



New Zealand Blood Service Statement of Intent

1 July 2013 – 30 June 2016

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PART 1

1 INTRODUCTION

Purpose

This Statement of Intent (SOI) has been prepared in accordance with part 4 of the Crown Entities Act 2004. It sets out how the New Zealand Blood Service (NZBS) will organise itself and prudently deploy resources (in line with the July 2012 Enduring Letter of Expectations from the Ministers of Health and State Services) to ensure transparency, collaboration and value for money in the support of New Zealand's healthcare sector. It informs Parliament and the New Zealand public about the organisation, the issues it faces and its response to those issues, specifying the objectives and performance measures for the period 1 July 2013 to 30 June 2014 and in general terms, for the subsequent two years.

Overview

NZBS is a Crown entity established under the New Zealand Public Health and Disability Act 2000. Its primary purpose and core activity is the safe, timely, high quality and efficient provision of blood and blood products and services to clinicians for the people of New Zealand. In addition to this, NZBS provides services for matching of patients and donors prior to organ/tissue transplantation and the provision of tissue banking (skin and bone) and stem cell services. These activities contribute to achievement of the organisation's single enduring Outcome:

Health needs of people in New Zealand are supported by the availability of safe and appropriate blood and tissue products and related services.

Blood is a special kind of medical resource. The altruistic nature and unique attributes of the "gift" of blood is unlike most other therapeutic modalities. This requires that NZBS as a trusted partner in New Zealand's healthcare system has in place a comprehensive donor recruitment programme and an integrated risk and safety management framework. Safety is at the heart of everything that NZBS does.

Strategic Direction

The NZBS Board and Executive comprehensively reviewed its strategic direction in 2011, looking forward to 2016. This resulted in seven strategic goals which describe:

- our core activity;
- our quality and safety focus;
- the importance of blood donors to our activities;
- our important relationship with the District Health Boards (DHBs);
- our focus on our people;
- the need for on-going development; and
- financial sustainability.

These strategic goals which are in alignment with the Minister's expectations were confirmed in 2012, inform this SOI and will guide NZBS over the next five years as step changes necessary to ensure the organisation is appropriately positioned to meet the on-going needs of New Zealand's health and disability sector are made.

Government Expectations

NZBS is a Crown agent for the purposes of the Crown Entities Act 2004. Pursuant to section 7 of the Act, NZBS is required to give effect to Government policy when directed by the Responsible Minister, the Minister of Health.

This SOI has been prepared taking into account the Minister's 18 February 2013 Letter of Expectations including:

- Prudent financial management ensuring that NZBS operates in a financially responsible manner to ensure its long-term financial viability and acts as a successful going concern;
- Looking for service improvements and opportunities to work with other entities to maximise system-wide efficiency and effectiveness;
- Keeping price increases to the DHBs in 2013/14 to an absolute minimum;
- Partnering with the DHBs to promote the wise use of blood and blood products, thus reducing wastage and cost to the sector;
- Setting tight, realistic budgets, managing carefully within those budgets, and having financial sustainability as a critical part of NZBS strategy;
- Demonstrating a strong understanding of our business (e.g. price, quantity and standards of service, and cost drivers and how they will be managed);
- Realistic pay and employment conditions, in line with the Government's expectations for pay and employment conditions in the State Sector, dated May 2012¹;
- Continuing to review how services can be delivered better to ensure they are both effective and represent good value for money and are delivered in a timely manner.

It should be noted that in order to minimise the price increase to DHBs in 2013/14 NZBS is budgeting a \$1.2m deficit. NZBS acknowledges the Minister's on-going expectation of ending the financial year at a breakeven position. The Minister further clarified that expectation as:

"The requirement to end the financial year at a break-even position does not necessarily mean NZBS should not plan for a deficit or surplus. Rather, it reflects the board's collective duty to ensure that NZBS operates in a financially responsible manner."

(letter from Minister to NZBS Chairman 30 April 2012)

NZBS is forecasting to deliver a \$2.9m deficit in 2012/13 as a direct result of the reduction in demand from the DHBs, with a forecast return to surplus in FY16.

¹ <http://www.scc.govt.nz/sites/all/files/government-expectations-may2012.PDF>

Financial and Management Constraints

NZBS receives payment for its products and services on a fee-for-service basis from the DHBs who are its principle customers. The financial plan has been prepared in line with the Minister's expectations, which although delivering deficits in two of the three year reporting period will enable:

- Management of safety requirements;
- Mitigation of risks related to the biological nature of blood products and variable product demand;
- The ability to review and address key infrastructure requirements including facility issues in Auckland and Christchurch;
- A reduced price increase to the DHBs as a consequence of planned deficits;
- Adherence to existing banking credit facility and covenant obligations; and
- Maintenance of medium term financial sustainability.

Business Improvement Activities

Collections and Facilities

Established in 1998, NZBS has commenced the process of managing a step change in its business by progressively implementing recommendations from the 2009 Collections and Facilities Review. This will occur throughout the period of this SOI. The two major hub-site facilities (which are leased) in Christchurch and Auckland are being expanded to meet regulatory requirements as a result of:

- technology changes;
- space pressures and regulatory compliance requirements;
- increasing requirements for plasma collection to meet the growing demand for intravenous immunoglobulin and
- in the case of Christchurch in response to issues arising from the earthquakes.

In November 2012 NZBS committed to a partnership arrangement with Ngāi Tahu Property Ltd to build and lease a purpose designed facility in Christchurch, which will be ready for occupation in early 2015.

With the relocation of National Office in mid-2012, the Donor Services area at the Auckland hub-site is currently being reconfigured. This will be followed by extension of the Auckland Laboratory areas, which is likely to be completed in 2015.

In October 2012 Tauranga became the seventh plasmapheresis collection site and it is likely that additional static sites will offer plasmapheresis collection over the period of this SOI, to meet the growing demand for plasma derived products.

These necessary facility developments will add to the NZBS cost base. However with the declining demand for Red Blood Cells (RBC's) NZBS will initiate a review of its overall infrastructure over the period of this SOI to ensure alignment with the new requirements for Whole Blood collections.

NZBS Costs

As a demand driven service within the public health and disability sector, NZBS has an on-going focus on improving its performance, increasing efficiencies and containing costs. However NZBS is now in a period where key infrastructure assets are either requiring replacement or upgrade. Infrastructure investment introduces additional costs to the business not all of which can be offset by savings initiatives. Consequently over the first two years of the SOI period NZBS is expecting to apply price increases greater

than the sector's Contribution to Cost Pressure (CCP) setting, but has committed to restricting those increases to an absolute minimum by absorbing some of those additional costs as indicated by planned deficits.

Over the SOI period NZBS is applying a compound price increase of 4.4% as compared to a Sector compound CCP% of 2.7% and a forecast Consumers Price Index (CPI) compound movement of 6.7%.

DHB Charging for 2013/14

NZBS is applying a 1.95% increase to pricing for the DHBs in 2013/14. NZBS is required to balance the Minister's and DHBs expectation of minimum price increases with the obligation to maintain its own financial wellbeing in a period of uncertain demand and having regard to the infrastructure issues that are required to be addressed in the short and medium terms.

Rebates

NZBS has a mechanism in place to provide a rebate to the DHBs if there is an unplanned surplus which is not required by NZBS to meet and discharge its own financial obligations and responsibilities. NZBS may generate additional revenue or make savings by such events as:

- increases in demand for products and services;
- improved fractionation yields;
- exchange rate gains; and/or
- internal cost efficiencies.

The current financial forecasts do not include the payment of any Rebates.

Financial Plan

A deficit of \$830k is forecast over the three year SOI period noting FY 2016 sees NZBS expecting to be back in surplus.

	FY 2013 \$'000	FY 2014 \$'000	FY 2015 \$'000	FY 2016 \$'000
Price increase	2.50%	1.95%	1.50%	0.89%
Net surplus/(deficit)	(\$2,950)	(\$1,220)	(\$120)	\$510
Net cash flow	(\$1,983)	(\$1,351)	\$1,296	\$765
Cash at year end	\$8,023	\$6,673	\$7,969	\$8,734
Term borrowings at year end	\$4,500	\$4,155	\$4,967	\$4,801
Equity Ratio %	88.72%	89.16%	87.27%	87.81%

Note:

The Financial Plan has made no allowance for the financial impact of any loss caused by blood component contamination or major manufacturing problems. In the unlikely event that such a situation should occur, NZBS will follow the process outlined in 2005 by the Ministry of Health².

² See Assumption 24 on pg 42

Key Project and Sector Changes

In addition to continuing to work with the sector to improve blood product utilisation; the key internal projects for NZBS over the period of this SOI are the two facility upgrades and cost containment initiatives to assist in off-setting increased infrastructure costs. Additionally Phase 2 of the Blood Management System upgrade will see the implementation of new modules of eProgesa over the next 3 years in order to enhance safety and improve efficiency.

The organisation will continue to participate in opportunities for joint procurement (in particular participating in the All-of-Government procurement initiatives) and to share services (including back office functions) as these are identified and developed by the National Health Board and Health Benefits Ltd.

SOI Structure

This SOI is structured in two parts:

- Part I provides:
 - a high-level overview of the context and structure of NZBS;
 - the Forecast Statement of Service Performance (SSP) which NZBS will report on in its Annual Report for 2013/14;
 - Capability and Input Measures (CIM) relating to internal NZBS activities;
 - the linkage of performance measures to NZBS's seven strategic goals³; and
 - organisational capability and issue management.

- Part II presents:
 - Forecast Financial Statements and supporting assumptions.

As the organisation has now matured to a point where organisational structure and context are consistent year-on-year, this information is once again contained in Appendix 1.



David Chamberlain
Chairman

18 June 2013



David Wright
Deputy Chairperson



Fiona Ritsma
Chief Executive

³ See Section 6 from pg 19 for detail of NZBS' Strategic Goals

2 ORGANISATION OVERVIEW

2.1 New Zealand Blood Service Outcome Statement

Health needs of people in New Zealand are supported by the availability of safe and appropriate blood and tissue products and related services

2.2 NZBS in the context of the New Zealand health and disability sector

NZBS is the only provider of blood and blood products and tissue typing services in New Zealand.

A collaborative relationship with both the prescribing clinicians in the DHBs and more than 115,000 loyal donors is at the heart of the organisation's success. Strong relationships also exist with DHB management; the Ministry of Health; CSL Behring in Australia; recipient organisations (in particular Leukaemia and Blood Cancer New Zealand, Immune Deficiencies Foundation of New Zealand and the Haemophilia Foundation of New Zealand); and international partners in the blood sector. Collectively our shared aim is to ensure that New Zealand continues to enjoy a safe and secure supply of blood and blood products and related services now and into the future.

2.3 NZBS Organisation Structure and Locations

NZBS was established in 1998 to integrate the formerly fragmented hospital based blood services into a single national organisation.

Current locations

NZBS facilities are structured in a "hub and spoke" model (see Figure 1), with four major collections and manufacturing hubs in Auckland, Hamilton, Wellington and Christchurch; supported by two collection co-ordinating centres in Palmerston North and Dunedin. Regional static collection sites are located in Manukau, Takapuna, Tauranga, Napier and Nelson. Regular mobile collections are also made in a number of cities and towns across New Zealand.

With the declining demand for RBC's NZBS will be reviewing its fixed site infrastructure to ensure alignment with Whole Blood collection requirements.

The national Tissue Typing and Red Cell Reference Laboratories and the administrative National Office are located in Auckland. NZBS also runs the hospital blood banks in Auckland, Hamilton, Palmerston North, Wellington, Christchurch and Dunedin Hospitals. All other hospital blood banks are staffed and operated by local DHB staff; however NZBS maintains overall responsibility for blood banking services across the country and has an active DHB oversight programme in place to achieve this.

Changes to locations

NZBS has embarked upon a relocation project for its Christchurch hub-site facility in partnership with Ngāi Tahu Property Limited, which will see it moving into a new purpose built leased facility in early 2015. Refurbishment is also underway in partnership with the Auckland hub-site landlord, the Dilworth School Trust Board to future proof this facility; ensuring it is fit for purpose for the next 20 years as technologies change and the requirement for additional donors (to meet the growing demand for fractionated product) can be accommodated in a Good Manufacturing Practice (GMP) compliant environment.

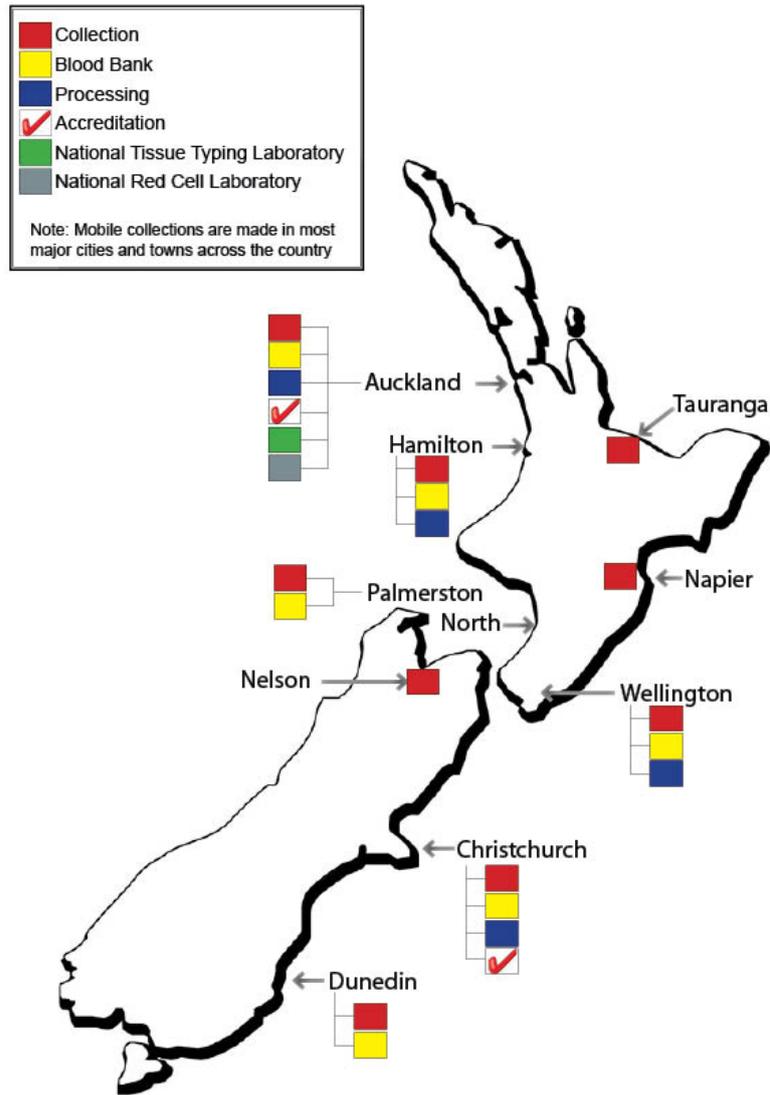


Figure 1: Distribution of NZBS activities across New Zealand

More information about NZBS’s established governance and management structure, including the strong focus on quality, organisational values and identification of key external relationships and statutory obligations can be found in Appendix 1.

3 OUTCOMES FRAMEWORK

NZBS activities contribute to achievement of the government and health and disability system’s goals as detailed in Figure 2.

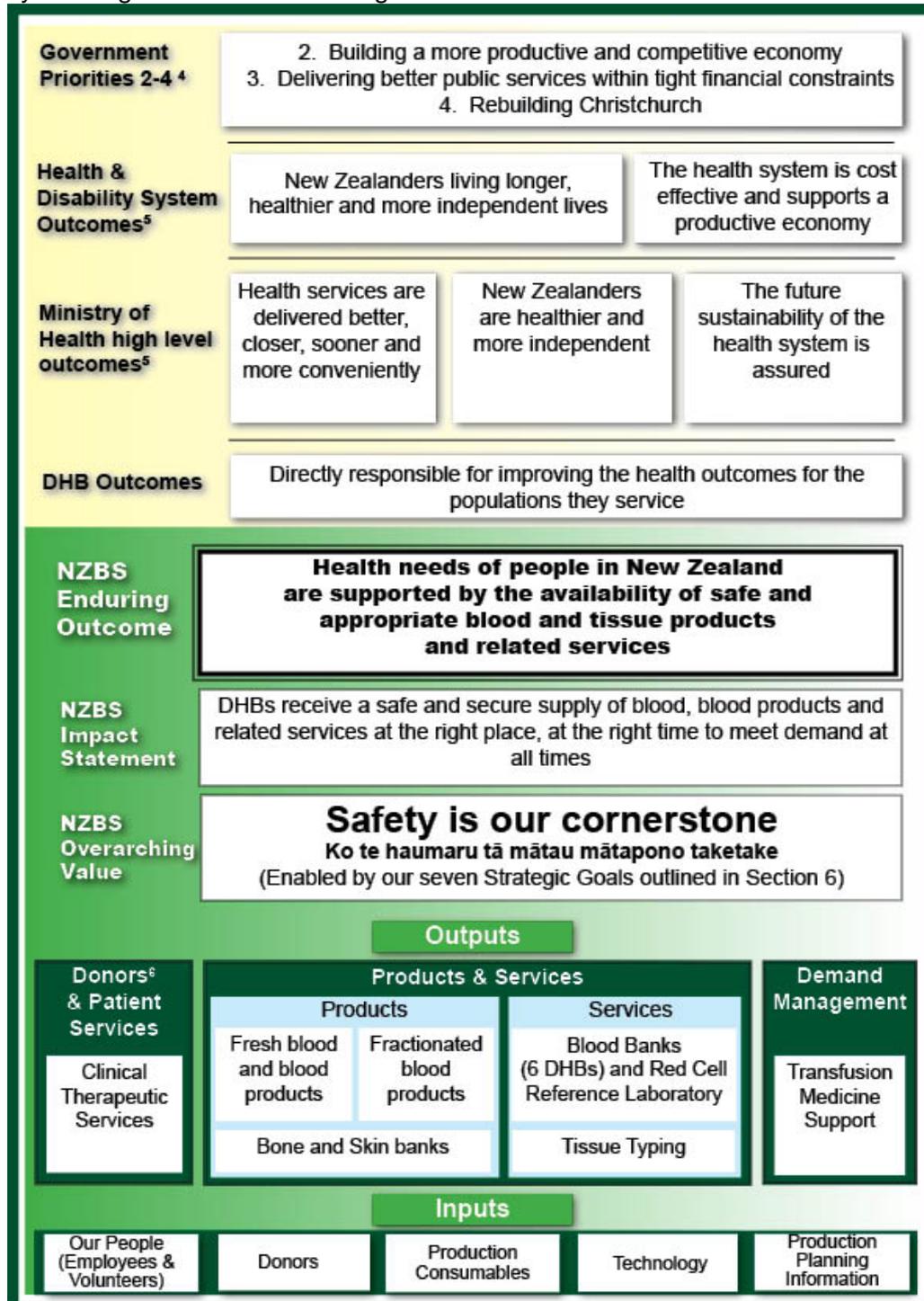


Figure 2: NZBS Outcomes Framework

⁴ Budget 2012 Priorities (ref: www.treasury.govt.nz/budget/2012)

⁵ Ministry of Health Statement of Intent 2012/13 to 2014/15

⁶ These services refer to stem cell collections for transplantation and people with Haemochromatosis – in some situations their blood can be used for transfusion, hence referring to them as donors

4 FORECAST STATEMENT OF SERVICE PERFORMANCE 1 JULY 2013 TO 30 JUNE 2014

NZBS has one overall Output Class, comprising three interrelated outputs related to:

- Donors (and patients)
- Products and Services
- Demand Management

each of which collectively contributes to the achievement of the outcome below:

New Zealand Blood Service Outcome

Health needs of people in New Zealand are supported by the availability of safe and appropriate blood and tissue products and related services

OUTPUT	Value 2013/14 \$(excl GST)
Provision of a safe and effective blood service for all New Zealanders through supply and delivery of: <ul style="list-style-type: none"> • Fresh Blood Components • Fractionated Blood Products • Other products and related services 	Revenue of \$109.7 M Expenses of \$110.9 M

IMPACT STATEMENT

District Health Boards receive a safe and secure supply of blood, blood products and related services at the right place, at the right time to meet demand at ALL times.

