

Annual Report

2021-2022



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www.facebook.com/hospicewaikato

www.hospicewaikato.org.nz

0800 HOSPICE



COVER: Jan, Hospice Waikato Volunteer, 15 years

ABOVE: Maree, arranging the flowers that are donated to Hospice Waikato each week.

Our People

Waikato Community Hospice Trust Board

- Margaret Devlin – Chair
- Audrey Scheurich
- Dave Downey
- Doug Pouwhare
- Jan Smith
- Judi Sefton
- Lynette Pearks
- Maxine Graham
- Sandy Morrison
- Stephen Ng
- Susan Hassall

Kaumātua

- Atutahi Riki

Waikato Community Hospice Foundation Board

- John Erkkila – Chair
- Audrey Scheurich
(Trust Representative)
- Brian King
- Craig Barrett
- Dave Downey
(Trust Representative)
- David Nielsen
- Mike Livingstone

Life Members

- John Coles
- Margaret Broad
- Murray Day
- Pippa Mahood
- Richard Small



Selwyn and Sherry, serving drinks to patients and their families and whānau in our Inpatient Unit.

A Tribute to Murray Day OBE

25 July 1931 - 18 March 2022

Murray will always hold a very special place in the history of Hospice Waikato. When John Erkkila and Richard Small first approached Murray to talk about the “Team of Excellence” and their goal of raising substantial funds for Hospice Waikato, they did so knowing that Murray’s knowledge of the City, and of the people who would likely be interested in supporting this project, was immense.

And he didn’t let them down. Murray’s contribution to that substantial fundraising project was key to its success and whilst we were delighted that he was formally recognised through his Life Membership Award, that doesn’t seem to fully acknowledge the significant role he played in helping Hospice Waikato become the organisation that it is today.

We’ve heard the stories of Murray’s success in business, his community association in many areas, and of his prowess as a sports person. We remember Murray as quietly spoken, unassuming and, most of all, a very, very generous Hamiltonian.



*ABOVE: Life member
Murray Day and his wife Ann.*

Chair & CEO Message



Margaret Devlin
Chair



Craig Tamblyn
Chief Executive Officer

*Tuutawa mai i runga
Tuutawa mai i raro
Tuutawa mai i roto
Tuutawa mai i waho
Kia tau ai
Te mauri tuu, te mauri ora
Ki te katoa
Haumi e, hui e, taaiki e*

*Come forth from above,
below, within and
from the environment.
Vitality and wellbeing for all,
Strengthened in unity*

Kia ora koutou

Annual Reports are usually focussed on business success, strong financial performance, and celebrating new opportunities for innovation and growth.

Since Covid-19, like many organisations, our focus has shifted to include getting through these unprecedented times, celebrating resilience and resourcefulness, and applying the lessons learnt to future proof our respective businesses.

For us, the pandemic has also highlighted the importance of our people.



*ABOVE: Welcoming new
staff at a mihi whakatau*

All business leaders know that their people are their greatest asset and now, more than ever, with immigration challenges and workforce shortages, our people should be at the forefront of all our business decisions.

*Maa mua ka kite a muri,
maa muri ka ora a mua*

Those who lead give sight to those who follow, those who follow give life to those who lead.

We have heard the communities of the Waikato describe our people as angels, as people who absolutely know the right time to listen, to laugh or to talk, and as those people who make end of life significantly better for not only the patient, but for their whānau and their own communities. Our staff do this simply, with kindness and compassion, and an amazing sense of knowing what is needed.

It's not just about our patient-facing team of Doctors, Nurses and Healthcare Assistants, Counsellors and Social Workers, our Spiritual Care Co-ordinator, our Occupational Therapist and our Music and Massage Therapists; these people are supported by an equally important administration and retail team who are resilient and dedicated, and who enable our clinical team to do what they do best.

It is very appropriate that we acknowledge our team of 650 volunteers also. Even through the challenges of Covid-19, this amazing part of our workforce have continued to carry out roles that are key to our service delivery. Their commitment to our organisation is humbling.

We would also like to acknowledge the Hospice Waikato Board for their tremendous commitment to our organisation during a very challenging time. They willingly share their business knowledge and experience, and take the time required to learn about and understand our service delivery. Our thanks also to the Board of the Waikato Community Hospice Foundation for their continued support.

