfigured the Beckenham Care Home to support our dedicated dementia care offering, creating spaces that promote safety, comfort, and familiarity for residents with cognitive impairment.

Improving Living Environments

- Supported three residents to install double glazing in their villas to improve warmth, comfort, and energy efficiency.
- Continued the programme of replacing and upgrading villa doors at Thorington Village to enhance accessibility and security.

Strengthening Connectivity & Infrastructure

- Installed fibre to every unit at Beckenham Village, significantly improving internet access and digital connectivity for residents.

Enhancing Independent-Living Options

- Upgraded the studios at Thorington Village into fully self contained, one bedroom, independent living apartments, increasing resident choice and quality of accommodation.

Optimising Village Grounds and Shared Spaces

- Demolished the derelict “white house” at Thorington Village and transformed the area into a temporary green lawn space for resident recreation and community use.

Planning for Future Improvements

- Engaged with residents at Linrose Village regarding the reconfiguration of the Community Centre to create more functional, usable shared spaces. Detailed planning is now well underway.
- Consulted with Maryville Village residents on proposed improvements to the Village Green, with planning progressing to enhance this central outdoor community space.

Quality Care & Well-Being

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

Our annual Care Home Resident Survey shows that residents continue to feel well supported in our homes. Residents reported high levels of kindness and respect from staff (86%), confidence in how well their health needs are managed (87%), and strong satisfaction with the cleanliness, comfort, and safety of their living environment (91%).

Overall satisfaction with living in the home remained very high at 88%. Survey results are based on a four-point response scale ("Never" to "Always"), converted to a 0–100% score for clarity.

In our 2025 survey of village residents, we sought to understand how living in our villages impacts well-being and social connection. We asked, "Does the Village provide a dignified environment, enhancing positive mental health, relationship building and reducing loneliness and isolation?" An overwhelming 94% of respondents indicated they were either 'satisfied' or 'very satisfied,' with no residents reporting dissatisfaction (2024: 91%).

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, 96% answered 'yes' (2024: 92%), and 92% said they would recommend their retirement village to others (2024: 93%).

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.

During the year, our staff satisfaction survey recorded an overall engagement score of 69% (2024: 64%) and a well-being score of 55% (2024: 55%), with an engagement rate of 35% (2024: 42%).

Given the organisational changes and restructuring that took place during the year, a shift in engagement is not unexpected. We remain committed to strengthening the staff experience and fostering a workplace culture that supports wellbeing, connection, and growth.

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 & care home life, leading regular services and offering support to residents and their families.

Giving

Giving back is an important part of who we are. Through our Hardship Fund and other initiatives, we continue to support residents, staff, and our wider community. Whether through financial assistance, resource sharing, or donations to local charities, our giving reflects Archer’s long-standing values of care, dignity, and community.

	2026	2025
Residents supported through the Hardship Fund*	16	23
Value provided under the Hardship Fund	\$54,020	\$94,600
* Includes provisions of interest-free loans, premium room waivers etc		

With the closure of Thorrington Care Home, we were pleased to ensure that a significant quantity of quality furniture, bedding, household resources, and personal items — including books, DVDs, CDs, and furnishings — were redirected to benefit others. These items were donated to a range of charitable organisations, including Hato Hone St John, the St Vincent de Paul Society, the Salvation Army, Nurse Maude, and the Rotary Foundation.

Staff and Village residents were also given the opportunity to select items at no charge, and a small number of pieces were sold to staff for a voluntary donation to the Residents’ Fund.

It was heartening to see so many items remain within the charitable sector and go on to support those in need across our wider communities - while also directly benefiting our own staff and residents.

Feedback & Continuous Improvement

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





 Beckenham
VILLAGE & HOME

166 Colombo Street
Beckenham

 Thorrington
VILLAGE

51 Birdwood Avenue
Beckenham

 Maryville Courts
VILLAGE

155 Salisbury Street
Christchurch Central

 Linrose
VILLAGE

472 Linwood Avenue
Woolston

 **Archer**
Villages & Care Homes

www.archer.org.nz