The following table details the external service output performance measures for 2013/14 that will be reported against in the NZBS Annual Report. These output performance measures are linked to NZBS's enduring outcome and the following two externally focused strategic goals:

Strategic Goal 1:

NZBS builds on core capabilities to provide a range of products and services which are appropriate to New Zealand health needs and priorities; and

Strategic Goal 4:

NZBS relationships with other health sector entities are mutually supportive and productive.

Note:

Measures 1.1 and 2.4.2.2 have been identified as MAIN MEASURES as they best capture what NZBS exists to deliver – product availability at all times (1.1) which is safely transfused to recipients without incident (2.4.2.2).

The outputs outlined below demonstrate the size and scope of the NZBS operation and will apply for the three years of this SOI.

Performance Measures	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
1. External output measures related to Key Products and Services which contribute to achievement of NZBS Enduring Outcome and Strategic Goal 1.	Actual	Actual	Actual	Actual	Forecast	Target	Target	Target
MAIN MEASURE 1 Product and Service availability 1.1 Key products and services are available at all times (24 x 7). Measure is instances when this is not achieved and which could potentially have a negative consequence for patients.	0	0	0	0	17	0	0	0
1.2. Key Fresh Blood Component Outputs	Actual Demand	Actual Demand	Actual Demand	Actual Demand	Forecast Demand ⁸	Forecast Demand	Forecast Demand	Forecast Demand
1.2.1 Total Red Cells (units) issued - used to treat people with cancer, kidney failure & acute blood loss due to trauma or surgery.	141,519	141,347	138,093	132,152	125,900	124,800	124,200	124,550
1.2.2 Total Platelets (units) issued - used to support treatment for cancer, some blood diseases & to control bleeding following cardiac surgery or trauma.	19,061	19,392	20,981	22,337	18,883	19,271	18,968	19,450
1.2.3 Total plasma (units) issued - used in patients following trauma or transplantation.	20,211	20,889	19,890	20,621	18,567	18,410	18,700	18,900
1.2.4 Total Cryoprecipitate (units) issued - contains clotting factors used to treat trauma and during cardiac/transplant surgery.	2,725	3,120	3,358	4,632	4,140	4,150	4,250	4,325
1.2.5 Total plasma for fractionation (kgs) - sent to CSL Behring in Australia to be manufactured into products and returned for use in NZ.	49,942	44,612	49,546	54,308	55,941	52,961	52,907	56,051

⁷ There was 1 occasion in October 2012 when platelets of the right group were not supplied when requested and so were not available when required for a patient. The patient's clinical condition required that he be transferred to Auckland City Hospital for urgent neurosurgery and platelets were transfused in Auckland. The patient's clinician advised that the unavailability of platelets did not contribute to the clinical decision to transfer the patient nor did it cause any harm to the patient. Following surgery the patient made a good recovery and was transferred back to his DHB of domicile for on-going management.

⁸ Forecast Demand in this context refers to NZBSs best estimate of DHB demand each year; noting this this will be adjusted up OR down throughout the year to best match actual demand and minimise expiry.

Performance Measures	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
1.3 Key Fractionation Product Outputs	Actual Demand	Actual Demand	Actual Demand	Actual Demand	Forecast Demand	Forecast Demand	Forecast Demand	Forecast Demand
1.3.1 IntragamP (200ml 12gm equivalent vials) issued – Immunoglobulin product used to treat people with immune deficiencies or diseases which compromise patients' immune system.	19,328	20,199	21,648	22,975	22,550	23,450	24,400	25,375
1.3.2 Biostate (250IU equivalent) issued – used to manage the inherited bleeding disorder haemophilia A.	20,652	13,358	14,186	13,351	15,500	14,500	14,500	14,500
1.4 Other Key Products /Services Outputs								
1.4.1 Tissue Typings associated with transplant patients/donors and disease studies.	6,309	6,949	7,230	6,532	6,520	6,888	7,140	7,388
1.4.2 Antibody screens for patients awaiting transplant.	6,843	6,655	7,260	7,444	7,863	8,027	8,168	8,318
1.4.3 Femoral head issues.	533	613	604	656	660	694	713	732
1.4.4 Blood groupings.	144,284	146,611	146,644	147,491	148,000	149,505	151,011	152,517
1.4.5 Antibody Screens.	140,249	142,770	142,399	143,327	145,000	147,900	149,379	150,873
1.5 Key Therapeutic Service Outputs								
1.5.1 Plasma Exchanges - used to remove antibodies & toxins in patients with a range of haematological and neurological diseases.	359	404	446	485	415	420	429	439
1.5.2 Stem Cell Harvests – used for cancer patients undergoing chemotherapy and bone marrow transplantation.	265	312	290	309	297	302	307	312
1.5.3 Therapeutic venesections – predominantly used to treat haemochromatosis or polycythaemia.	4,939	5,003	5,460	5,065	4,605	4,719	4,813	4,907

Performance Measures	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
2. External output measures related to Demand Management and the relationship with DHBs which contribute to achievement of Strategic Goal 4.	Actual	Actual	Actual	Actual	Forecast	Target	Target	Target
<p>2.1 Planning and Communication with District Health Boards (DHBs)</p> <p>NZBS will demonstrate a productive and supportive relationship with the DHBs, including proactively engaging with them through the Lead DHB CEO to agree pricing for the next financial year, ensuring that this information is provided in sufficient time to inform preparation of DHB Annual Plans.</p> <p><u>NOTE:</u> Exact measure has changed over recent years.</p>	DHBs through Lead DHB CEO agreed to a price increase in 2009/10 equivalent to FFT and returned amendments to the Supply Agreements signed by 21 DHB CEOs prior to the end of the financial year.	The price increase for the 2010/11 year was held to the level of the MOH announced CCP increase. The DHBs signed off the NZBS FY11 price list in time to inform their annual budget and planning documents.	Proactive engagement with Lead DHB CEO resulted in a price increase for 2010/11 of 0.65% (i.e. less than the 1.72% CCP level). Sector communication has commenced regarding implementation of NZBS rebalanced prices in FY12, following a comprehensive costing review.	Favourable feedback received from the Lead DHB CEO, on the NZBS engagement over the 2011/12 financial year.	Favourable feedback on the timely and relevant provision of information, including issue resolution provided by the Lead DHB CEO.	Favourable feedback on the timely and relevant provision of information, including issue resolution provided by the Lead DHB CEO.	Favourable feedback on the timely and relevant provision of information, including issue resolution provided by the Lead DHB CEO.	Favourable feedback on the timely and relevant provision of information, including issue resolution provided by the Lead DHB CEO.
<p>2.2 NZBS Reports for DHBs</p> <p>Monthly demand management reports outlining purchase volumes by key product line are provided to DHBs to assist them to manage local usage and costs.</p>	Monthly reports detailing product use and expiry information provided to all 21 DHBs throughout 2008/09.	Monthly reports detailing product use and expiry information provided to all DHBs throughout 2009/10.	Monthly reports detailing product use and expiry information provided to all DHBs throughout 2010/11.	Monthly reports have continued to be issued to all 20 of the DHBs throughout the 2011/12 financial year.	Reports are provided to each DHB by the 12th working day of the following month.	Reports are provided to each DHB by the 12th working day of the following month.	Reports are provided to each DHB by the 12th working day of the following month.	Reports are provided to each DHB by the 12th working day of the following month.

Performance Measures	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
2.3 Clinical Oversight Programme All Blood Banks located in main DHB hospitals (other than the 6 DHBs where NZBS is responsible for Blood Bank provision) will receive at least 1 NZBS Clinical Oversight visit (and audit report) per year in order to enable them to meet the requirements of ISO15189 for IANZ Accreditation.	Actual	Actual	Actual	Actual	Forecast	Target	Target	Target
	100%	100%	100%	100%	100%	100%	100%	100%
2.4 Haemovigilance Reporting 2.4.1 To promote risk awareness and best practice in transfusion, NZBS will publish an annual Haemovigilance Report for each calendar year and will share this information with all DHBs to assist them to reduce the incidence of adverse transfusion related events.	Annual Haemovigilance Report distributed to DHBs in September 2008 and available on NZBS web-site.	Annual Haemovigilance Report distributed to DHBs in November 2009 and available on NZBS web-site.	Annual Haemovigilance Report distributed to DHBs in November 2010 and available on NZBS web-site.	Annual Haemovigilance Report distributed to all DHBs in December 2011 and available on NZBS web-site.	Haemovigilance Report for the previous calendar year provided to all DHBs by Quarter 2.	Haemovigilance Report for the previous calendar year provided to all DHBs by Quarter 2.	Haemovigilance Report for the previous calendar year provided to all DHBs by Quarter 2.	Haemovigilance Report for the previous calendar year provided to all DHBs by Quarter 2.
2.4.2.1 Number of transfusion related incidents reported to the National Haemovigilance Programme, with a severity score greater than 1 and imputability score classified as likely/probable or certain. ⁹	40	42	47	The National Haemovigilance Programme is a surveillance and early warning system that aims to identify emerging problems and trends in areas known to be associated with adverse reactions in recipients. It is therefore not appropriate to set targets for this measure				
MAIN MEASURE 2 Haemovigilance - Patient safety								
2.4.2.2 Number of transfusion related incidents occurring as a result of an NZBS "system failure" reported to the National Haemovigilance Programme, with a severity score greater than 1 and imputability score classified as likely/probable or certain. ¹⁰	0	0	0	0	0	0	0	0

⁹ As part of the National Haemovigilance programme DHBs report adverse or unexpected transfusion related events or reactions in blood product recipients to NZBS. Internationally recognised Haemovigilance classification systems are used to determine severity and imputability (definitions included in glossary). More information on the NZBS Haemovigilance Programme can be found on the NZBS website at: <http://www.nzblood.co.nz/Clinical-information/Haemovigilance-programme>

¹⁰ This measure is a sub-set of 2.4.2.1 and reports incidents that have occurred as a result of NZBS "system failures" and therefore excludes incidents resulting from a physiological reaction to the transfusion of a biological product.

5 CAPABILITY AND INPUT MEASURES

The following capability and input measures relate to achievement of NZBS's five internally focused strategic goals. They could be considered “proxy output measures” in the context of NZBS activities and are key contributors to NZBS success in achieving its enduring outcome and the external output measures identified in Section 4 and will therefore be reported separately as Capability and Input Measures in the NZBS Annual Report.

Performance Measures continued	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
1. Internal measures related to Products and Service Quality which contribute to achievement of Strategic Goal 2	Actual	Actual	Actual	Actual	Forecast	Target	Target	Target
1.1 Donation Testing Each donation will be tested prior to use in accordance with the NZBS Manufacturing Standards (as approved by Medsafe). <ul style="list-style-type: none"> No product is released for issue to a patient until it has passed all safety tests and associated records are maintained. 	100% tested	100% tested	100% tested	100% tested	100% tested	100% tested	100% tested	100% tested
1.2 Regulatory Compliance - Medsafe NZBS will ensure it is GMP (Good Manufacturing Practice) compliant 100% of the time by maintaining current Medsafe licences for its 6 hub sites.	100%	100%	100%	100%	100%	100%	100%	100%
1.3 Regulatory Compliance – IANZ (International Accreditation New Zealand) NZBS will ensure it maintains IANZ accreditation 100% of the time at all of its diagnostic laboratories.	100%	100%	100%	100%	100%	100%	100%	100%
1.4 Regulatory Compliance – ASHI (American Society of Histocompatibility and Immunogenetics) NZBS will maintain ASHI accreditation 100% of the time at the national Tissue Typing laboratory.			100% First formal on-site audit	100%	100% Biennial on-site audit	100%	100% Biennial on-site audit	100%

Performance Measures continued	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
2. Internal measures related to Donors which contribute to achievement of Strategic Goal 3	Actual	Actual	Actual	Actual	Forecast	Target	Target	Target
2.1 Donor Population NZBS maintains a donor population capable of meeting the on-going demand for blood and blood products. <ul style="list-style-type: none"> Active whole blood & apheresis donor panel. 	130,732	128,337	128,417	126,041	119,633	115,490	115,000	115,213
(minimum Total Blood donor panel of 115,000 donors)								
2.2 Donor Satisfaction Measure of Overall Satisfaction with the Quality of Service using the Common Measurement Tool questionnaire. <ul style="list-style-type: none"> Greater than 90% of donors surveyed state that they are either "Satisfied" or "Very Satisfied" with the overall quality of service. 	New measure in 2011/12			88.6%	>90%	>90%	>90%	>90%
2.3 Targeted donor recruitment strategies 2.3.1 Increase percentage of Māori donors on the active donor panel from the level achieved in the prior year. 2.3.2 Increase the percentage of youth donors between the ages of 19 – 25 years on the active donor panel from the 2010/11 level of 18.2% of all donors. ¹¹	New measures in 2011/12 based off snapshot in 2010/11		6.6%	6.6%	>6.6%	Equal to or better than prior year	Equal to or better than prior year	Equal to or better than prior year
			18.2%	18.2%	>18.2%	>18.2%	>18.2%	>18.2%
2.4 Raw Material (Collections) Inputs	Actual Supply	Actual Supply	Actual Supply	Actual Supply	Forecast Supply	Forecast Supply	Forecast Supply	Forecast Supply
2.4.1 Total Whole Blood donations.	150,756	149,711	149,915	144,820	136,750	132,500	130,900	131,200
2.4.2 Total Plateletpheresis donations.	6,313	6,534	6,546	6,521	6,325	4,600	4,000	4,100
2.4.3 Total Plasmapheresis donations.	22,772	15,222	24,194	30,481	33,225	31,700	32,000	36,500
2.4.4 Total donations.	179,841	171,467	180,655	181,822	176,300	168,800	166,900	171,800

¹¹ Attraction of youth donors assists in future proofing the service – encouraging new donors to replace those who are retiring.

Performance Measures continued	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
3. Internal measures related to People which contribute to achievement of Strategic Goal 5	Actual	Actual	Actual	Actual	Forecast	Target	Target	Target
3.1 Annual Employee turnover.	9.7%	10.9%	10.7%	9.7%	10.5%	12.0%	12.0%	12.0%
3.2 Employee Engagement Index Score from biennial Staff Engagement Survey using the JRA and Associates Survey Tool.	72.7%	No survey	74.4%	No survey	76%	No survey	78%	No survey
4. Internal measure related to Development which contributes to achievement of Strategic Goal 6						Target	Target	Target
4.1 Christchurch Facility Project Successful completion of key project milestones in accordance with Board approved project plan	New measure in 2013/14					Key project milestones to 30 June 2014 achieved as per Board approved project plan	Building commissioned and occupied in accordance with Board approved project plan	No measure – project complete
5. Internal measures related to Financial Sustainability which contribute to achievement of Strategic Goal 7	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast	Forecast
5.1 Revenue per Full Time Equivalent (FTEs) - \$000's Monitor NZBS total revenue per Full Time Equivalent employee.	\$205.80	\$217.06	\$214.74	\$215.17	\$211.42	\$213.93	\$228.26	\$235.44
5.2 Financial Management Assure cost efficiency and value for money management through maintenance of financial sustainability in an environment which is demand driven (i.e. changes in product demand - mix and volume by the DHBs, impacts on the NZBS financial result).	Achievement of budget Actual - \$3.2m surplus A \$2.4M rebate paid to DHBs	Achievement of budget Actual - \$1.6M surplus A \$2.0M rebate paid to DHBs	Achievement of budget Actual - \$9.3m surplus No Rebate paid	Achievement of budget Actual - \$3.4m surplus No Rebate Paid	Non Achievement of budget Forecast - (\$2.95m) deficit No Rebate Planned	Achievement of budget Budget – (\$1.22m) deficit No Rebate Planned	Achievement of budget Budget – (\$120k) deficit No Rebate Planned	Achievement of budget Budget - \$510k surplus No Rebate Planned

6 ALIGNMENT OF OPERATING INTENTIONS AND MEASURES WITH NZBS STRATEGIC GOALS

The following section presents how NZBS intends to perform its functions and conduct its operations in order to achieve its key outputs and Strategic Goals.

NZBS STRATEGIC GOALS

The NZBS Board and Executive have set the organisation’s strategic direction looking forward to 2016. The following seven strategic goals describe NZBS’s core activity; quality and safety focus; the importance of blood donors to its activities; its important relationship with the DHBs; focus on NZBS staff; and the need for on-going development and financial sustainability.

	Strategic Goal	Focus
1.	NZBS builds on core capabilities to provide a range of products and services which are appropriate to New Zealand health needs and priorities.	External
2.	NZBS achieves the highest possible Safety and Quality standards in all that it does.	Internal
3.	NZBS manages a sustainable donor population capable of supporting on-going product demand in New Zealand.	Internal
4.	NZBS relationships with other health sector entities are mutually supportive and productive.	External
5.	NZBS has a sustainable, competent and engaged workforce.	Internal
6.	NZBS uses international best practices and internal Research & Development capabilities to improve and develop products and services for the New Zealand health and disability sector.	Internal
7.	NZBS is a financially sustainable organisation operating effectively and efficiently.	Internal

Outputs from the two externally focused strategic goals will be reported in the Statement of Service Performance (SSP)¹².