We simply cannot thank our people enough for the role they play in the delivery of specialist community palliative care in the Waikato.

*He aha te mea nui o te ao?
He tangata! He tangata! He tangata!*

*What is the most important thing in the world?
It is people! It is people! It is people!*

Throughout FY2022, wellbeing has been a focus for the Hospice Waikato Board, the People & Culture board subcommittee, and Hospice Waikato's Leadership Team and this will continue as we move into 2023. Our staff wellbeing aligns with the four cornerstones of Te Whare Tapa Whā: spiritual wellbeing; mental and emotional wellbeing; physical wellbeing; and family and social wellbeing. Our wellbeing focus includes ensuring that our team are educated and resourced to address our scope of practice and are well positioned to adapt to the changing models of care.

Maa te huruhuru ka rere te manu.

Adorn the bird with feathers so it may soar.

As we move past the global pandemic and into 2023, we can expect international factors which are largely outside our control, such as supply chain challenges, to continue to impact our service delivery.

The effect of the Health Reforms on palliative care will become clear over the next year. We are aware of the need to be pro-active and nimble as we look to ensure we continue to provide safe, high quality and equitable care for all. We continue to work closely with Hospice NZ on advocating for a sustainable funding model for palliative care.

Whilst we are preparing ourselves, as best we can, for a period of ongoing challenge and change, we are continuing to see the unprecedented business environment we have all faced over the past two years, impacting on our year end results again in 2022. The challenging environment the Pandemic created limited the Trust's ability to generate revenue through its retail arm. This had a significant negative impact on our FY2022 result.

We are very aware, however, that with a crisis in our NZ healthcare system, now is not the time to reduce our service delivery and we'd like to acknowledge the support that is available to us from the Waikato Community Hospice Foundation who provide financial surety whilst we navigate these challenges.

We will take with us the learnings from Covid-19, with a renewed focus on collaboration.

We will engage with our community to reduce chronic care inequities, and to extend our community reach across all aspects of our service delivery.

We look forward to working with you in this space.

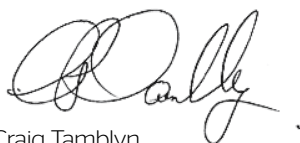
Ma too rourou, maa taku rourou ka ora te iwi.

With your food basket and my food basket, the people will thrive.

We thank you for your continued support. It is very much appreciated.



Margaret Devlin
Chair

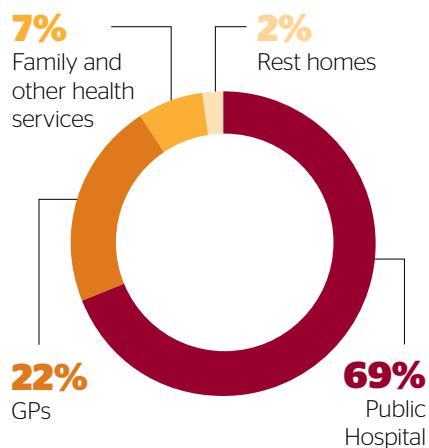


Craig Tamblyn
Chief Executive Officer

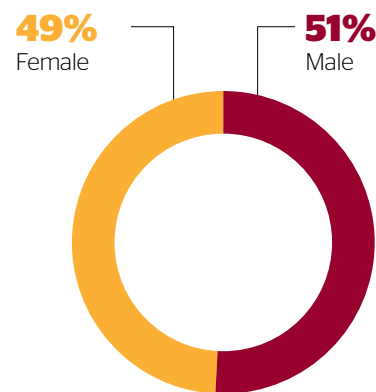
2021-2022 Stats

Hospice Waikato is the very heart of community palliative care in the Waikato, providing high quality services for people living with an active, progressive and advanced disease or illness. Our core focus is to help people living with a life-limiting illness to live life to the full, while providing comfort and quality care.

Patients referred by



Patient gender



Referral numbers

1348

Number of people referred to Hospice Waikato in the 2021-2022 financial year.

1166

Number of new patients accepted into Hospice Waikato care.