Outputs from the internally focused strategic goals primarily enhance internal capability - maintaining and/or building capacity and capability. They deliver internal business improvements within NZBS, to enable the organisation to achieve key deliverables (products and services) to the DHBs as safely, efficiently and cost-effectively as possible. Key measures related to achievement of these internally focused strategic goals will be reported in the NZBS Annual Report as Capability and Input Measures (CIM)¹³.

¹² See Statement of Service Performance Measures on pg 12

¹³ See Capability and Input Measures on pg 16

The seven NZBS strategic goals generate activities which collectively relate to three key areas:

1. Donors and Patient Services

Collecting blood from donors, ensuring maintenance of their good health and that there are sufficient donors to support product demand, plus a small range of clinical therapeutic services.

2. Products and Services

Testing/manufacturing and supplying blood and tissue products together with related services.

3. Demand Management

Maintaining an excellent relationship with the DHBs as the primary NZBS customers; providing information to assist their management of product demand and informing NZBS production schedules to ensure 100% product availability at all times.

6.1 How strategic goals inform operating intentions and measures

The following section describes the activities related to each of the seven strategic goals and outlines the key measures reported in either the SSP or Annual Report CIM to demonstrate progressive achievement of the goals.

Strategic Goal 1

NZBS builds on core capabilities to provide a range of products and services which are appropriate to New Zealand health needs and priorities.

This strategic goal outlines NZBS's core activity as the only provider of blood and blood products and related services to the New Zealand health and disability sector. NZBS will utilise its core capabilities of specialist transfusion medicine knowledge and expertise to support the sector with a safe and appropriate range of products and services to meet New Zealand's changing health needs and priorities.

Leveraging off our unique competencies and capabilities, NZBS has a focus on:

- Ensuring the safety of the nation's blood supply;
- Respecting the gift status of every voluntary donation through minimising product expiry and maximising efficient utilisation;
- Ensuring safety and certainty of supply of blood and tissue products and services to the healthcare community; and
- Meeting 100% of demand, 24 hours per day, 7 days per week, every year.

Achievement of Strategic Goal 1 will be measured in the SSP by:

1. Achievement of the NZBS Impact Statement – ensuring that DHBs receive a *safe and secure supply* of the *right blood, blood products and related services* at the *right place* at the *right time* to meet *demand at all times*.¹⁴

Note: This is the first of NZBS's two Main Measures.

2. Achievement of specific key product and service output targets.¹⁵

Note: Targets are set based on forecast demand. Therefore unlike conventional outputs, comparative data should not be used to judge current performance with a view to demonstrating improvement trends, as targets will be flexed up or down

¹⁴ See SSP Performance Measure 1.1 on pg 12

¹⁵ See detailed SSP Performance Measures 1.2, 1.3, 1.4 and 1.5 on pgs 12-13

throughout the year (and between years) in response to changing demand patterns, in order to always meet demand and at the same time minimise product expiry.

Strategic Goal 2

NZBS achieves the highest possible Safety and Quality standards in all that it does.

Safety and quality are the over-riding principles of highly regulated blood services across the globe. To assure public confidence in the safety of New Zealand's blood supply, NZBS will ensure that regulatory accreditation and compliance requirements are maintained at all times in each of the three years of this SOI and beyond.

Facilities that are GMP compliant are an essential blood service requirement. NZBS is in the process of upgrading its leased facilities in Christchurch (in partnership with Ngāi Tahu Property) and in Auckland (in partnership with the Dilworth School Trust Board) to address both space and GMP compliance issues.

In the NZBS setting, in addition to standard public sector legislative requirements, the following regulatory compliance is required:

- Annual Manufacturing Licences in the 6 NZBS collection and manufacturing sites - audited by Medsafe against the Code of Good Manufacturing Practice (GMP).
- IANZ accreditation against International Standard ISO 15189 – “Medical Laboratories – particular requirements for quality and competence” in all NZBS diagnostic laboratories, including the six hospital Blood Banks run by NZBS.
- ASHI (American Society for Histocompatibility and Immunogenetics) accreditation in the national Tissue Typing laboratory which requires annual monitored self-assessment and a formal inspection and external audit every two years (next due in 2014).

NZBS also complies with the requirements of FACT (Foundation for the Accreditation of Cellular Therapy) for processing of haemopoietic progenitor cells in order to support the FACT accreditation held by the Auckland City Hospital and Starship Stem Cell Transplant Programme. Over the period of this SOI NZBS will be working with Christchurch Hospital transplant teams who are also seeking to achieve FACT accreditation. Because NZBS does not hold the accreditation this is not listed as a measure below.

In 2011 the Government announced that the Australia New Zealand Therapeutic Products Agency (ANZTPA) will be established by mid-2016. This will replace existing Medsafe regulation of blood and blood products. Initial consultation commenced in January 2013 however additional requirements related to ANZTPA are still uncertain and have therefore not been factored into this SOI.

Achievement of Strategic Goal 2 is closely linked to Strategic Goal 1 and assures public confidence. It is in alignment with the Minister's Letter of Expectations of high quality services, the Ministry of Health's outcomes and is a fundamental requirement for any blood service; therefore as an internal strategic goal, maintenance of the following safety and quality requirements will be measured in the Annual Report CIM as achievement of:

1. Medsafe licences¹⁶

¹⁶ See CIM Performance Measure 1.2 on pg 16

2. IANZ accreditation¹⁷
3. ASHI accreditation – next biennial audit in 2014¹⁸
4. Testing of every donation prior to use¹⁹
5. Reporting of transfusion related incidents as part of the NZBS National Haemovigilance Programme²⁰

Note: 5. above is the second of NZBS's two Main Measures.

Strategic Goal 3

NZBS manages a sustainable donor population capable of supporting on-going product demand in New Zealand.

New Zealand is primarily self-sufficient for blood and blood products however; this does not preclude the procurement of imported product if clinically necessary and/or in exceptional circumstances. The active donor population is the source of the raw product that NZBS requires to manufacture its range of blood and blood products for transfusion; therefore maintenance of good donor health is an essential requirement. To achieve this strategic goal NZBS will:

- Maintain a sustainable number of active donors (people who have donated whole blood and/or apheresis plasma/platelets at least once in the last 24 months) at the level of at least 115,000 donors over the three years of this SOI in order to meet demand.
- Continue to develop donor recruitment and retention strategies to maintain sufficient voluntary donors to replace retiring or deferred donors including:
 - Maximising use of the Donor Relationship Management system and other electronic means for communicating with donors as we move towards more blood-group specific strategies to better match collection with demand;
 - Monitoring and implementing strategies to maintain good donor health;
 - Targeting initiatives contained in the NZBS Māori Responsiveness Strategy (MRS) to improve engagement with Māori with the aim of increasing the number of Māori who donate blood and; Targeting initiatives to recruit and retain youth donors (in particular between the ages of 19-25 years) to ensure sustainable donor support into the future.

Figure 3 shows the current age profile of active donors (i.e. donors who have donated at least once in the last 24 months). Note: the decline in donors less than 20 years old is the result of a deliberate strategy to reduce school based collections to only one annual visit per school.

¹⁷ See CIM Performance Measure 1.3 on pg 16

¹⁸ See CIM Performance Measure 1.4 on pg 16

¹⁹ See CIM Performance Measure 1.1 on pg 16

²⁰ See SSP Performance Measures 2.4.2.1 and 2.4.2.2 on pg 15

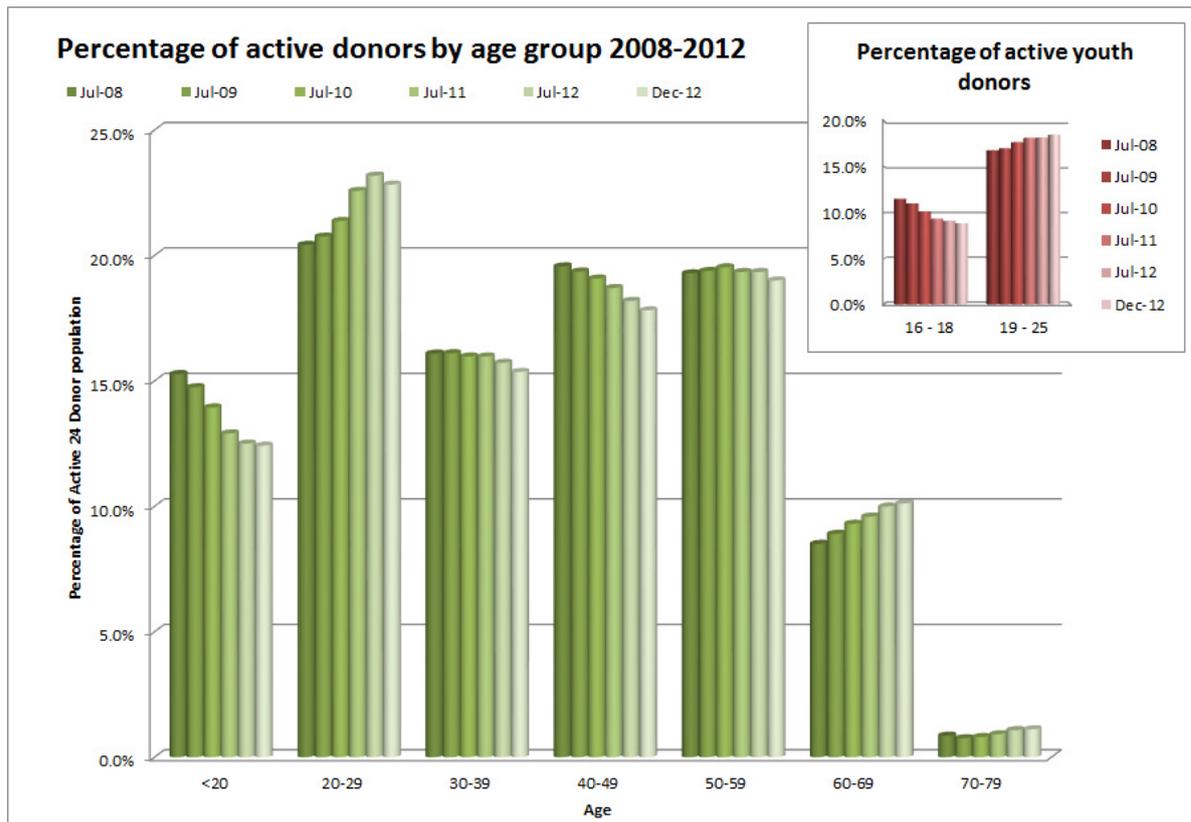


Figure 3: Active Donors by Year and Age Group for 2008- 2012

Achievement of Strategic Goal 3 will be measured in the Annual Report CIM by:

1. Meeting targeted whole blood and apheresis collection volumes²¹
2. Achieving annual donor population target numbers²²
3. Achieving target plasma for fractionation targets²³
4. Meeting youth and Māori donor growth targets²⁴
5. Meeting donor satisfaction targets²⁵

Strategic Goal 4

NZBS relationships with other health sector entities are mutually supportive and productive

NZBS is funded on a fee for service basis by its customers, primarily the DHBs. Note: the provision of blood and blood products to private hospitals and other users is coordinated and paid for by the DHBs.

As the only supplier of blood and blood products to the New Zealand health and disability sector, the fiscal and operating environments within the DHBs have a direct impact on NZBS. To successfully support the sector NZBS needs to work in partnership with the DHBs and ensure on-going efficient and effective management of its internal operations.

²¹ See CIM Performance Measure 2.4 on pg 17

²² See CIM Performance Measure 2.1 on pg 17

²³ See SSP Performance Measure 1.2.5 on pg 12

²⁴ See CIM Performance Measures 2.3.1 and 2.3.2 on pg 17

²⁵ See CIM Performance Measure 2.2 on pg 17

Activities related to NZBS's achievement of this Strategic Goal also contribute directly to supporting:

- a) The government's priority "Delivering better public services within tight financial constraints"²⁶;
- b) The Ministry of Health outcome that "Health Services are delivered better, closer, sooner and more conveniently"²⁷; and
- c) The Minister of Health's expectation as outlined in his 18 February 2013 Letter of Expectations of "partnering with DHBs to promote wise use of blood – thus reducing wastage and cost to the sector".

NZBS Support to DHBs

NZBS supports the DHBs who are the prescribers and purchasers of blood and tissue products and services (i.e. the DHBs determine demand). This support includes:

1. Provision of reports and analysis
 - Monthly clinical product utilisation data assists DHB clinicians and management to maximise product utilisation, minimise expiry and cost.
 - Ensuring appropriate blood product stock levels (and hence DHB expenditure) to most efficiently support anticipated clinical demand.
 - Two to three clinical audit reports each year, based on work carried out by the NZBS clinical team (Transfusion Medical and Nurse Specialists) working in partnership with DHB clinical staff to assess targeted specific product utilisation.
 - Monitoring with the aim of minimising adverse reactions in donors and in recipients (as identified by DHBs). This is achieved by analysis and publication of an annual Haemovigilance Report (a key tool used internationally by blood services) to help prescribers, treating clinicians and the blood service track trend changes and together ensure appropriate, clinically safe and efficacious product utilisation²⁸.
 - Representation and reporting to the National Haemophilia Management Group (NHMG).
2. Clinical Oversight of DHB Blood Banks
 - NZBS Transfusion Medicine Specialists visit all DHB Blood Banks not directly managed by NZBS to provide guidance and clinical oversight; ensuring that nationally consistent quality systems and processes are used in the provision of blood components and products to patients.
 - DHB blood bank responsiveness to NZBS clinical oversight visit recommendations enables them to meet the requirements for International Accreditation New Zealand (IANZ) accreditation.
 - NZBS participation in the local DHB Hospital Transfusion Committees.
3. Achieving target plasma for fractionation targets.
 - NZBS has an Agency Agreement with the Capital and Coast DHB (CCDHB) for the processing of Stem Cells in order to maintain compliance with the Human Tissues Act 2008.

²⁶ Budget 2012 Priorities (ref: www.treasury.govt.nz/budget/2012)

²⁷ Ministry of Health Statement of Intent 2012/13 to 2014/15

²⁸ More information about the Haemovigilance Report can be found on the NZBS website at: <http://www.nzblood.co.nz/Clinical-information/Haemovigilance-programme>

4. Planning and Communication

- The lead DHB CEO continues to be the key sector contact for NZBS to:
 - Agree the annual price engagement process in time for DHBs to budget for price and volume changes in their Annual Plans.
 - Identify and implement reporting change requirements, particularly to facilitate improved product utilisation.
 - Identify business improvement opportunities, efficiencies and areas where working together can deliver savings to both DHBs and NZBS (e.g. in the management of Bone Banking Services) and any other mutually beneficial activities/projects.

Achievement of Strategic Goal 4 will be measured in the SSP by the following key areas of interaction between the DHBs and NZBS:

1. Monthly distribution of the key product utilisation monitoring reports.²⁹
2. Production and circulation of an annual Haemovigilance Report³⁰ and reporting of transfusion related incidents reported to the National Haemovigilance Programme.
3. A minimum of one clinical oversight visit to each DHB each year, including timely production of a report outlining any corrective actions and/or recommendations for improvement.³¹

Note: implementation of recommendations is the responsibility of the DHBs.

4. Feedback on the NZBS : DHB relationship from the Lead DHB CEO.³²

Strategic Goal 5

NZBS has a sustainable, competent and engaged workforce.

NZBS people management strategies, policies, programmes and practices contributing to the achievement of this internal goal over the three year period of this SOI will:

- Be consistent with the Government’s expectations for pay and employment conditions in the State Sector as required by the Minister’s Letter of Expectations.
- Promote the seven key elements of a “Good Employer”³³
 1. Leadership, accountability and culture
 2. Recruitment, selection and induction
 3. Employee development, promotion and exit
 4. Flexibility and work design
 5. Remuneration, recognition and conditions
 6. Harassment and bullying prevention
 7. Safe and healthy environment
- Meet good faith and employment contract obligations in line with government expectations.
- Align with NZBS vision and values.
- Ensure sustainability through the development of a more diverse workforce reflective of the communities that we serve, including ethnic diversity.

²⁹ See SSP Performance Measure 2.2 on pg 14

³⁰ See SSP Performance Measure 2.4 on pg 15

³¹ See SSP Performance Measure 2.3 on pg 15

³² See SSP Performance Measure 2.1 on pg 14

³³ As defined by the Human Rights Commission in the published guidance from the Equal Employment Opportunities Commissioner (June 2006).

- Assist in the development of quality leaders (both management and clinical) attracting, optimising and retaining top talent to achieve strategic objectives.
- Support staff to achieve high safety and quality standards, including on-going professional development requirements to achieve annual professional registration.

NZBS recognises the importance of listening to staff and understanding what they see as important in order to enhance:

- Engagement
- Participation
- Productivity
- Retention and reduction in staff turnover
- Achievement of strategic and operational objectives

Employee commitment will be measured biennially through a workforce engagement survey, next conducted in 2013; enabling internal benchmarking by identifying the percentage of staff in each of three defined engagement categories - engaged, ambivalent and disengaged over time.

As New Zealand's only blood service, international collaboration at both a clinical and management level ensures that the nation's transfusion service and blood safety standards continue to be contemporary and cost-effective.

Achievement of Strategic Goal 5 will be measured in the CIM by:

1. An improvement in the Employee Engagement Index in FY14. ³⁴
2. Annual Employee turn-over of 12% or less. ³⁵

Strategic Goal 6

NZBS uses international “best practices” and internal Research and Development capabilities to improve and develop products and services for the New Zealand health and disability sector.

Activities associated with achievement of this internal goal contribute to the government's policy driver for growth of “support for science, innovation and trade” and are aligned with the health and disability sector's National Health IT Plan and Health Quality and Safety Commission's aspirations. NZBS activities related to the achievement of this goal include:

- Monitoring and, where appropriate, prioritising internal activities/projects to keep abreast of international developments in transfusion medicine practise and deliver business improvements. For example:
 - Use of a Platelet Additive Solution (PAS) which delivers both patient safety and efficiency gains (final implementation in 2012);
 - The move to male only plasma (implemented), male only cryoprecipitate for transfusion and screening plateletpheresis donors to reduce the risk of transfusion related acute lung injury (TRALI).
- Adherence to the Council of Europe Guide to the preparation, use and quality assurance of blood components (“The Guide”) as NZBS's external reference standard. The Guide is reviewed annually by an expert internationally constituted committee. By undertaking its own regular review of this internationally recognised

³⁴ See CIM Performance Measure 3.2 on pg 18

³⁵ See CIM Performance Measure 3.1 on pg 18

Guide, NZBS will assure relevance and appropriate alignment of New Zealand blood safety standards with standards applied in European countries and Australia.

- Benchmarking with international blood services. NZBS is a member of the Asia Pacific Blood Network (APBN) and participates in an annual Comparison of Practise benchmarking analysis looking at metrics such as:
 - Issues of components per 1,000 population;
 - Overall population participation rate in blood donation, including analysis in specific age bands;
 - Donor deferral rates, with more analysis being conducted about reasons for deferral;
 - Donor and recipient adverse events;
 - FTE / specific outputs.
- Upgrading facilities to ensure a sustainable infrastructure to meet forecast demand and enable adoption of new technologies, systems and processes.
- Ensuring up-to-date versions of key software packages. For example the 2012 upgrade of the blood management system Progesa to the web-based e-Progesa.

Achievement of internal Strategic Goal 6 will primarily be monitored through internal organisational measures; however achievement of the Christchurch Facility project which is a key strategic project for the organisation will be reported in the Annual Report CIM by:

- Successful completion of key project milestones in accordance with Board approved project plan.³⁶

Strategic Goal 7

NZBS is a financially sustainable organisation operating effectively and efficiently.

This strategic goal is in accordance with the Minister's expectation that financial sustainability is a critical part of all crown entities strategy. NZBS's "vein-to-vein" business model is the envy of many blood services around the world. In particular the close relationship this model promotes between the DHBs and NZBS, which ensures a good alignment of priorities and on-going focus on cost control. The underlying principles of the business model will continue to be reviewed over the three years of this SOI to ensure that NZBS continues to meet the nation's requirement for a high quality, safe, cost effective and financially sustainable demand driven support service to the New Zealand health and disability sector.

Key principles within the current model include:

- Self Sufficiency where clinically appropriate (to ensure surety of supply) whereby NZBS collects sufficient blood to meet all of New Zealand's requirements for blood and blood products;
- Plasma fractionation contractual arrangements with CSL Behring which in 2013 will be extended to June 2017.

NZBS acknowledges the financial pressures on the country and the health and disability sector in particular and will:

- Ensure prudent financial management, operating in a financially responsible manner and keeping expenditure under review to ensure provision of value for money; as outlined in the Minister's 18 February 2013 Letter of Expectations;

³⁶ See CIM Performance Measure 4.1 on pg 18

- Maintain financial sustainability in response to any change in product mix and volumes, limiting any price increases to DHBs through a strong focus on cost containment and internal business improvement activities;
- Provide to the DHBs, by way of rebate, the portion of any unbudgeted annual surplus delivered which is not required by NZBS in discharging its own financial obligations and responsibilities, in accordance with the NZBS Financial Guidelines Policy introduced in 2009.

Achievement of Strategic Goal 7 will be measured in the Annual Report CIM by:

1. Meeting budget each year whilst continuing to implement required internal initiatives to ensure on-going safety and surety of supply.³⁷
2. Monitoring and assessing the Revenue per Full Time Equivalent employee ratio each year as an indicator of efficiency of service provision and sustainability of the business model.³⁸

³⁷ See CIM Performance Measure 5.2 on pg 18

³⁸ See CIM Performance Measure 5.1 on pg 18

7 CAPABILITY AND ISSUE MANAGEMENT

To achieve the outputs and strategic goals outlined in this document NZBS must maintain or enhance its organisational capability and operate effective systems to identify and manage any issues that may arise as external or internal business needs/conditions alter. Current organisational capability and some of the issues presently identified in key business areas are discussed in the table below along with management activities planned or currently active to address them.

Business Area	Current Status	Management Activities
<p>DHB Relationships, Revenue/Funding</p>	<p>NZBS is a provider of essential products and services to the New Zealand health and disability sector and recovers its costs of operation from revenue obtained on a fee for service basis from its customers.</p> <p>An effective relationship with its primary customers, the DHBs, is vital. The DHB CEOs have identified a Lead DHB CEO for the NZBS relationship which simplifies communication.</p> <p>NZBS acknowledges the sector expectation of working within the annual “Contribution to Cost Pressures” (CCP) price increase to fund “business as usual” and NZBS controlled activities.</p> <p>A mechanism exists to share with the DHBs the portion of any unbudgeted annual surplus that NZBS may achieve due to changed product mix demand, improved fractionation yields and cost efficiencies; and which is not required by NZBS in discharging its own financial obligations and responsibilities in accordance with NZBS policy (established in consultation with DHB and Ministry of Health representatives).</p>	<p>The relationship that exists between NZBS and the Lead DHB CEO is well maintained and provides an effective channel for communication, on-going planning and issue resolution for both NZBS and the DHBs.</p> <p>The NZBS budget incorporates its financial policy settings, internal efficiencies and anticipated volume growth / decline for specific products and services; along with a rebalanced pricing framework in FY14, the result of a three year comprehensive review of all NZBS costs and prices.</p> <p>The NZBS budget also ensures all specific funding requirements under Ministerial directive are complied with together with the requirement to meet of all capital expenditure requirements out of operating cash flows, noting the planned level of capital spend in 2013/14 of \$3.95m.</p>
<p>National Health Board, Health Benefits Ltd, Health Workforce New Zealand initiatives</p>	<p>NZBS is actively linked in to sector wide developments with respect to shared services and is also participating in the All-of-Government procurement activities.</p>	<p>Maintaining active engagement with key government organisations with a view to adopting changes where a meaningful benefit can be achieved through shared services or other sector wide initiatives.</p>

Business Area	Current Status	Management Activities
<p>Blood Collection / Donor Management</p>	<p>A total donor panel of at least 115,000 active donors is sufficient to meet current and projected whole blood collection requirements for 2013/14. The apheresis donor panels (for Platelets and Plasma) will need to increase by 600 from 2011/12 levels to 7,650 by 2015/16 to meet the forecast growth in plasma requirement primarily due to the increasing demand for IntragamP.</p> <p>The last 2 years has seen a reduction in the demand for Red Cells (RBC's) as DHBs have progressively implemented programmes such as "Blood is a Gift – why use 2 when 1 will do?" with the support of NZBS. Demand is forecast to plateau at this new reduced level in 2013, increasing only slowly from that time in alignment with population growth. In response to this decline in RBC prescribing, Whole Blood (WB) collection levels have been reduced. NZBS will be initiating a review of its collection infrastructure during the period of this SOI to ensure alignment with the new levels of demand for RBC's and hence whole blood collection.</p> <p>Demand for plasma products in New Zealand continues to increase, consistent with international trends, albeit at a slower rate. Analysis demonstrates that plasmapheresis remains the most cost-effective mechanism to collect plasma required, additional to that recovered from whole blood collected to supply red cells. NZBS will therefore focus on effective management of plasmapheresis donors to match donation numbers with plasma requirements. This has seen Tauranga becoming the 7th plasmapheresis collection site in 2012 and it is likely that additional static sites will offer plasmapheresis collection over the period of this SOI.</p>	<p>Donor recruitment and retention will continue to be a focus for NZBS and there are a number of new and on-going initiatives to support optimal utilisation of the donor panel. In particular, moving towards blood-group specific donor appointments to better match collections with demand and youth recruitment to address the generally aging demographic of New Zealand blood donors.</p> <p>NZBS committed to a defined Māori Responsiveness Strategy in 2010 to improve its engagement with Māori. This compliments targeted initiatives to encourage Māori support for the New Zealand Bone Marrow Donor Registry (NZBMDR) for which NZBS (working in partnership with Leukaemia and Blood Cancer New Zealand) carries out both recruitment and tissue typing services for potential donors.</p> <p>Regular use of computer survey and targeted focus groups enables NZBS to ensure donor satisfaction and to assess donor views on selected issues, facilitating service improvement.</p> <p>A Facebook site launched in mid-2009 to communicate with youth donors has more than 20,000 "fans" and is proving to be an effective means of communicating with this demographic.</p> <p>In response to donor requests and to reduce postal costs, NZBS has increased the use of text and email to contact donors. Electronic communication will continue to be promoted as the preferred contact method during the period of this SOI.</p>
<p>Blood and Tissue Processing, Testing and Accreditation</p>	<p>NZBS maintains full capability to process, test and accredit all collected blood in a manner consistent with accepted international standards (Council of Europe).</p> <p>NZBS complies with the Human Tissue Act 2008 and is the predominant supplier of human bone and sole supplier of human skin to DHBs and private healthcare providers.</p> <p>NOTE: As New Zealand is not self-sufficient in the supply of cadaver skin NZBS co-ordinates importation of skin as required to</p>	<p>NZBS will continue to manage introduction of new standards and/or technologies to ensure alignment with international best practice, making modifications as necessary to meet the specific requirements in New Zealand.</p> <p>An annual review of international blood safety is carried out to monitor and inform maintenance of testing standards.</p> <p>NZBS has expanded the number of international cadaver skin suppliers and continues to explore opportunities to increase NZ</p>

Business Area	Current Status	Management Activities
	<p>meet demand. Due to global shortages, this does mean that NZBS does not have the same surety of supply that it has for blood and blood products.</p>	<p>based collection, in an attempt to limit out-of-stock situations.</p>
<p>Plasma Fractionation</p>	<p>NZBS contracts with a third party fractionator (CSL Behring in Australia) to ensure fractionated products of required specifications, prepared from New Zealand plasma, are available when clinically required. This contract was renegotiated in 2010 as part of the procurement process to deliver value for money and includes the option for larger (more cost efficient) fractionation pools. The contract roll-over clause will be enacted in 2013, extending the fractionation contract to 2017.</p> <p>Consistent with international experience, fractionation fees are the single largest contract cost to NZBS.</p> <p>Unlike a standard manufacturing environment, the protein composition of raw plasma entering each fractionation batch is determined by the individual donors contributing to it. This introduces an unknown biological variable into the production model which adds complexity and risk to forecasting exact yield and hence the amount of manufactured product ultimately derived from each pool of plasma fractionated. Variations in product yield can have significant impacts upon per unit costs of production and production volumes.</p>	<p>NZBS and its predecessors have had a long standing relationship with CSL Behring (previously CSL Biotherapies) which is responsive to the changing needs of NZBS. Key staff at NZBS and CSL work together to manage production of fractionated products by altering the amount or timing of plasma fractionation pools to most effectively meet product requirements at all times. CSL also keeps NZBS informed of variations in yield due to changes in manufacturing processes or protein composition of plasma.</p>
<p>Product Mix and Volume</p>	<p>Like blood services all over the world, NZBS is vulnerable to unexpected or unmanaged changes in the mix or volume of products utilised by its customers throughout the year. Even small changes in mix, volume or fractionation yield have the potential to affect revenue and result in significant over or under recovery of operating costs.</p> <p><u>Immunoglobulin products</u> Consistent with blood services around the world, immunoglobulin continues to be the primary product driver for plasma collection in New Zealand.</p>	<p>Working in partnership with DHB clinicians, NZBS plays an active role in product management activities to ensure appropriate utilisation of blood and blood products (i.e. demand management).</p> <p>Some issues in respect of key fractionated products and brief discussion of their management are presented below:</p> <p><u>Immunoglobulin products</u> NZBS works closely with DHBs to manage use of intravenous immunoglobulin (IVIg).</p>

Business Area	Current Status	Management Activities
	<p>NZBS clinical audit data indicates that the prescribing of intravenous immunoglobulin (IVIg) in New Zealand is largely consistent with published international guidelines.</p> <p>Based on utilisation over the last 12 months, NZBS planning assumes that in the next 3-5 years New Zealand's use of IVIg will grow at the rate of 4% per annum. This rate of growth is lower than that seen in other countries (for example growth in Australia continues to increase at 13% per annum).</p> <p>In response to demand from patient groups and their managing clinicians NZBS will be adding Evogam (a dedicated subcutaneous immunoglobulin manufactured from NZ plasma) to its product list in 2013.</p> <p>Immunoglobulin has a 2 year shelf-life.</p> <p><u>Biostate (a Factor VIII product)</u> Volumes are determined by the National Haemophilia Management Group (NHMG). All people with Haemophilia who elected to, have now changed from plasma derived Biostate to recombinant product; therefore consistent utilisation is expected.</p> <p>Biostate has a 3 year shelf-life</p> <p><u>Monofix (a Factor IX product)</u> In 2010 the NHMG made the decision to allow people with Haemophilia on plasma-derived Monofix who elect to change, to transition to recombinant product. This transition has now been achieved, resulting in a reduced demand for Monofix. Monofix has a 2 year shelf-life.</p>	<p>This SOI is based on plasma collection volumes to support 4% annual growth in IVIg prescribing; however this will be adjusted up or down if there is a sustained change in demand.</p> <p>It is important to understand that there is a lead time from any change in donor collection activity (which cannot be easily "turned on and off") to provision of finished product</p> <p><u>Biostate</u> Arrangements are in place with CSL Behring for the sale of surplus Biostate, to ensure that the donor's gift is maximised and providing a return for any surplus product no longer required in New Zealand. However; CSL has advised that with the global shift to recombinant product, the market for NZ's surplus Biostate is shrinking, making on-going sales increasingly difficult – the potential revenue loss in the outer years of this SOI if the NZBS market does disappear is estimated at \$500k to \$600k per annum.</p> <p><u>Monofix</u> Unfortunately, there is no market for surplus Factor IX product.</p>
<p>Facilities</p>	<p>Details about the location of NZBS facilities can be found on page 7. Regular internal and external audit of how facilities are meeting current GMP requirements and organisational needs is undertaken.</p>	<p>GMP Compliance issues identified in Christchurch will be addressed within the period of this SOI through a partnership arrangement with Ngāi Tahu Property which will result in a new purpose built, leased facility within close proximity to Christchurch Hospital, which will open in early 2015.</p>

Business Area	Current Status	Management Activities
	<p>A comprehensive Collections & Facilities Review was completed in 2009 to model future requirements and to ensure continuation of the most cost-effective and efficient methods of collection as New Zealand's blood service requirements change. Recommendations from this review are being implemented during the period of this SOI as GMP compliance, technology changes and increasing plasmapheresis requirements can no longer be met from existing facilities.</p>	<p>Refurbishment has also commenced at the Auckland hub site working with the landlord, Dilworth Trust Board, to future-proof the existing investment in these leased premises. As an interim measure the NZBS National Office has temporarily relocated to a building within 10 minutes' walk of the hub-site.</p>
<p>Labour Costs</p>	<p>Labour costs are the largest single cost in running the blood service. Over recent years, front-line staff numbers have increased in response to higher plasmapheresis collection, processing and issuing requirements. With the decline in demand, staffing numbers are being re-assessed.</p> <p>Operating in the same labour market, NZBS employment terms and conditions need to be consistent with health and disability sector collectives that have been negotiated by the DHBs.</p>	<p>NZBS is required under the NZPHD Act to consult with the Director-General of Health on its bargaining strategy prior to commencing any Collective Agreement negotiations and settlement with staff on Individual Employment Agreements. This bargaining strategy also needs to be consistent with the Government's May 2012 published expectations for pay and employment conditions in the State Sector.</p> <p>Recognising the significant impact that DHB employment relations practices and collective agreement negotiations have on the organisation, NZBS actively participates in sector forums whenever possible and seeks to keep abreast of employment relations matters in the wider DHB health and disability sector.</p> <p>For some employee groups NZBS is directly linked as part of sector wide Multi Employer Collective Agreements.</p> <p>With the changing mix in product demand (reduced demand for RBCs and increasing demand for plasma to manufacture fractionated products) both staffing levels and skill-mix will be reviewed over the period of this SOI.</p>
<p>Being a "Good Employer"</p>	<p>Consistent with government expectations and to achieve its Strategic Goal 5, NZBS needs to be a "Good Employer". It is critical to the organisation that it can attract and retain skilled, committed employees to ensure that the on-going viability and safety of the blood supply are not compromised; therefore training will always be a primary focus.</p> <p>Employee turnover in recent years has been low. NZBS has reviewed its recruitment policies to ensure they meet best practice and are non-discriminatory. Training is provided to relevant staff on</p>	<p>To ensure it has a staff sufficient in both number and skill to provide its specialist services, NZBS places considerable emphasis on creating a work environment capable of attracting and retaining skilled employees. Learning and Development initiatives and attention to succession planning also mitigate the risks inherent in loss of key personnel and ensure best utilisation of financial resources in respect of labour costs.</p> <p>The NZBS Recruitment strategy streamlines recruitment processes, helping to attract and retain key talent. This will</p>

Business Area	Current Status	Management Activities
	<p>recruitment practices to ensure that the organisation’s obligations as an equal opportunity employer are met.</p> <p>Staff consultation and involvement is being factored in to planning for facility upgrades in Auckland and Christchurch.</p>	<p>continue to be monitored and developed over the period of this SOI.</p> <p>NZBS has an integrated Learning and Development framework which supports appropriate development of the skills and talent necessary to maximise employee potential.</p> <p>NZBS Human Resources policies, practices and programmes ensure legislative requirements are met and that there is alignment with the seven key elements of being a “Good Employer”.</p> <p>The next biennial Staff Engagement Survey will be conducted in 2013.</p>
Risk and crisis management	<p>A comprehensive organisational risk management framework ensures that all significant NZBS risks are effectively identified, assessed, managed and monitored.</p> <p>NZBS also has a robust emergency management plan which was well tested in 2011 in response to the earthquakes in Christchurch.</p>	<p>Risk identification and escalated incident management are agenda items at each Executive Team meeting. The NZBS Board receives regular reports on any major incidents, reviews the Risk Register and Organisational Health and Safety metrics on a quarterly basis and the Risk Management Policy annually.</p> <p>Financial sustainability is reviewed monthly by NZBS management, Executive and the NZBS Board.</p>
Regulatory compliance and Quality Systems management	<p>All NZBS manufacturing sites are GMP compliant and hold licences to manufacture blood components. NZBS diagnostic laboratories, including the 6 hospital Blood Banks, are IANZ accredited. The National Tissue Typing laboratory is also accredited by ASHI.</p> <p>Maintaining registration and appropriate licences is part of “business as usual” with continuous quality improvement fundamental to the organisation at all levels.</p> <p>The 2011 announcement to work towards the establishment of a joint Australia New Zealand Therapeutics Products Agency (ANZTPA) by mid-2016 is noted. The Ministry of Health commenced initial stakeholder consultation on the implications of this change in early 2013.</p>	<p>NZBS works closely and successfully with regulators/ auditors to ensure that all manufacturing centres retain required licences to manufacture blood components, and all diagnostic laboratories hold appropriate accreditation at all times.</p> <p>It is still too early to know the implications of the transition from Medsafe to ANZTPA; however NZBS will be actively involved in the consultation process.</p>
Capital and Asset Management	<p>Blood Service activities are capital intensive (current book value \$16.3m) with capital expenditure being managed from within operating cash-flows. GMP requirements ensure that all equipment</p>	<p>Over the term of this SOI the key capital investments will be:</p> <ul style="list-style-type: none"> • Blood management system - \$1.2m • Auckland hub site improvements - \$2.5m

Business Area	Current Status	Management Activities
	<p>is well maintained and replaced as required.</p> <p>All NZBS properties are leased; therefore the capital component of the Christchurch and Auckland developments will be funded on “pay-as-you-go” lease arrangements.</p>	<ul style="list-style-type: none"> • Prism testing equipment replacements - \$1.6m • Other blood testing equipment - \$2.0m • IT Infrastructure - \$3.7m
<p>Information Service Initiatives and Usage Reporting</p>	<p>NZBS has established IT systems that promote efficiency in business processes and support maintenance of GMP most notably through the national Blood Management System, eProgesa which was upgraded in 2012 and is utilised in each DHB to support their blood bank activities.</p> <p>Detailed daily inventory reports enable tight management of the national blood inventory, both within NZBS and the DHB blood banks. Monthly product utilisation/demand management reports are generated for DHBs to enable them to better understand and manage their use of blood products and costs.</p> <p>NZBS has a comprehensive Information Services Strategic Plan which was updated in 2011 and extends to 2014.</p>	<p>On-going hardware and software upgrades are planned throughout the three years of this SOI to ensure that the electronic systems supporting NZBS operations are robust and effective.</p>

PART II

8 FINANCIAL PLAN

8.1 Overview of Financial Plan

The 2013/14 Financial Plan has been based on the 2012/13 base year forecast, incorporating actual results to 31 January 2013.