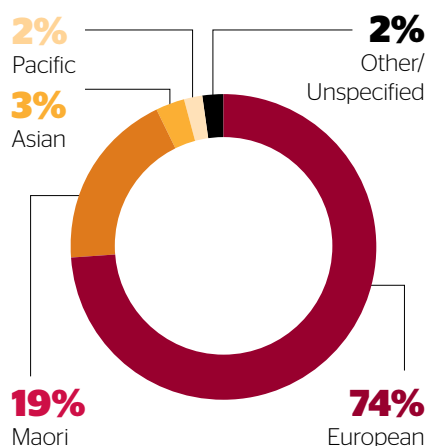
1595

Total number of patient/family units in our care during the 2021-2022 financial year.

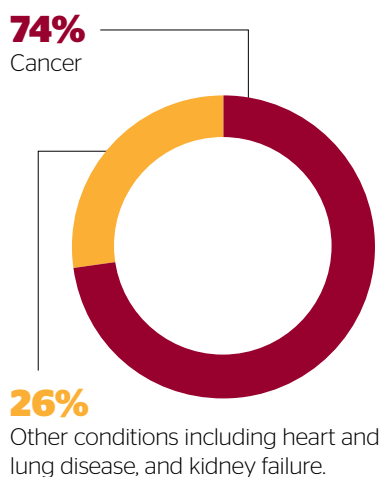
113

Average number of days patients were cared for by Hospice Waikato.

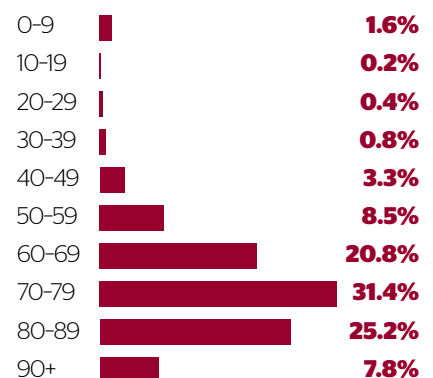
Patient ethnicity



Patient illnesses



Patient age



Contacts

6692

Number of home visits by our community nurses to support adult patients

537

Number of rural hospital, private residence and rest home consultations with hospice-registered patients by our clinical nurse specialists (only a small part of the valuable support they provide to primary palliative care providers)

596

Number of meetings with clients, not including the many telephone contacts, by our counsellors to provide psychosocial and bereavement support

332

Number of meetings, not including telephone contacts, with clients by our social workers

254

Number of face-to-face and telephone meetings with patients and whānau by our Māori cultural support workers

227

Number of music therapy sessions

105

Number of appointments with our massage therapist



ABOVE: Chris, Facility and Equipment Team Leader, arranging for the delivery of community equipment to the home of a Hospice Waikato patient.

Inpatient Unit

194

Number of adults admitted to the Inpatient Unit

1890

Number of days of specialist care provided for adults in the Inpatient Unit

26

Number of paediatric admissions to the Inpatient Unit

95

Number of days of specialist palliative care provided for children in the Inpatient Unit

Rainbow Place

53

Number of seriously ill children and their families supported by our Rainbow Place team

715

Number of hours of respite care provided for children by the Rainbow Place team in their homes and the community



ABOVE: Kelsey, Clinical Nurse Specialist, Rainbow Place, heading out to visit one of our special Rainbow Place children.

Financial Overview

Waikato Community Hospice Trust is a Charitable Trust incorporated under the Charitable Trusts Act 1957 and a registered charity under the Charities Act 2005.

The following summarised figures have been extracted from the financial statements of the Waikato Community Hospice Trust.

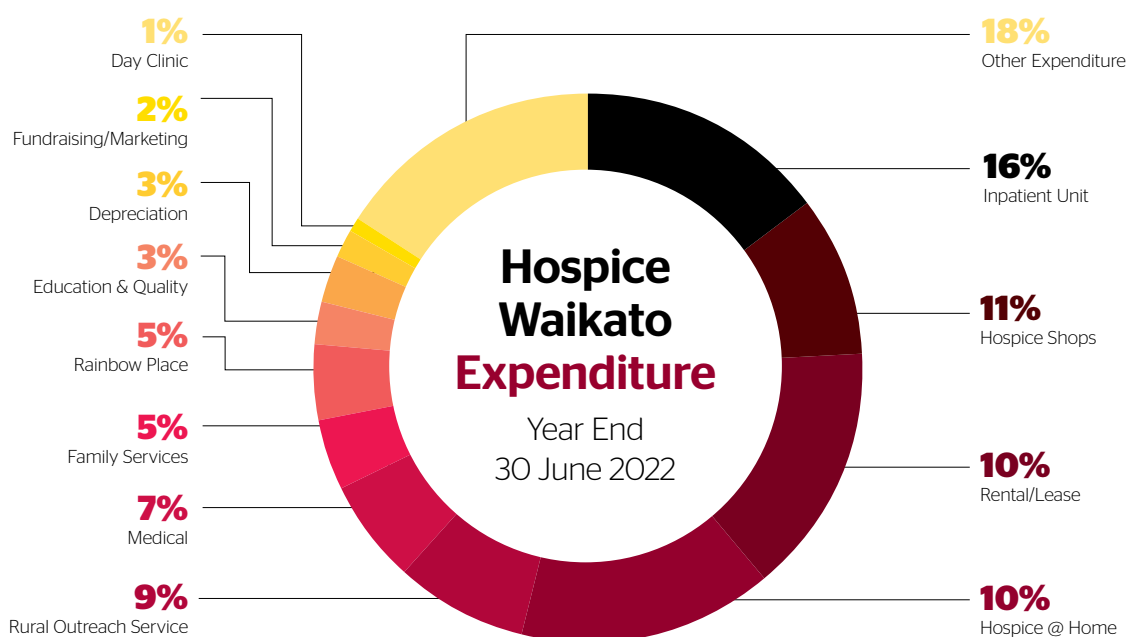
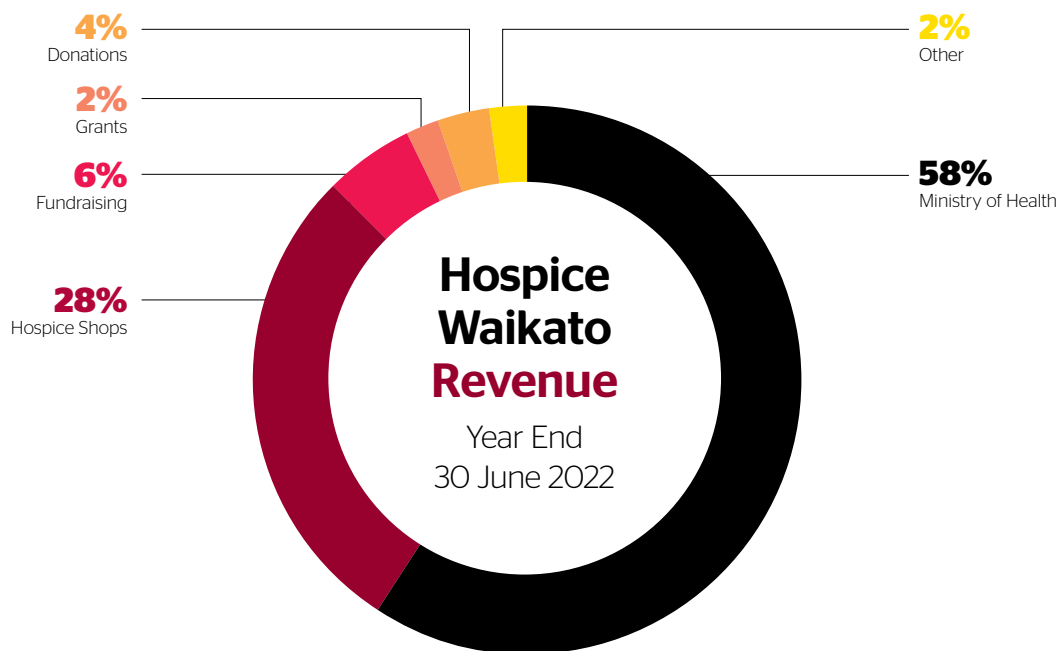
Our annual audit has been completed by KPMG with the full set of audited group accounts for the Waikato Community Hospice Trust and Waikato Community Hospice Foundation are available from www.hospicewaikato.org.nz

The financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP). They comply with the Reduced Disclosure Regime (PBE Accounting Standards) as appropriate for Tier Two not-for-profit public benefit entities.