NZBS characterises the current planning environment as extremely challenging with a forward outlook of changing demand patterns as transfusion practices are assessed and refined. Demand for primary fresh products has either declined or plateaued and this new reality is now reflected over the planning period. To illustrate, in the financial year ended 30 June 2012, 40.2 units of fresh product were produced per 1,000 head of population. By 30 June 2016 this is forecast to have reduced to 36.1 units per 1,000 head of population.

At the same time reduced growth in demand is occurring in the IVIg product range and in particular IntragamP at a time when on-going input cost pressures are ever present and additional costs associated with renewal of key elements of infrastructure have occurred or are planned.

NZBS acknowledges the importance of ensuring essential service infrastructure is maintained particularly as the entity enters its second decade of operation as a national integrated blood service. Key renewal initiatives incorporated over the planning period are:

- Capital expenditure, totalling \$14.0m with key equipment within the manufacturing functions planned for upgrade or replacement,
- Facility upgrades in Auckland and Christchurch to address current accommodation issues in order to provide assurance these essential service sites are 'fit for purpose' in the medium to longer term.

This renewal phase brings with it additional costs that cannot be fully offset by the operational savings captured within the financial projections. While acknowledging the Minister and sector's expectation of fiscal restraint NZBS has been required to apply a financial tension that sees:

- Use of current financial strength to absorb cost in FY14 and FY15 on behalf of the wider sector via planned deficits.
- Application of price increases in both those years which are above the sector CCP % settings but the minimum required to maintain overall NZBS financial viability.
- The price increases forecast over the planning period are a compound price increase of 4.4% compared with a compound CCP% figure of 2.7% and a forecast compound CPI movement of 6.67%.

While this planning period has required price increases greater than sector CCP, NZBS notes it has a policy mechanism in place to effectively return price increases via a rebate should the actual demand levels and operational performance exceed the forecast financial out-turn. NZBS has paid a rebate in 2 of the last 7 years.

The NZBS compound price movement, net of rebates paid, over the 9 year period to 30 June 2016 continues to track below the benchmark CCP setting at a compound, net of rebate, price increase of 15.08% compared to a compound CCP setting over the same period of 18.61%.

Throughout the planning period NZBS maintains a conservative financial gearing ratio in the range of 87% to 89% equity and operates at all times within its banking covenant obligations.

The financial forecast has been prepared as required by the Crown Entities Act 2004 for disclosure in this SOI and may not be appropriate for any other purpose. If NZBS becomes aware that there are changes to the assumptions detailed below, which may materially impact the stated financial position, this SOI will be amended accordingly under section 148 of the Crown Entities Act 2004.

The NZBS Board has agreed the financial forecast at the date of signing of this Statement of Intent.

8.2 Key Assumptions

The following assumptions (and risk assessments where appropriate) are key elements underpinning the financial forecasts for 2013/14 through to 2015/16:

Assumption	Comment / Risk																												
<p>1. Price Setting – In accordance with the Ministers expectation to keep price increases to an absolute minimum, the price movements over the 3 year forecast period are:</p> <ul style="list-style-type: none"> • 1.95% in 2013/14 (CCP % 0.89%) • 1.50% in 2014/15 • 0.89% in 2015/16 	<p>It is acknowledged that should unbudgeted costs create unforeseen financial risks over the period then NZBS may require a price increase greater than indicated in the two outer years.</p> <p>Risk Assessment: MEDIUM – Cost increases could exceed indicated price increases causing deterioration in the NZBS financial position, resulting in a requirement for price increases greater than currently indicated in the 2 outer years.</p>																												
<p>2. Revenue Forecasts – revenue growth over the forecast period has been forecast as:</p> <ul style="list-style-type: none"> • 2.13% in 2013/14 • 2.08% in 2014/15 • 2.21% in 2015/16 	<p>Revenue growth is a combination of price and demand (volume) movements. The specific demand assumptions for the revenue categories are detailed in Assumption 3.</p> <p>Risk Assessment: MEDIUM - With price settings agreed under annual contractual terms, the major risk to revenue growth stems from the uncertainty of demand for any given product or service. The demand assumptions taken within these Forecasts reflect recent trend indications as well as allowance for any known forward demand impact factors.</p>																												
<p>3. Demand (Volume) Assumptions – Demand sales growth over the forecast period has been assessed on a product by product basis and the outcome of those assessments is detailed below at product category level.</p> <p>(a) Blood Product Demand Growth</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Product</th> <th style="text-align: center;">2013/14</th> <th style="text-align: center;">2014/15</th> <th style="text-align: center;">2015/16</th> </tr> </thead> <tbody> <tr> <td>Fresh</td> <td style="text-align: center;">1.1%</td> <td style="text-align: center;">1.6%</td> <td style="text-align: center;">1.2%</td> </tr> <tr> <td>Fractionated</td> <td style="text-align: center;">3.3%</td> <td style="text-align: center;">2.7%</td> <td style="text-align: center;">3.5%</td> </tr> <tr> <td>Other</td> <td style="text-align: center;">5.0%</td> <td style="text-align: center;">3.2%</td> <td style="text-align: center;">3.5%</td> </tr> <tr> <td>Total Blood Products</td> <td style="text-align: center;">2.1%</td> <td style="text-align: center;">2.1%</td> <td style="text-align: center;">2.3%</td> </tr> <tr> <td>Services</td> <td style="text-align: center;">2.5%</td> <td style="text-align: center;">2.0%</td> <td style="text-align: center;">1.8%</td> </tr> <tr> <td>Total NZBS Products & Services</td> <td style="text-align: center;">2.1%</td> <td style="text-align: center;">2.1%</td> <td style="text-align: center;">2.2%</td> </tr> </tbody> </table>	Product	2013/14	2014/15	2015/16	Fresh	1.1%	1.6%	1.2%	Fractionated	3.3%	2.7%	3.5%	Other	5.0%	3.2%	3.5%	Total Blood Products	2.1%	2.1%	2.3%	Services	2.5%	2.0%	1.8%	Total NZBS Products & Services	2.1%	2.1%	2.2%	<p>Demand volatility is an ever present reality for NZBS, although the health and disability sector demographics indicate demand growth can be reasonably assumed. As a manufacturer NZBS endeavours to maintain flexibility within its production settings in order to minimise product expiry and ensure inventory levels are kept aligned to the current individual product demand profiles.</p> <p>The two major products - Red Cells and IVIg IntragamP (a fractionated product) are specifically commented upon in Assumptions 6 and Assumption 7 respectively.</p> <p>Risk Assessment: HIGH - Demand volatility, both upside and downside, is a risk inherent within</p>
Product	2013/14	2014/15	2015/16																										
Fresh	1.1%	1.6%	1.2%																										
Fractionated	3.3%	2.7%	3.5%																										
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Assumption	Comment / Risk																									
	<p>the NZBS business model. Historically NZBS has seen uneven demand growth for all products. This plan forecasts a reduction in fresh product volumes produced per 1,000 head of population from an actual 40.2 units in FY12 to a forecast 36.1 units in FY16.</p>																									
<p>4. Collection volumes - Based on forecast demand patterns for 2013/14 required collection volumes are forecast to be:</p> <table border="1" data-bbox="300 506 715 667"> <thead> <tr> <th>Collection Method</th> <th>2013/14</th> </tr> </thead> <tbody> <tr> <td>Whole Blood</td> <td>132,500</td> </tr> <tr> <td>Plasmapheresis</td> <td>31,700</td> </tr> <tr> <td>Plateletpheresis</td> <td>4,600</td> </tr> <tr> <td>Total Collections</td> <td>168,800</td> </tr> </tbody> </table> <p>The forecast for the out years is as follows:</p> <table border="1" data-bbox="300 730 858 891"> <thead> <tr> <th>Collection Method</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Whole Blood</td> <td>130,900</td> <td>131,200</td> </tr> <tr> <td>Plasmapheresis</td> <td>32,000</td> <td>36,500</td> </tr> <tr> <td>Plateletpheresis</td> <td>4,000</td> <td>4,100</td> </tr> <tr> <td>Total Collections</td> <td>166,900</td> <td>171,800</td> </tr> </tbody> </table>	Collection Method	2013/14	Whole Blood	132,500	Plasmapheresis	31,700	Plateletpheresis	4,600	Total Collections	168,800	Collection Method	2014/15	2015/16	Whole Blood	130,900	131,200	Plasmapheresis	32,000	36,500	Plateletpheresis	4,000	4,100	Total Collections	166,900	171,800	<p>Blood collection volumes are based on forecast demand with collection levels flexed as required over the financial year. The growth in plasmapheresis collections forecast over the period is required to meet the forecast demand for Fractionated Product (also see Assumptions 3 and 6).</p> <p>Risk Assessment: MEDIUM - collection volumes are very sensitive to product demand assumptions and will be flexed up or down to align with apparent demand patterns. This would be managed with an increase (or decrease) in donor recruitment and encouragement to existing donors to increase (or decrease) their donation frequency.</p>
Collection Method	2013/14																									
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Total Collections	166,900	171,800																								
<p>5. Sales volume for Red Cells (RBC's), the major product within the Fresh Product sales category, is assumed to have a small positive growth factor over the three years of this SOI – refer Assumption 3 for Fresh product growth.</p>	<p>Sales volumes are totally dependent on health sector demand. Several DHBs are working with NZBS to actively manage down their utilisation of RBCs; however the aging population and increased elective surgery may see an offsetting increase in demand. If demand increases or decreases beyond that forecast (refer Assumption 3) whole blood collections (refer Assumption 4) will be increased or decreased, with that change accommodated within the current donor population.</p> <p>Risk Assessment: HIGH – Demand for RBCs has declined over the last couple of years, as a result of the focus on product utilisation and cost containment within the DHBs – this makes accurate forecasting in a changing environment very difficult.</p>																									
<p>6. IntragamP as the primary fractionated product has a sales volume forecast expected to increase at 4.0% per annum.</p> <p>IntragamP sales volume assumptions are:</p> <table border="1" data-bbox="300 1653 778 1809"> <thead> <tr> <th>Year</th> <th>IntragamP Sales Volumes (200mL 12 gm equivalent)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>23,450</td> </tr> <tr> <td>2014/15</td> <td>24,400</td> </tr> <tr> <td>2015/16</td> <td>25,375</td> </tr> </tbody> </table> <p>Inventory levels will be managed at a minimum 3 months stock on hand to ensure surety of supply.</p>	Year	IntragamP Sales Volumes (200mL 12 gm equivalent)	2013/14	23,450	2014/15	24,400	2015/16	25,375	<p>The 2012/13 year has seen the increase in demand for IntragamP flatten. Since 2002 IntragamP had been consistently increasing, initially at 8% per annum, before settling in the 5-8% per annum range in recent years. Internationally growth in the use of this class of products is approximately 13% per annum.</p> <p>Should prescribing increase <u>or</u> decrease from the budgeted assumption of 4.0% growth each year, then collection targets will be flexed to ensure demand is met and product expiry is minimised. (Note: IntragamP has a two year shelf-life which enables stock to be managed up and down).</p> <p>Risk Assessment: MEDIUM - risk of demand being either greater or less than the forecast 4.0% growth which would be mitigated by collection target flexing (refer assumption 4). This could be accommodated financially without significant short</p>																	
Year	IntragamP Sales Volumes (200mL 12 gm equivalent)																									
2013/14	23,450																									
2014/15	24,400																									
2015/16	25,375																									

Assumption	Comment / Risk								
	term financial impact due to the 2 year shelf-life of IntragamP.								
<p>7. Biostate sales volumes are based on an average 14,500 vials (250 IU equivalent) each year inclusive of the volumes agreed with the NHMG.</p>	<p>Biostate utilisation will continue to be monitored by the NHMG and Haemophilia Treaters.</p> <p>Risk Assessment: LOW – indications are that usage has stabilised at the agreed 14,500 vials per annum level.</p>								
<p>8. Monofix sales volumes are based on the indicated requirements over the 3 year SOI period as agreed with the NHMG and outlined below:</p> <table border="1" data-bbox="300 600 778 757"> <thead> <tr> <th>Year</th> <th>Monofix Sales Volumes (500 IU equivalent)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>2,400</td> </tr> <tr> <td>2014/15</td> <td>2,400</td> </tr> <tr> <td>2015/16</td> <td>2,400</td> </tr> </tbody> </table>	Year	Monofix Sales Volumes (500 IU equivalent)	2013/14	2,400	2014/15	2,400	2015/16	2,400	<p>Prior to the NHMG decision to transition haemophilia patients on plasma derived factor IX (Monofix) to recombinant product utilisation was some 3,000 x 500 IU equivalent vials per annum.</p> <p>All patients who want to; have now transitioned to recombinant product.</p> <p>Risk Assessment: LOW – as the volumes are based on the NHMG information as provided by the Haemophilia Treaters based on a patient by patient needs assessment basis.</p>
Year	Monofix Sales Volumes (500 IU equivalent)								
2013/14	2,400								
2014/15	2,400								
2015/16	2,400								
<p>9. Only Biostate and Albumex products will have revenue associated with sale of surplus production volumes. However; CSL has signalled that with the global shift to recombinant Factor VIII, there is, increasingly, little market for NZBS’s surplus Biostate. It is therefore likely that this revenue stream will decline sometime over the 3 year period of this SOI.</p> <p>NOTE: there is no market for surplus Monofix</p>	<p>NZBS has a developed stock management process to minimise product expiry and maximise product utilisation, however; if stocks of other fractionated product exceed demand and there is a limited or no market for sale of surplus product, then the unrecovered production costs will be carried by the higher demand product lines.</p> <p>Risk Assessment: HIGH –clearly defined contract arrangements for surplus Biostate and Albumin product sales in place with the NZBS fractionated product manufacturer. However it is likely that there will be no market for the surplus Biostate at some time over the next 3 years – financial impact of \$500k to \$600k in potential annual revenue loss.</p>								
<p>10. New Zealand will remain self-sufficient over the planning period for all major blood products including IntragamP.</p>	<p>The principle of self-sufficiency (including financial viability) is regularly reviewed, based on financial, clinical and surety of supply criteria. There are likely to be financial implications for NZBS and the wider sector if self-sufficiency is not sustained.</p> <p>Self Sufficiency does not preclude the procurement of imported product if clinically necessary and in exceptional circumstances.</p> <p>Risk Assessment: LOW - NZBS collects sufficient blood and produces sufficient blood products to maintain self-sufficiency and the most recent financial analysis supports this principle being maintained.</p>								
<p>11. Current fractionation yields are maintained over the period of the SOI.</p>	<p>Changes in the yield of fractionated product obtained from a volume of plasma will impact either adversely (in the case of reduced yield) or favourably (in the case of improved yield) on NZBS’ forecast financial position.</p> <p>Risk Assessment: LOW – based on the prior yield performance of the manufacturer.</p>								

Assumption	Comment / Risk										
<p>12. Plasma Fractionation costs in 2013/14 and subsequent years will increase in accordance with the increase as provided for in the confidential CSL Behring Manufacturing Agreement. Note: This agreement, which is being renegotiated in 2013, includes the option of flexing the sizing of fractionation pools from 7.5 tonne to 10 tonne, which will result in higher inventory levels after each fractionation pool.</p>	<p>The CSL Behring Manufacturing Agreement is priced in Australian dollars so there is an exposure to movements in the AUD:NZD cross rate.</p> <p>Risk Assessment: MEDIUM – NZBS endeavours to mitigate this risk via Forward Exchange contracts purchased in accordance with the NZBS Treasury policy. Also refer to the foreign exchange assumption 18 below.</p>										
<p>13. The stock turn ratios for the total inventory holding over the forecast period is set out below:</p> <table border="1" data-bbox="300 600 683 813"> <thead> <tr> <th>Stock Turns (all Products)</th> <th>Turns per Annum</th> </tr> </thead> <tbody> <tr> <td>2012/13 Year</td> <td>3.87</td> </tr> <tr> <td>2013/14 Year</td> <td>3.97</td> </tr> <tr> <td>2014/15 Year</td> <td>4.41</td> </tr> <tr> <td>2015/16 Year</td> <td>4.60</td> </tr> </tbody> </table>	Stock Turns (all Products)	Turns per Annum	2012/13 Year	3.87	2013/14 Year	3.97	2014/15 Year	4.41	2015/16 Year	4.60	<p>NZBS sets a minimum stock holding of 3 months demand across its non-fresh product range to ensure surety of supply. This sets the minimum benchmark stock turn for all inventory held at 4 times, a benchmark figure NZBS aims to exceed in the context of efficient working capital management.</p> <p>Risk Assessment: MEDIUM – risk is an unexpected drop in demand increasing the risk of product expiry (fresh product) and higher short term inventory holding (fractionated product). The primary risk stock category is fractionated product (due to 3 month minimum stock holding) however the risk is mitigated in large part by this product category having a 2 year shelf life.</p>
Stock Turns (all Products)	Turns per Annum										
2012/13 Year	3.87										
2013/14 Year	3.97										
2014/15 Year	4.41										
2015/16 Year	4.60										
<p>14. Establishment level FTEs incorporated in the financial forecasts are:</p> <table border="1" data-bbox="339 1093 687 1283"> <thead> <tr> <th>Year</th> <th>Establishment Level FTEs</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>507.93</td> </tr> <tr> <td>2013/14</td> <td>513.93</td> </tr> <tr> <td>2014/15</td> <td>499.75</td> </tr> <tr> <td>2015/16</td> <td>499.75</td> </tr> </tbody> </table> <p>NOTE: indicated FTE increases are clinical (front-line) staff</p>	Year	Establishment Level FTEs	2012/13	507.93	2013/14	513.93	2014/15	499.75	2015/16	499.75	<p>As an essential service provider NZBS must adapt quickly to changes in demand and/or safety requirements. Staffing levels are therefore subject to increases or decreases in response to changing business requirements, particularly changes in demand for products. The decline seen in FY15 is in response to the decline in product demand.</p> <p>Risk Assessment: MEDIUM – risk is the inability to source new/replacement appointments with the required skill mix. NZBS is competing with the health and disability sector at large for resources mitigated in part by participating in the same collective agreements as the DHBs. The reduction will be managed through attrition, where possible.</p>
Year	Establishment Level FTEs										
2012/13	507.93										
2013/14	513.93										
2014/15	499.75										
2015/16	499.75										
<p>15. The majority of NZBS staff will continue to be employed on collective agreements (either Multi-Employer Collective Agreements (MECAs) or Single-Employer Collective Agreements). Assumptions regarding employee cost increases have taken into account the Government's updated Expectations for Pay and Employment Conditions in the State Sector published in 2012 and direct consultation with the Ministry of Health. Best estimates in respect of possible future settlements have been included in financial forecasts, projected out over the next three years.</p>	<p>Staff costs make up approximately 35.6% of NZBS costs. Most collectives have built into them an annual increase and merit step increases which have an impact on NZBS' overall annual cost increases.</p> <p>Settlements in relation to Collective Agreement negotiations have a flow on effect to costs associated with staff working under Individual Employment Agreements. 7</p> <p>Risk Assessment: MEDIUM - risk of settlement outside of budgeted parameters, depending on wider sector settlements. (Assumption 1 also refers.)</p>										
<p>16. Plasmapheresis, Plateletpheresis and whole blood consumable costs will reflect forecasted collection requirements.</p>	<p>Forecast collection volumes are subject to change in response to alterations in demand for products, variation in production yields and/or collection / processing methods.</p>										

Assumption	Comment / Risk																
<p>Consumable costs (based on current contracts, or expected CPI increases) and employee costs (FTE's required) are in turn based on meeting the projected collection volume targets for 2013/14 and subsequent years, as summarised in Assumption 3.</p>	<p>Further staffing and consumable reductions would be considered in the event that collection volume requirements decrease further for a sustained period of time.</p> <p>Likewise, if collection volume levels are required to increase significantly beyond those forecast; an increase in staffing and consumables may be required to collect and process additional volumes.</p> <p><u>Note:</u> Many NZBS consumables purchased from international markets are subject to foreign exchange fluctuations. Potential additional costs due to the global economic situation have not been factored into the financial forecast.</p> <p>Risk Assessment: MEDIUM - risk that input price increases are higher than budgeted allowances. (Assumption 1 also refers.)</p>																
<p>17. Changes to regulatory costs will only include costs associated with initiatives to achieve compliance with the Public Records Act 2005.</p>	<p>The Government has signalled its intention to reactivate the establishment of ANZTPA with a target date of 1 July 2016 (outside the timeframe for this SOI). The cost implications of such a move on NZBS are not yet known. As this SOI is prior to the target date, existing Medsafe and other NZBS regulatory costs have been used.</p> <p>Risk Assessment: HIGH – the establishment of ANZTPA has the potential to increase NZ regulatory costs which in turn would impact NZBS adversely with a consequent flow on to the DHB sector.</p>																
<p>18. Foreign exchange rates over the forecast period of this SOI have been assumed as:</p> <table border="1" data-bbox="300 1294 831 1424"> <thead> <tr> <th>Year</th> <th>AUD\$</th> <th>Euro</th> <th>US\$</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>0.80</td> <td>0.68</td> <td>0.80</td> </tr> <tr> <td>2014/15</td> <td>0.80</td> <td>0.66</td> <td>0.79</td> </tr> <tr> <td>2015/16</td> <td>0.80</td> <td>0.66</td> <td>0.78</td> </tr> </tbody> </table> <p>These rates have been based on the latest information available at the time of SOI preparation, and represent the combined views of banking industry forecast economic data, underpinned by advice from NZBS treasury advisors.</p>	Year	AUD\$	Euro	US\$	2013/14	0.80	0.68	0.80	2014/15	0.80	0.66	0.79	2015/16	0.80	0.66	0.78	<p>NZBS has exposure to foreign exchange fluctuations, primarily the Australian dollar through its plasma fractionation contract with CSL Behring.</p> <p>Based on 2013/14 settings a 1 cent movement in the AUD exchange rate increases or reduces fractionation costs by approximately \$250k.</p> <p>NZBS manages this risk via forward exchange contracts in accordance with the NZBS Treasury Management Policy.</p> <p>Risk Assessment: MEDIUM to HIGH – the on-going volatility in global financial markets will continue to impact New Zealand's economic settings in the short to medium term.</p>
Year	AUD\$	Euro	US\$														
2013/14	0.80	0.68	0.80														
2014/15	0.80	0.66	0.79														
2015/16	0.80	0.66	0.78														
<p>19. As a demand-driven service provider to the health and disability sector, NZBS will share with the DHBs any unbudgeted realised net financial gains that it may achieve due to optimal product mix demand, improving yields and cost efficiencies, in accordance with the NZBS Financial Guidelines policy.</p>	<p>NZBS has a Financial Guidelines policy that clearly sets out the Board's obligations (having regard to NZBS longer term financial viability) to assess on an annual basis, whether any realised net financial gains will be shared with the DHBs.</p>																
<p>20. The Capital Charge, paid to the Crown, is based on the forecast closing equity position and has been assumed at the current 8% per annum over the forecast period.</p>	<p>This is a Government mandated charge over which NZBS has no direct control.</p>																

Assumption	Comment / Risk								
<p>21. The quantum of capital expenditure will be tightly managed, but will require flexing year-on-year in response to clinical requirements.</p> <p>Examples of significant capital expenditure planned in the 2013/14 year are:</p> <ul style="list-style-type: none"> • Serology Testing Equipment - \$0.25m. • Auckland Donor Centre refurbishment - \$1.0m. • Blood Management System - \$0.41m. • IT Infrastructure - \$1.0m 	<p>Safety requirements and the capital intensive nature of the blood service operations means that smooth capital spend year-on-year is not realistic.</p> <p>Risk Assessment: LOW - the capital expenditure plan is a carefully considered and managed document ensuring a low risk of being greater than budget</p>								
<p>22. Interest rates on the NZBS Funding Facility over the period of this SOI have been based off projected 90 day bill rate and are assumed to be:</p> <table border="1" data-bbox="300 730 679 860"> <thead> <tr> <th>Year</th> <th>Interest Rate</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>4.20%</td> </tr> <tr> <td>2014/15</td> <td>5.20%</td> </tr> <tr> <td>2015/16</td> <td>5.95%</td> </tr> </tbody> </table>	Year	Interest Rate	2013/14	4.20%	2014/15	5.20%	2015/16	5.95%	<p>The level of available funds has been set to ensure forecast funding needs can be accommodated without need for facility renegotiation. The term of the facility covers the majority of the forecast period.</p> <p>The facility is operated in accordance with the approval terms of the Ministers' of Finance and Health.</p> <p>Risk Assessment: LOW - based on the forecast level of facility debt NZBS exposure to any interest rate movement is minimal in the context of the overall NZBS cost structure.</p>
Year	Interest Rate								
2013/14	4.20%								
2014/15	5.20%								
2015/16	5.95%								
<p>23. Timing of product extraction during fractionation of plasma pools will not result in material "pooling gains" or "losses" which straddle balance date.</p>	<p>The exact timing of fractionation and extraction of product from plasma pools by CSL can affect the year end reported result if fractionation of a pool straddles the 30 June balance date.</p> <p>Risk Assessment: LOW - unless there is an urgent requirement to bring forward a fractionation pool to meet unexpected increase in demand for fractionated product with such requirements covered under the contract with the manufacturer.</p>								
<p>24. There will be no financial impact on the forecast financial performance as a result of any plasma pool incident (e.g. loss of a pool of plasma through contamination or manufacturing problem).</p>	<p>NZBS would follow the process outlined in 2005 by the MOH to secure additional funding to off-set financial losses that are unable to be managed by NZBS.</p> <p>Risk Assessment: LOW – the basis for managing such a situation was established with the MOH in 2005 and would be enacted if required.</p>								

8.3 Forecast Financial Statements

Forecast Statement of Financial Performance									
	Budget FY 13 \$000	Forecast FY 13 \$000	%	Forecast FY 14 \$000	%	Forecast FY 15 \$000	%	Forecast FY 16 \$000	%
Income									
Revenue from supplying Blood Products	91,532	86,838	81.83%	90,321	82.36%	93,579	82.25%	96,550	82.27%
Revenue from supplying Services	17,948	17,222	16.23%	17,984	16.40%	18,605	16.35%	19,105	16.28%
Revenue from Overseas Sales	1,461	1,187	1.12%	1,131	1.03%	1,392	1.22%	1,418	1.21%
Interest Income	224	324	0.31%	222	0.20%	198	0.17%	282	0.24%
Other Income	7	548	0.52%	7	0.01%	7	0.01%	7	0.01%
Gross Income	111,172	106,118	100.00%	109,665	100.00%	113,780	100.00%	117,361	100.00%
Less Distribution of Surplus to DHBs	-	-	-	-	-	-	-	-	-
Net Income	111,172	106,118	100.00%	109,665	100.00%	113,780	100.00%	117,361	100.00%
Expenditure									
Production and Bought-in Costs (excluding Labour costs)	47,261	48,029	45.26%	44,888	40.93%	45,063	39.61%	47,662	40.61%
Changes in Inventory ***	1,193	(2,473)	(2.33%)	(438)	(0.40%)	1,572	1.38%	324	0.28%
Employee Benefit Expense	39,169	38,914	36.67%	40,552	36.98%	40,285	35.41%	41,167	35.08%
Depreciation and Amortisation	3,878	3,835	3.61%	4,093	3.73%	4,233	3.72%	4,062	3.46%
Other Operating Expenses	18,723	17,710	16.69%	18,770	17.12%	19,690	17.31%	20,495	17.46%
Finance Costs	234	221	0.21%	286	0.26%	333	0.29%	376	0.32%
Capital Charge	2,885	2,832	2.67%	2,735	2.49%	2,725	2.39%	2,766	2.36%
Revaluation of Derivative Financial Instruments	-	-	-	-	-	-	-	-	-
Total Expenses	113,342	109,068	102.78%	110,885	101.11%	113,900	100.11%	116,851	99.57%
Net Surplus / (deficit) for the Year	(2,170)	(2,950)	(2.78%)	(1,220)	(1.11%)	(120)	(0.11%)	510	0.43%
Other Comprehensive Income	-	-	-	-	-	-	-	-	-
Total Comprehensive Income	(2,170)	(2,950)	(2.78%)	(1,220)	(1.11%)	(120)	(0.11%)	510	0.47%
Surplus Attributable to NZ Blood Service	(2,170)	(2,950)	(2.78%)	(1,220)	(1.11%)	(120)	(0.11%)	510	0.47%
Total comprehensive Income Attributable to NZ Blood Service	(2,170)	(2,950)	(2.78%)	(1,220)	(1.11%)	(120)	(0.11%)	510	0.47%

Forecast Statement of Changes in Equity					
	Budget FY 13 \$000	Forecast FY 13 \$000	Forecast FY 14 \$000	Forecast FY 15 \$000	Forecast FY 16 \$000
Opening Equity balance	38,245	38,352	35,402	34,182	34,062
Total comprehensive Income Attributable to NZBS	(2,170)	(2,950)	(1,220)	(120)	510
Total recognised income / expense for the year ended 30 June	(2,170)	(2,950)	(1,220)	(120)	510
Contribution from owner	-	-	-	-	-
Closing Equity balance	36,075	35,402	34,182	34,062	34,572
Forecast changes in Equity over the forecast period					
(a) Crown Equity					
Opening Balance	15,717	15,717	15,717	15,717	15,717
Total Comprehensive Income for year	-	-	-	-	-
Closing balance	15,717	15,717	15,717	15,717	15,717
(b) Retained Earnings					
Opening Balance	22,529	22,635	19,685	18,465	18,345
Total Comprehensive Income for year	(2,170)	(2,950)	(1,220)	(120)	510
Closing balance	20,359	19,685	18,465	18,345	18,855
Closing Equity Balance	36,075	35,402	34,182	34,062	34,572

*** Note re Changes in Inventory

For ease of reporting, the 'Changes in Inventory' category is an aggregated reporting category comprising 'cost of goods sold, production recoveries and inventory valuation adjustments' consistent with the application of manufacturing standard costing methodologies and generally accepted inventory valuation principles.

Forecast Statement of Financial Position					
	Budget FY 13 \$000	Forecast FY 13 \$000	Forecast FY 14 \$000	Forecast FY 15 \$000	Forecast FY 16 \$000
Equity					
Crown Equity	15,717	15,717	15,717	15,717	15,717
Retained Earnings/(Losses)	20,359	19,685	18,465	18,345	18,855
Total Equity	<u>36,075</u>	<u>35,402</u>	<u>34,182</u>	<u>34,062</u>	<u>34,572</u>
Equity %	65.0%	59.6%	58.3%	56.6%	56.4%
Represented by:					
Assets					
Current Assets					
Cash and Cash Equivalents	4,616	8,023	6,673	7,969	8,734
Trade and Other Receivables	11,676	11,526	11,730	11,768	12,126
Inventories	22,324	23,590	24,079	22,595	22,457
Total Current Assets	<u>38,617</u>	<u>43,140</u>	<u>42,482</u>	<u>42,331</u>	<u>43,317</u>
Non Current Assets					
Property, Plant and Equipment	10,326	10,153	9,785	11,725	12,253
Intangible Assets	6,595	6,116	6,344	6,157	5,679
Total Non Current Assets	<u>16,921</u>	<u>16,269</u>	<u>16,128</u>	<u>17,882</u>	<u>17,932</u>
Total Assets	<u>55,537</u>	<u>59,408</u>	<u>58,610</u>	<u>60,213</u>	<u>61,249</u>
Liabilities					
Current Liabilities					
Trade and Other Payables	3,943	6,846	7,166	7,191	7,422
Provisions	5,149	5,182	5,148	5,457	5,312
Employee Entitlements	4,316	4,780	5,062	5,354	5,719
Total Current Liabilities	<u>13,408</u>	<u>16,807</u>	<u>17,376</u>	<u>18,001</u>	<u>18,453</u>
Non Current Liabilities					
Employee Benefit Liabilities	1,173	1,536	1,641	1,834	1,979
Provisions	1,311	1,163	1,256	1,349	1,444
Term Borrowings	3,570	4,500	4,155	4,967	4,801
Total Non Current Liabilities	<u>6,054</u>	<u>7,199</u>	<u>7,052</u>	<u>8,151</u>	<u>8,224</u>
Total Liabilities	<u>19,462</u>	<u>24,007</u>	<u>24,428</u>	<u>26,152</u>	<u>26,677</u>
Net Assets	<u>36,075</u>	<u>35,402</u>	<u>34,182</u>	<u>34,062</u>	<u>34,572</u>

Forecast Statement of Cash Flows					
	Budget FY 13 \$000	Forecast FY 13 \$000	Forecast FY 14 \$000	Forecast FY 15 \$000	Forecast FY 16 \$000
Cash Flows from Operating Activities					
Cash was provided from:					
Receipts from Blood Products and Services Revenue	125,530	119,823	124,291	128,619	132,636
Interest Received	224	324	222	198	282
Receipts from Other Revenue	1,434	1,884	1,191	1,385	1,422
	<u>127,188</u>	<u>122,030</u>	<u>125,704</u>	<u>130,202</u>	<u>134,340</u>
Cash was disbursed to:					
Payments to Employees	38,846	38,400	40,138	39,789	40,627
Payments to Suppliers	76,623	72,668	73,671	74,820	78,801
Distributions to Primary Stakeholders					
Interest Paid	185	175	239	284	326
Capital Charge Paid	2,589	2,946	2,766	2,471	3,106
Net GST Payable to IRD	5,760	4,855	5,968	6,175	6,450
	<u>124,002</u>	<u>119,045</u>	<u>122,781</u>	<u>123,539</u>	<u>129,310</u>
Net Cash Flow from Operating Activities	<u>3,186</u>	<u>2,985</u>	<u>2,923</u>	<u>6,663</u>	<u>5,030</u>
Cash Flows from Investing Activities					
Cash was provided from:					
Proceeds from the sale of Property, Plant & Equipment					
Cash was disbursed to:					
Acquisition of Property, Plant & Equipment	(3,641)	(3,976)	(2,827)	(5,147)	(3,472)
Acquisition of Intangible Assets	(2,392)	(1,756)	(1,125)	(840)	(640)
	<u>(6,033)</u>	<u>(5,733)</u>	<u>(3,952)</u>	<u>(5,987)</u>	<u>(4,112)</u>
Net Cash Flow from Investing Activities	<u>(6,033)</u>	<u>(5,733)</u>	<u>(3,952)</u>	<u>(5,987)</u>	<u>(4,112)</u>
Cash Flow from Financing Activities					
Cash was provided from:					
Advances from Term Borrowings		1,000		1,000	
		<u>1,000</u>		<u>1,000</u>	
Cash was disbursed to:					
Repayment of Term Borrowings	(235)	(235)	(322)	(380)	(153)
	<u>(235)</u>	<u>(235)</u>	<u>(322)</u>	<u>(380)</u>	<u>(153)</u>
Net Cash Flow from Financing Activities	<u>(235)</u>	<u>765</u>	<u>(322)</u>	<u>620</u>	<u>(153)</u>
Net increase/(Decrease) in Cash and Cash Equivalents	<u>(3,082)</u>	<u>(1,983)</u>	<u>(1,351)</u>	<u>1,296</u>	<u>765</u>
Cash and Cash Equivalents at the beginning of the year	7,698	10,006	8,023	6,673	7,969
Cash and Cash Equivalents at the end of the year	<u>4,616</u>	<u>8,023</u>	<u>6,673</u>	<u>7,969</u>	<u>8,734</u>

Reconciliation of Surplus / (Deficit) with Net Cash Flow from Operating Activities					
	Budget FY 13 \$000	Forecast FY 13 \$000	Forecast FY 14 \$000	Forecast FY 15 \$000	Forecast FY 16 \$000
Surplus/(Deficit) post Distributions	(2,170)	(2,950)	(1,220)	(120)	510
Add Back Non Cash Items:					
Depreciation & Amortisation	3,878	3,835	4,093	4,233	4,062
Property, Plant & Equipment Write Off Provision	-	-	-	-	-
Changes in Premises Reinstatement Provision	125	90	93	94	95
Movement in Working Capital:					
(Increase)/ Decrease in Trade and Sundry Receivables	(374)	332	(175)	(373)	(335)
(Increase) / Decrease in Prepayments	(19)	(380)	(28)	335	(23)
(Increase) / Decrease in Inventories	1,084	(1,645)	(433)	1,484	137
Increase / (Decrease) in Trade Creditors & Other Payables	50	51	52	56	58
Increase / (Decrease) in Other Payables	185	3,001	252	229	(151)
Increase / (Decrease) in General Accruals	136	133	(41)	239	168
Increase / (Decrease) in Employee Entitlements	291	489	388	485	510
Net Cash Inflow/(Outflow) from Operating Activities	<u>3,186</u>	<u>2,956</u>	<u>2,979</u>	<u>6,663</u>	<u>5,030</u>

APPENDIX 1

NZBS Organisational Structure and Context

To support achievement of its enduring outcome:

Health needs of people in New Zealand are supported by the availability of safe and appropriate blood and tissue products and related services

NZBS is organised and supported by an established structure as outlined below.