Waikato Community Hospice Trust Financial Report

Statement Of Comprehensive Revenue And Expenses
Year Ended 30 June 2022

REVENUE	2022	2021
Ministry of Health	7,768,831	7,489,223
Hospice Shop Revenue	3,769,513	4,428,750
Fundraising Revenue	727,125	620,303
Grants	282,585	228,485
Donations	455,134	354,481
Interest Received	15,168	25,502
Other	312,315	338,972
Total Revenue	13,330,672	13,485,717
EXPENSES		
In Patient Unit	2,301,977	2,124,473
Hospice at Home	1,381,061	1,221,577
Hospice Shops Expenditure	1,530,390	1,385,034
Medical	1,018,552	1,041,563
Family Services	720,039	581,523
Rural Outreach Service	1,244,498	1,155,762
Fundraising/Marketing	333,967	429,814
Rainbow Place	648,133	454,462
Education/Quality	380,940	429,328
Day Clinic	95,066	112,126
Rental/Lease	1,392,493	1,360,633
Depreciation	420,977	384,839
Audit Fees	2,000	2,100
Other Expenditure	2,478,206	2,129,404
Total Expense	13,948,300	12,812,637
Net Surplus/(Deficit)	-617,627	673,080



Acknowledgements

Volunteers

Our grateful thanks to all our volunteers who play such a key role in allowing us to deliver our services to the people of the Waikato. In our FY2022 Annual Report, we are paying special tribute to those volunteers who are celebrating five-year anniversary milestones this year.

39 years

Marylou Utting

30 years

Phyllis Hambling

25 years

Jenny Rowden

20 years

Shirley Holliday

Sally Jenkins

Lyn Taylor

Ed Vos

15 years

Marlene Wilkinson

Jan Birtwistle

Yvonne Evans

Bernadette Fennessy-
Cullen

Pamela Ferla

Diane Payne

Joyce Thompson

Rob Thompson

Val Weatherley

Mary West

A focus on Marylou Utting

Marylou Utting is a Hospice Waikato volunteer and has been so for the past 39 years. Considering we celebrated 40 years of Hospice in 2021, this is an absolutely amazing and generous gift of hours of Marylou's time.

Marylou has been an absolutely instrumental part of the journey our organisation has been on for all these years and she fondly remembers the early days as Hospice Waikato was establishing its footprint on the Waikato community.





ABOVE: CEO, Craig Tamblin, sharing morning tea with a special group of our volunteers who have supported Hospice Waikato for 25 years.

10 years

Daphne Allen
Hope Blackmore
Annette Bostock-Young
Carol Cook
Donna Davies
Judy Dinnan
Jeanette Dyer
Doreen Farrelly
Ruth Houghton
David Kilpatrick
Maree Mourits
Bronwyn Page

Bill Ramsay
Kay Rickman
Lynne Rudman
Marilyn Shepherd
Robyn Smith
Jan Stewart
Shirley Townsend
Peter Van Veen
Delwyn White
Paul Winter
Linda Wood

5 years

Christine Battson
Kitty Boman
Jackie Broughan
Christina Cairns
Shirley Caspari
Bill Colley
Philip Coyle
Lynley Cudby
Eileen Dickson
Marie Drinkwater
Graeme Ellis
Tracey Freeman
Larayne Galvin
Beverley Gibson
Diana Grantham
Valerie Gyde
Raewyn Harris-Muir
Catherine Holmes
Blair Houghton

Susan Karl
Liz King
Sue Langley
Shona MacGregor
Deidre Matson
Marilyn McMillan
Diana Morris
Mal Pace-Smith
Shirley Patchell
Dorothy Pearce
Simone Peers
Peter Pyo
Nancy Ridgway
Judith Rosevear
Nicola Sinton
Karien Visagie
Inga Wilkinson
Faye Wood

Hospice Waikato is extremely grateful for the continued and generous support of all our donors. We would like to thank our dedicated regular donors, everyone who supported our appeals, those who attended our events, businesses and organisations who sponsored us or donated, our wonderful volunteers and those who have remembered Hospice Waikato in their Will. We also acknowledge the ongoing support of the Waikato District Health Board.

Businesses and organisations

- ACLX
- Alexmarie Flowers
- Allied Security
- Amber Garden Centre
- Ann & Ian MacDonald
- APL
- APL Window Solutions
- Artists Jolie Hutchingson, Hayley Brown, Jasmin Gibson & Hannah Rayneu
- ASB
- Asset Recruitment
- Bear & Moo
- Best Travel
- Bidfood
- BNI Hamilton Vertex - Waikato
- Boh Runga
- ChemWash
- Chemist Warehouse
- Chiefs Rugby
- CITTA Design
- CJ Cant Plumbing
- Coombes + Gabbie
- Craigs Investment Partners
- Dame Trelise Cooper
- Dilmah Tea
- Double R Group of Companies
- DoubleTree by Hilton
- E4 Electrical
- Ebbett Dealership Group
- Emma Bass Lightbox
- Envirowaste
- Farmers NZ
- First Credit Union
- Four Seasons Magazine
- Fronds New Zealand
- Fusion Print
- Gallagher Group
- Global Digital Solutions
- Globox Digital Billboards
- Golden Homes
- Good Bitches Baking
- Grey Power Hamilton Inc
- Grins
- H3
- Hamilton Floral Art Club
- Hamilton Girls' High School
- Harcourts Hamilton
- Harrie & Sam
- Hawthorne Group
- Helicorp
- Hobbiton Movie Set
- Industrial Tube Manufacturing
- Ingham Prestige
- Janda Productions
- Jumble Around
- Kevin Deane Real Estate
- Kinross
- Kitchen Things
- KPMG
- Lichfield Lands Incorporated
- Lions Club of Ngaruawahia
- Little Givers Babywear
- Live Nation
- Lone Star Café & Bar
- Luke's Kitchen
- Luxe + Street
- Malcolm Barrett
- Media Works
- Montana Food & Events
- Morrinsville Floral Festival
- Mortgage Express
- Mr Ralph Lighting
- NAI Harcourts
- Nancy Caiger
- New World - Hillcrest
- New World - Rototuna
- Nielsen Law
- Nomad Safaris
- Novatel Queenstown Lakeside
- NZ National Fieldays Society
- NZ Warbirds Association
- NZME
- Over the Top Choppers
- Oxbow Adventures
- PACT Group
- Paterson Burn
- Pixel
- Podium Sports Lodge
- Priority Home Loans
- Project Unite
- Puketutu Estate
- Refresh Aesthetics
- River Riders
- Sam Ware & Paul Bartle
- Serenity Float Clinic
- Shop Nine
- SkyCity Hamilton
- Southern Hospitality
- Spark Arena
- Stuff
- Sweet Soiree
- Takapoto Estate
- Tamahere Country Club
- Tanya Williams
- The Cake Detective
- The Green and Karl Martin-Boulton
- The Market.com
- The Meads Family
- The Peninsular
- Three Peaks Honey
- Tieke Golf Estate
- Transport Trailers
- Urban Turf
- Vidcom
- Website Angels
- Wet n Forget
- Windy Ridge Function Centre
- Winger Hamilton
- Working Style
- WPM Group

Trust & Foundation Contributors

It is with appreciation we thank the following trusts and foundations for generously supporting our work.

- A & M Parbhu Foundation
- ANZ Staff Foundation
- Aotearoa Gaming Trust
- Caiger Charitable Trust
- Dragon Community Trust
- Fink Family Trust
- Glenice & John Gallagher Foundation
- Harcourts Foundation
- Lindsay Foundation
- Mazda Foundation
- Milestone Foundation
- Morrinsville Lions
- New Zealand Lottery Grants Board
- Sentsch Family Trust
- Shepton Charitable Trust
- Spark Foundation t/a Givealittle
- The Lion Foundation
- Tidd Foundation
- ToyWorld Trust
- Trillian Trust
- Trust Waikato
- Waipa District Council

Bequests

- Estate of A Lewis
- Estate of AG Ross
- Estate of Armstrong
- Estate of D Riddell
- Estate of Marg-Rose Linder
- Estate of Norma Payne
- Estate of R Carter
- Estate of RC Dalton
- Estate of Seabrook Trust
- Sargood Bequest



ABOVE: Inpatient Unit Healthcare Assistant, Emsa, collecting morning tea from our onsite kitchen.

Hospice Waikato

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www.hospicewaikato.org.nz