Governance

NZBS is governed by a board appointed by and responsible to the Minister of Health and forecasts and reports on performance to the Minister through the Ministry of Health. The NZBS Board performs the roles and responsibilities of a Crown Entity board as defined in the Crown Entities Act 2004.

Management

While responsibility for overall NZBS performance rests with the Board, operational management matters have been delegated to the Chief Executive.

The Chief Executive is supported by an Executive Team as shown below. Reporting to the NZBS Executive Team are key national specialist roles, along with the senior clinical and operational roles. The key national specialist roles include: National Manager Logistics; National Manager Marketing and Communications; National Manager Information Services; National Manager Procurement; regionally based Area Managers and Transfusion Medicine Specialists and Nurses.

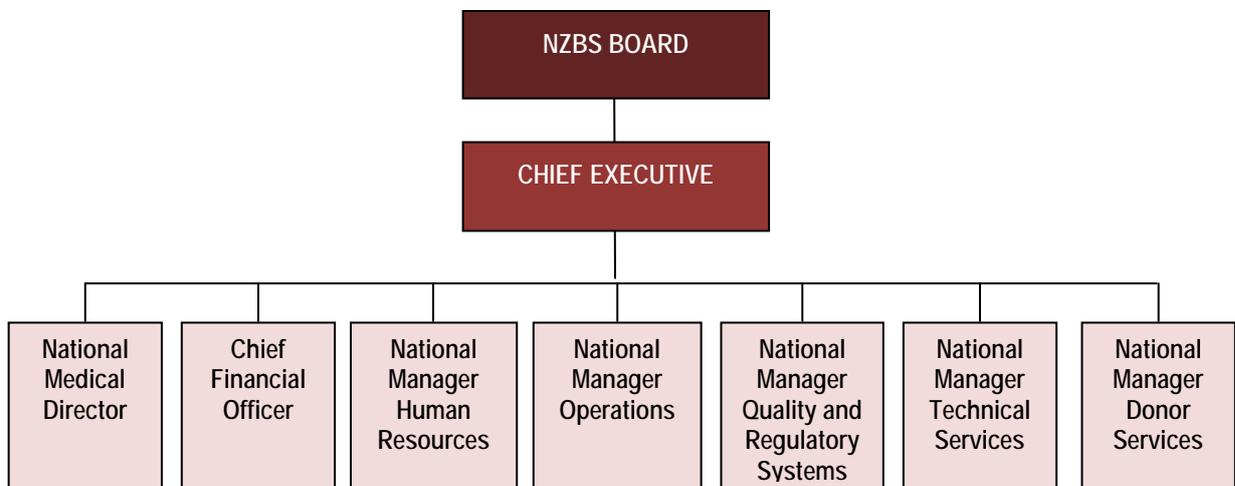


Figure 4: NZBS Board and Executive Management

Details about incumbents can be found on: www.nzblood.co.nz

NZBS Staff

Teamwork is fundamental to the success of NZBS. Eighty eight percent of NZBS staff are classified as “front-line” (i.e. staff whose role is directly related to the provision of NZBS products and services including maintenance of regulatory and GMP compliance). Front-line excludes Executive, National and Area Managers and staff employed in functions such as: Finance; Human Resources; Payroll; Information Services and Marketing.

Staff by Operational Area

Figure 5 below provides an overview of NZBS staff groupings by operational area. “National” refers to the following national roles:

- National Management
- Finance and Procurement
- Information Services
- Marketing and Communications
- Human Resources and Payroll
- Operational Support Officers
- Training and Development Co-ordinators

This centralised national structure is the most efficient management model and facilitates effective control and co-ordination of the national blood service.

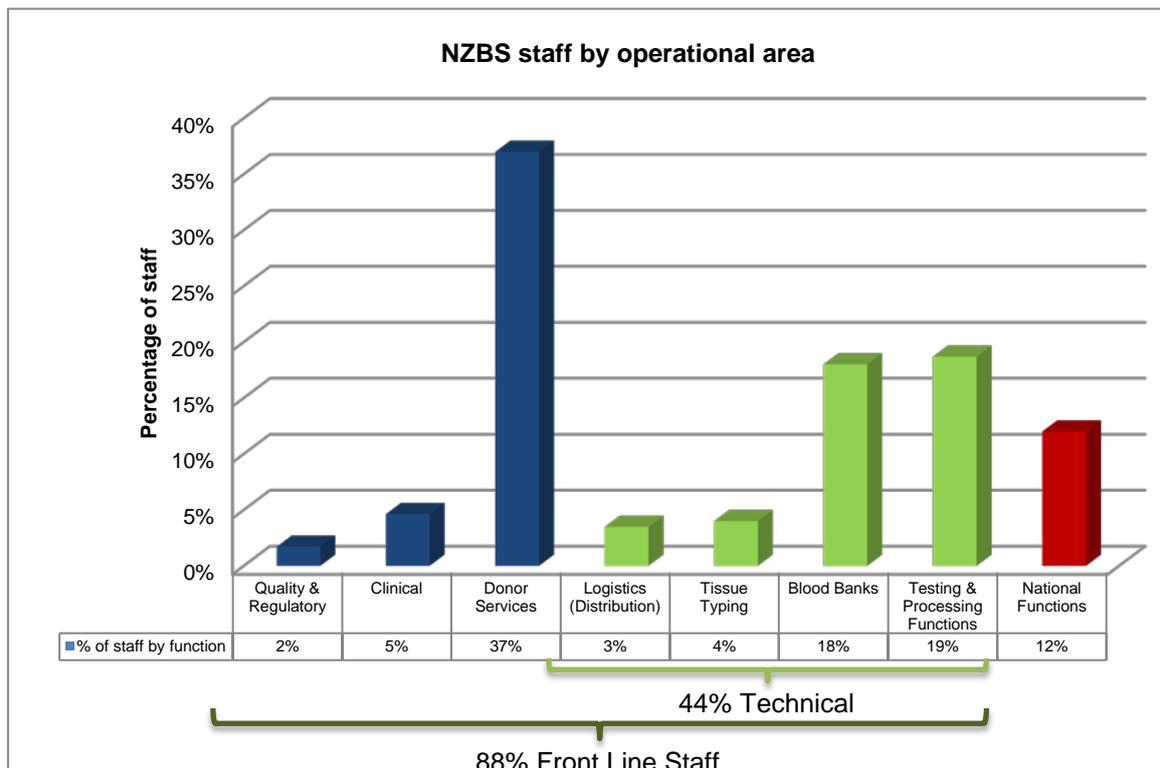


Figure 5: Composition of NZBS staff by operational area

Note:

Staff in Donor Services are predominantly Registered Nurses, but also include Enrolled Nurses, Registered Donor Technicians, Donor and Apheresis Recruiters, Drivers, Reception and Front-line Administration staff.

Staff in Technical Services are predominantly Medical Laboratory Scientists, but also include Medical Laboratory Technicians and Assistants and Clinical Scientists.

Principle front-line activities can be described as being either clinical, donor or technically related as outlined in Figure 6.

	Key Activities	Responsible for	Location	
Donor Services	Donor Recruitment	Maintaining a sustainable donor population - recruiting new donors and retaining existing donors through relationship development & scheduling appointments to achieve collection targets	All NZBS sites	
	Collections	Collecting whole blood whilst ensuring maintenance of good donor health	All NZBS sites	
		Collecting apheresis plasma and platelets whilst ensuring maintenance of good donor health	Auckland Waikato Tauranga (plasma only) Palmerston North Wellington Christchurch Dunedin	
Technical Services	Donation Accreditation Testing	Blood grouping and screening every blood donation for: HIV, HCV, HBV, syphilis, with selective testing for some donors	Auckland Christchurch	
	NZBS Processing	Separating whole blood into: Red Cells, Plasma and Platelets through a range of manufacturing processes	Auckland Waikato Wellington Christchurch	
	CSL Processing (Fractionation)	Frozen New Zealand plasma is sent to CSL Behring Australia, fractionated and returned to NZBS for distribution	CSL Behring, Australia	
	Tissue Bank	The national skin bank in Auckland and bone banks at each of the Processing sites and in the blood banks in Palmerston North and Dunedin	Auckland Waikato Palmerston North Wellington Christchurch Dunedin	
	Distribution	The logistics function in the 4 hub sites distributes product to each of the DHB hospital blood banks (NOTE: the DHB blood banks supply all private hospitals) and overseeing inventory management, minimising expiry and ensuring that product is always available to meet demand	Auckland Waikato Wellington Christchurch	
	Blood Bank	Cross-matching and antibody screening to ensure compatibility between the donated blood and the patient (recipient) prior to dispatching to the appropriate hospital staff for transfusion	At the following hospitals: Auckland Waikato Palmerston North Wellington Christchurch Dunedin	
	National Red Cell Reference Laboratory	Undertakes complex pre-transfusion testing and antibody identification. Runs a national quality assurance programme and inhouse reagent manufacturing	Auckland	
	National Tissue Typing Laboratory	Key testing and assessment services to DHBs undertaking organ and haemopoetic stem cell transplantation	Auckland	
	Clinical Services	Clinical Support	Medical and transfusion nursing support to both DHB and NZBS staff on all transfusion medicine related issues	Auckland Waikato Palmerston North Wellington Christchurch Dunedin
		Clinical Services	Provision of therapeutic services such as plasma exchanges, stem cell harvests and therapeutic venesections	Auckland Waikato Palmerston North Christchurch
Supported by National functions of: Clinical, Quality & Regulatory Systems, Logistics, Marketing, Information Services, Finance and Human Resources				

Figure 6: Key front-line NZBS activities

A FOCUS ON QUALITY

Clinical Service

The NZBS Clinical Team plays a key role in maintaining clinical quality - ensuring that the right product is provided to the right patient at the right time. The clinical role within NZBS impacts on all areas in the “vein to vein” blood service from selection of donors to provision of advice and support for the management of patients with complex clinical problems and analysis of any reported adverse transfusion events.

A multidisciplinary Clinical Advisory Group, chaired by the National Medical Director oversees NZBS clinical activity; providing advice to the Chief Executive on clinical issues and taking a proactive role in setting clinical policy, standards and encouraging transfusion medicine best practice.

A clinical oversight programme enables NZBS to discharge its statutory responsibility for maintenance of effective blood banking and cross-matching systems in the DHB Blood Banks not operated by NZBS. The programme has been endorsed by International Accreditation New Zealand (IANZ). Active participation in the NZBS Clinical Oversight Programme is a key component to the DHB managed Blood Banks maintaining IANZ Accreditation. A comprehensive twenty four hour national clinical advisory service is available to all hospitals.

A national haemovigilance programme examines and reports annually on the frequency and causes of adverse transfusion related events, to help health professionals understand the risks associated with blood transfusion and assist development of improved systems for the safe delivery of blood products to patients.

Quality, Safety and Compliance – “Safety is our Cornerstone”

The NZBS Quality and Regulatory Systems team has a broad scope which includes ensuring organisational compliance with Good Manufacturing Practice (GMP) and maintenance of all required licences and accreditation through the development of robust quality systems. It maintains systems for document and records management, customer complaints, corrective action management, equipment management, validation management and conducting internal and external audits. The team works very closely with operational teams to ensure regulatory requirements are met.

The key external parties with whom the Quality and Regulatory Systems function interacts are: Medsafe; International Accreditation New Zealand (IANZ); the American Society for Histocompatibility and Immunogenetics (ASHI); the Australian Therapeutic Goods Administration (TGA); CSL Behring; Archives NZ and DHB Blood Banks.

NZBS Values

The NZBS organisational structure works within a values based framework. **Safety is our Cornerstone (Ko te haumarū tā mātau mātapono taketake)** is the overarching tenet to everything that NZBS does, cementing the four enduring values of:

- **Striving for Excellence (Kia tau kite Tihi)**
Maximising the resources NZBS has to draw on, we strive for excellence in everything we do
- **Teamwork (Te Mahi Ngātahi)**
We value working towards and supporting each other to meet our common goal
- **Integrity and Respect (Te Pono me Te Tika)**
We value an environment where there is mutual trust and respect

- **Open Communication (Te Whakawhitiwhiti Whakaaro i runga i te Māharahara)**
We value sharing information and knowledge, thoughts and ideas, in an appropriate and timely manner

Key External Relationships

NZBS has relationships with a number of different stakeholder groups (other than the Minister of Health). Key relationships exist between NZBS and:

- Donors
- DHBs and their patients
- Private hospitals
- Other users of blood products and services
- Ministry of Health
- Dilworth Trust Board (landlord for Auckland hub-site)
- Ngāi Tahu Property (developer and future landlord for Christchurch hub-site)
- CSL Behring Australia, based in Melbourne Australia
- MAK-System (e-Progesa software provider) based in Paris, France
- Patient advocate groups (e.g. Leukaemia and Blood Cancer NZ; Haemophilia Foundation of NZ; and Immunodeficiency Foundation of NZ)
- National Haemophilia Management Group (NHMG)
- NZBS employees

The expectations of these stakeholders are assessed by a variety of means including regular contact (through routine service delivery and associated activities), focus group meetings, surveys and documented requests and requirements.

NZBS can be considered the custodian of more than 115,000 voluntary New Zealand blood and apheresis donors' "gift of life". In achieving its organisational goals and objectives, NZBS is mindful of its responsibility to these donors and the requirement to protect their taonga/gift through internal activities and by providing support to the prescribers of blood and blood products to ensure appropriate and cost-effective utilisation.

Process of providing blood products to key NZBS customers – the DHBs

Operationally, blood is collected either as whole blood (which is then separated into its component parts) or as individual components (plasma or platelets) via a process called apheresis. Figure 7 outlines the process for providing fresh and fractionated blood products to the DHBs.

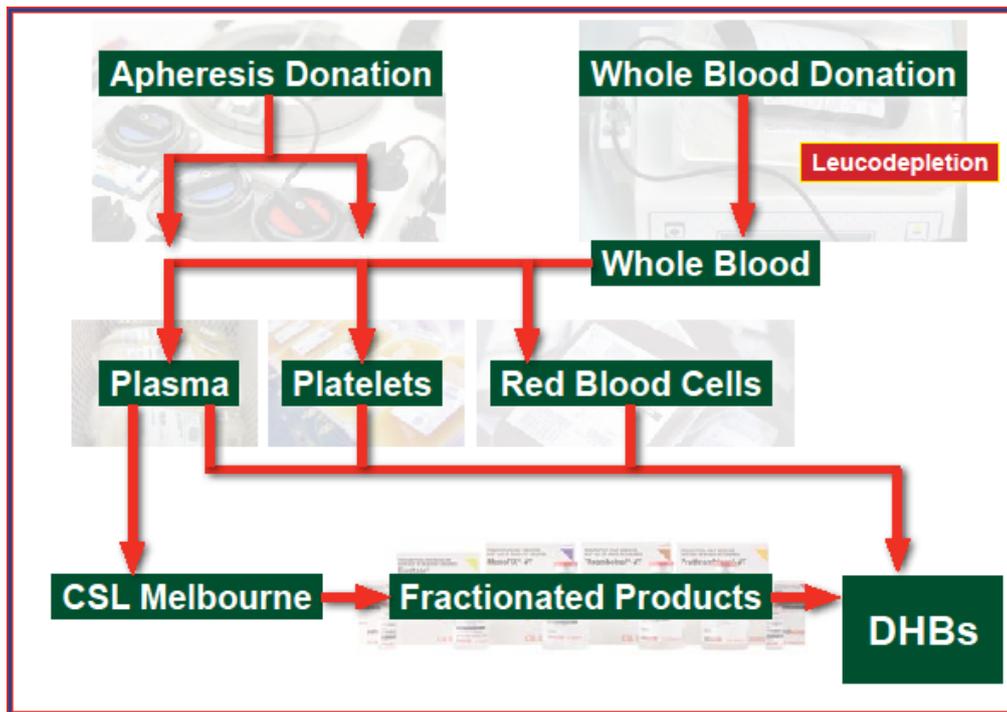


Figure 7: Flow of blood products to DHBs

Statutory Obligations and Minister of Health’s Expectations

The core functions of NZBS are specified in section 55 of the New Zealand Public Health and Disability Act 2000 (NZPHD Act) and the Gazette Notices to that legislation.

The key function of NZBS identified in the establishment Gazette Notice is:

To manage the donation, collection, processing, and supply of blood, controlled human substances, and related or incidental matters, in accordance with its annual plan and any [Ministerial] directions given under section 65 [of the NZPHD Act].

NZBS adheres to the fundamental principles contained in the New Zealand Health Strategy. In particular:

- NZBS provides blood, blood products and services to healthcare providers, thus contributing to the good health and well-being of all New Zealanders throughout their lives.
- NZBS delivers timely and equitable access to blood and tissue products and related services to all New Zealanders regardless of ability to pay.
- NZBS maintains a high level of public confidence.
- NZBS involves consumers through liaison with hospitals and recipient groups.
- The special relationship between Māori and the Crown under the Treaty of Waitangi is recognised through the NZBS Māori Responsiveness Strategy.
- As a national entity NZBS seeks community involvement on key issues through consultative processes.

NZBS is committed to on-going organisation awareness of, and where appropriate taking actions to contribute to:

- The New Zealand Health Strategy (December 2000).
- The New Zealand Disability Strategy (April 2001).
- Recognition of the Government’s requirements in regard to the Treaty of Waitangi.

This SOI reflects the expectations of its owner, the Crown, as documented in the Minister of Health's 18 February 2013 Letter of Expectations. NZBS will work with the Ministry of Health to ensure that each expectation is appropriately progressed.

APPENDIX 2

Abridged Statement of Accounting Policies

Reporting Entity

The New Zealand Blood Service (NZBS) is an authorised entity pursuant to section 92H of the Health Act 1956, primarily responsible for the performance of functions in relation to blood and controlled human substances in New Zealand.

The entity (New Zealand Blood Service) is a Crown Entity in terms of the Crown Entities Act 2004, and a Statutory Corporation under the New Zealand Public Health & Disability Act 2000.

NZBS is a not for profit organisation and its primary objective is to support the New Zealand healthcare community through managing the collection, processing and supply of blood, controlled human substances and related services. Accordingly, NZBS has designated itself as a public benefit entity for the purposes of New Zealand equivalents to International Financial Reporting Standards (NZ IFRS).

Basis of preparation

The financial statements of NZBS have been prepared in accordance with the requirements of the Crown Entities Act 2004 and the New Zealand Public Health & Disability Act 2000.

These financial statements have been prepared in accordance with NZ GAAP. They comply with NZ IFRS and other applicable Financial Reporting Standards, as appropriate for public benefit entities.

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

The financial statements have been prepared on a historical cost basis, modified by the revaluation of financial instruments (including derivative instruments).

The financial statements are presented in New Zealand dollars and all values are rounded to the nearest thousand dollars (\$'000). The functional currency of NZBS is New Zealand dollars.

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions are recognised in the Statement of Financial Performance.

Revenue

Revenue is measured at the fair value of consideration received. Revenue from the provision of products is recognised at the time the risk and effective ownership transfers. Revenue from the rendering of services is recognised as the services are provided. Interest income is recognised using the effective interest method.

Borrowing costs

Borrowing costs are recognised as an expense in the period in which they are incurred.

Capital Charge

The capital charge is recognised as an expense in the financial year to which the charge relates.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the Statement of Financial Position.

Trade and other receivables

Trade and other receivables are initially measured at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment.

A provision for impairment of receivables is established when there is objective evidence that NZBS will not be able to collect all amounts due according to the original terms of receivables. The amount of the provision is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted using the effective interest method.

Inventories

Inventories held for sale on a commercial basis are valued at the lower of cost and net realisable value. The cost of purchased inventory is determined using the FIFO method. The valuation includes allowance for slow moving items. Obsolete inventories are written off.

Inventories held for use in the production of goods and services on a commercial basis are valued at the lower of cost and net realisable value. The cost of purchased inventory is determined using the FIFO method.

The write down from cost to net realisable value is recognised in the surplus or deficit.

Property, Plant and Equipment

Property, plant and equipment consist of operational assets which include plant and equipment, computer hardware, motor vehicles, furniture and fittings / office equipment and leasehold improvements.

Property, plant and equipment is shown at cost less accumulated depreciation and impairment losses.

Depreciation is provided on a combination of straight-line / diminishing value basis on all property, plant and equipment, at rates that will write off the assets at their estimated residual values over their useful lives.

The costs of day-to-day servicing of property, plant and equipment are recognised in the surplus or deficit as they are incurred.

The residual value and useful life of an asset is reviewed, and adjusted if applicable, at each financial year end.

Intangible Assets - Software acquisition

Acquired computer software licenses are capitalised on the basis of the costs incurred to acquire and bring to use the specific software. Costs associated with maintaining computer software are recognised as an expense when incurred.

The carrying value of an intangible asset with a finite life is amortised on a straight-line basis over its useful life. Amortisation begins when the asset is available for use and ceases at the date that the asset is derecognised. The amortisation charge for each period is recognised in the Statement of Financial Performance.

Equity

Equity is the Crown's interest in NZBS and is measured as the difference between total assets and total liabilities. Equity is disaggregated and classified into a number of reserves.

The components of equity are:

- Crown Equity
- Retained earnings
- Fair value through other comprehensive reserves. This reserve comprises the cumulative net change in the fair value through other comprehensive income financial instruments.

Goods and Services Tax (GST)

All items in the financial statements are stated exclusive of GST, except for receivables and payables, which are stated on a GST inclusive basis. Where GST is not recoverable as input tax then it is recognised as part of the related asset or expense.

The net amount of GST recoverable from, or payable to, the Inland Revenue Department (IRD) is included as part of receivables or payables in the Statement of Financial Position. The net GST paid to, or received from the IRD, including the GST relating to investing and financing activities, is classified as an operating cash flow in the statement of cash flows.

Commitments and contingencies are disclosed exclusive of GST.

Taxation

NZBS is a Statutory Corporation under the New Zealand Public Health & Disability Act 2000 and is exempt from income tax under section CW38 of the Income Tax Act 2007.

Budget Figures

The budget figures are those approved by the Board of NZBS at the beginning of the year. The budget figures have been prepared in accordance with NZ GAAP and comply with NZ IFRS, using accounting policies that are consistent with those adopted by the Board for the preparation of the financial statements.

Cost allocation

Direct costs are those costs directly attributable to the collection and processing of blood products and delivering the associated services. Indirect costs are those costs which are not directly related to the production of its products or services.

Joint and by-product inventory costs arise in situations where the production of a product makes inevitable the production of other products. A key feature of joint and by-products

is that they are not identifiable as individual products until a specific point in the production process referred to as a split-off point.

When a group of individual products is simultaneously produced, and each product has a significant value the outputs are usually called and treated as joint products. Those products which are incidentally produced (not intentional product) are treated as by-products.

Common costs are apportioned to joint products not by-products. Processing costs specifically incurred on further processing of by-products after the split-off point are allocated to those by-products.

Critical accounting estimates and assumptions

In preparing these financial statements NZBS has made estimates and assumptions concerning the future. These estimates and assumptions may differ from the subsequent actual results. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations or future events that are believed to be reasonable under the circumstances.

NOTE: The above accounting policies are abbreviated. A full set of current accounting policies may be found in the 2011/12 New Zealand Blood Service Annual Report available on the NZBS website www.nzblood.co.nz.

GLOSSARY

TERM	DEFINITION
Accreditation Testing	Testing carried out on all blood donations involving two distinct processes: blood grouping and screening for infectious markers.
Albumex	Albumin product manufactured by fractionation process from New Zealand plasma by CSL Behring in Australia. Used to treat patients suffering burns or shock due to blood loss and treatment of liver and/or renal failure associated with severe protein deficiency.
Albumin	The major protein in plasma that is important in maintaining blood volume.
ANZTPA	Australian New Zealand Therapeutic Products Agency – a proposed joint agency with Australia to regulate therapeutic products (including blood) which is planned to be established by mid-2016. Will replace Medsafe.
Apheresis	A procedure in which blood is temporarily withdrawn, one or more components are selectively removed, and the remainder of the blood is re-infused back into the donor. Used in NZ to collect plasma and platelets.
ASHI	American Society for Histocompatibility and Immunogenetics. An international society of professionals dedicated to advancing the science, education and application of immunogenetics and immunology.
ASHI Accreditation	The ASHI accreditation program determines whether laboratory procedures meet documented ASHI standards and requirements. ASHI conducts a biennial audit of the NZBS Tissue Typing Laboratory.
Biostate (Factor VIII)	Biostate® is freeze dried, high purity, plasma-derived human Factor VIII concentrate, manufactured by fractionation process from New Zealand plasma by CSL Behring Australia. Manufacturing process incorporates two specific viral inactivation steps (solvent detergent treatment and dry heat). Biostate is used in the management of Haemophilia A, an inherited bleeding disorder requiring life-long treatment.
Blood	Consists of cellular components (red cells, white cells and platelets) suspended in plasma.
Blood Group	Complex chemical substances found on or in the surface of red cells which distinguish each blood group. The two more important blood group systems in transfusion work are the ABO (blood types A, B O and AB) and Rh D (positive or negative) systems.
Blood Product	Products manufactured from donated blood.
CCP	Contribution to Cost Pressures – the annual payment made by the Ministry of Health to DHBs to assist in off-setting the cost pressures of inflation, salary adjustments etc. Prior to 2009 this adjuster was known as the Future Funding Track (FFT).
CIM	Capability and Input Measures which demonstrate NZBS's achievement of internally focused strategic goals.
Code of Good Manufacturing Practice	A set of standards that provide assurance that a manufacturer has a quality system in place that meets the requirements for the product being made.
CSL / CSL Behring Australia	CSL is a company that develops, manufactures and markets pharmaceutical products of biological origin through a process called fractionation. NZBS contracts with CSL Behring Australia (previously CSL Biotherapies) to manufacture a range of products derived from New Zealand human plasma which NZBS collects and ships to Melbourne for fractionation. Finished product is returned to NZBS for distribution to the New Zealand health sector.
Cross-match	A term used when testing the patient's serum against the donor's red cells.

TERM	DEFINITION													
Cryoprecipitate	A clotting factor preparation derived from plasma and used in the treatment of trauma patients and during cardiac / transplant surgery.													
DHB	District Health Boards are responsible for providing, or funding the provision of health and disability services in their district.													
Donor	A person who gives blood or tissues to be used in another person.													
eProgesa	Name given to the MAK-System blood management software, which tracks product from donation through the testing and manufacturing process, to issuing to a recipient (patient) in the hospital blood banks.													
FACT Accreditation	The Foundation for the Accreditation of Cellular Therapy (FACT) is a voluntary professional programme involving setting of standards and accreditation of bone marrow transplant facilities. This encompasses collection, processing and clinical transplantation activities.													
Factor VIII	Product used to treat certain types of haemophilia with a deficiency of the blood clotting factor VIII. It can be derived from blood plasma or produced synthetically using recombinant DNA technology.													
Factor IX	Product used to treat haemophilia B (Christmas disease) which is caused by a deficiency in blood clotting factor IX. It can be derived from blood plasma or produced synthetically using recombinant DNA technology.													
Fractionation	Fractionation involves separating substances (e.g. proteins in the case of plasma) by changing the conditions such as temperature or acidity. In the NZBS setting, CSL Behring fractionates New Zealand plasma to produce a range of plasma derived products to treat New Zealand patients.													
Fresh Frozen Plasma (FFP)	Used to treat patients following trauma or transplantation. Frozen plasma is also sent to CSL Behring in Australia for manufacture into fractionated products.													
GMP	Good Manufacturing Practice. A prerequisite of licensing.													
Good Employer	As defined by the Human Rights Commission in the published guidance from the Equal Employment Opportunities Commissioner (June 2006).													
Haematopoietic Stem Cells	Cells found in the bone marrow capable of the formation of all blood cell types.													
Haemophilia	A hereditary deficiency of clotting factors in blood.													
Haemovigilance	Organised surveillance procedures related to serious adverse or unexpected events or reactions in relation to any aspect of transfusion medicine.													
Haemovigilance Imputability Score Definitions	<table border="0"> <tr> <td data-bbox="531 1462 619 1541">NA</td> <td data-bbox="619 1462 778 1541">Not assessable</td> </tr> <tr> <td data-bbox="531 1541 619 1597">1</td> <td data-bbox="619 1541 778 1597">Excluded</td> </tr> <tr> <td data-bbox="531 1597 619 1675">2</td> <td data-bbox="619 1597 778 1675">Unlikely</td> </tr> <tr> <td data-bbox="531 1675 619 1753">3</td> <td data-bbox="619 1675 778 1753">Possible</td> </tr> <tr> <td data-bbox="531 1753 619 1832">4</td> <td data-bbox="619 1753 778 1832">Likely, probable</td> </tr> <tr> <td data-bbox="531 1832 619 2112">5</td> <td data-bbox="619 1832 778 2112">Certain</td> </tr> </table>	NA	Not assessable	1	Excluded	2	Unlikely	3	Possible	4	Likely, probable	5	Certain	<ul style="list-style-type: none"> <li data-bbox="778 1462 1481 1541">▪ When there is insufficient data for imputability assessment. <li data-bbox="778 1541 1481 1664">▪ When there is conclusive evidence beyond reasonable doubt for attributing the event to alternative causes <li data-bbox="778 1664 1481 1787">▪ When there is conclusive evidence beyond reasonable doubt for attributing the event to alternative causes. <li data-bbox="778 1787 1481 1910">▪ When the evidence is indeterminate for attributing the event either to the transfusion or alternative causes. <li data-bbox="778 1910 1481 2033">▪ When the evidence is clearly in favour of attributing the event to the transfusion. <li data-bbox="778 2033 1481 2112">▪ When there is conclusive evidence beyond reasonable doubt for attributing the event to the transfusion.
NA	Not assessable													
1	Excluded													
2	Unlikely													
3	Possible													
4	Likely, probable													
5	Certain													

TERM	DEFINITION	
Haemovigilance Severity Score Definitions	Grade 1	The recipient may have required treatment but lack of such would not have resulted in permanent damage or impairment of a body function.
	Grade 2 (severe)	The recipient required hospitalization or prolongation of hospitalization directly attributable to the event; and/or the adverse event resulted in persistent or significant disability or incapacity; or the event necessitated medical or surgical intervention to preclude permanent damage or impairment of a body function.
	Grade 3 (life-threatening)	The recipient required major intervention following the transfusion (e.g. vasopressors, intubation, transfer to intensive care) to prevent death.
	Grade 4 (death)	The recipient died following an adverse transfusion reaction. <i>Grade 4 should only be used if death is probably or definitely related to transfusion. If the patient died of another cause, the severity should be graded as 1, 2 or 3.</i>
HBL	Health Benefits Ltd – formally the Shared Service Establishment Board. Created to help reduce the cost of non-clinical support functions in health and to harness the benefits of bulk purchasing.	
HBV	Hepatitis B is an infectious illness caused by the hepatitis B virus (HBV) which infects the liver and causes an inflammation called hepatitis.	
HCV	Hepatitis C is an infectious disease affecting the liver, caused by the hepatitis C virus (HCV). The infection is often asymptomatic, but once established, chronic infection can progress to scarring of the liver (fibrosis), advanced scarring (cirrhosis) or liver failure.	
HIV	Human Immunodeficiency Virus – a virus that causes Acquired Immunodeficiency Syndrome (AIDs) in humans.	
HWNZ	Health Workforce New Zealand - set up in 2009 to provide national leadership on the development of the country's health and disability workforce.	
IANZ	International Accreditation New Zealand is the national authority for accreditation of testing and calibration laboratories, inspection bodies and radiology services. IANZ promotes the development and maintenance of good practice testing and inspection and maintains a registration scheme for organisations that comply with the practice.	
Immunoglobulin's	Proteins that combat infection.	
Intragam P	An immunoglobulin product manufactured by fractionation process from New Zealand plasma by CSL Behring Australia and used to boost the immune system of patients with immune deficiencies or in the treatment of a range of diseases where the immune system is compromised.	
Intravenous	Within or administered into a vein.	
IU (International Unit)	In pharmacology an International Unit (abbreviated to IU) is a unit of measurement for the amount of a substance producing a specified effect when tested according to an internationally accepted biological procedure. There is no equivalence among different substances.	
MOH	Ministry of Health is the Government's principal advisor on health and disability policy.	
MonoFIX (Factor IX)	MonoFIX is a Factor IX product manufactured by fractionation process from New Zealand plasma by CSL Behring in Australia. It is used for the treatment of the inherited bleeding disorder Haemophilia B, also known as Christmas Disease.	
MRS	NZBS's Māori Responsiveness Strategy developed in 2010 provides a framework and identifies areas where NZBS can progress its approach to	

TERM	DEFINITION
	produce benefits for Māori.
NHMG	National Haemophilia Management Group – established in 2007 to take overall responsibility for the national management and oversight of the provision of services to people with haemophilia and allied bleeding disorders.
NHB	National Health Board - established in November 2009 to improve the quality, safety and sustainability of health care for New Zealanders.
NZBS	New Zealand Blood Service.
NZ GAAP	New Zealand Generally Accepted Accounting Practices.
NZIFRS	New Zealand Equivalents to International Financial Reporting Standards.
Output Agreement	This Agreement is required pursuant to section 170 of the Crown Entities Act 2004 and assists the Minister and NZBS to clarify, align, and manage their respective expectations and responsibilities.
Plasma	Liquid portion of blood that contains antibodies and other proteins.
Plasmapheresis	A procedure where blood is temporarily withdrawn, plasma is selectively removed, and the remainder of the blood is re-infused back into the donor.
Platelets	One of the cellular components of blood that contributes to clotting. Used to support patients who are bleeding, or at risk of bleeding and those undergoing treatment for some blood diseases, cancer, following cardiac surgery and in massive transfusion and trauma.
Platelet Additive Solution (PAS)	PAS is a synthetic additive solution used as a substitute for plasma when storing platelet concentrates.
Plateletpheresis	A procedure where blood is temporarily withdrawn, platelets are selectively removed, and the remainder of the blood is re-infused back into the donor.
Red Blood Cells (RBC's)	The most common type of blood cell which delivers oxygen to the bodies tissues. Used for treatment of people with chronic anaemia resulting from disorders such as cancer and kidney failure; also for acute blood loss as a result of surgery or trauma.
Recombinant product	Synthetic or manufactured blood products – as opposed to products derived from plasma (e.g. Factor VIII).
Self-sufficiency	A fundamental principle in the operation of NZBS, “self-sufficiency” involves collection and manufacturing to meet all blood product demand in New Zealand from blood and plasma collected solely in this country.
Serology	The science of measurement and characterisation of antibodies and other immunological substances in body fluids, particularly serum/plasma.
Serum	The clear, straw coloured fluid portion of the blood that remains after coagulation and removal of cellular blood components by centrifugation.
SSP	Forecast Statement of Service Performance which demonstrates NZBS's achievement of externally focused strategic goals.
TGA	Therapeutic Goods Administration - Australian regulatory body assessing and monitoring activities to ensure therapeutic goods are of acceptable standard.
Therapeutic Services	Includes: <ul style="list-style-type: none"> i) Therapeutic apheresis - the separation and removal of one component of blood from a patient as part of a treatment regime. Therapeutic apheresis procedures include plasma exchange (Plasmapheresis) for the treatment of acute conditions such as Guillain-Barré or chronic disorders like Myasthenia Gravis and the removal of white cells (Leukapheresis) used to support the clinical treatment of Leukaemia. ii) Therapeutic venesection predominately as a treatment for haemochromatosis, a hereditary disease which sees a build-up of iron in

TERM	DEFINITION
	the blood.
Transfusion Related Acute Lung Injury (TRALI)	Transfusion Related Acute Lung Injury (TRALI) is a complication of blood transfusion characterised by the acute onset of pulmonary oedema (i.e. swelling and/or fluid accumulation in the lungs). This is now recognised to be one of the most frequent severe complications of transfusion.
Vein to Vein Blood Service	The responsibility for the full supply-chain of blood from blood donor selection and collection of blood, through manufacturing and testing, storage and transportation, through to final administration of blood products to patients and analysis of any reported adverse transfusion events.