

# Annual Report

2020-2021





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[www.facebook.com/hospicewaikato](https://www.facebook.com/hospicewaikato)

[www.hospicewaikato.org.nz](https://www.hospicewaikato.org.nz)

0800 HOSPICE

COVER: Garden of Remembrance,  
Hospice Waikato, 334 Cobham Drive, Hamilton

ABOVE: NZ Occupational Therapy Week - Hospice  
Yarn Bomb challenge. "Celebrating Excellence - Hei  
Whakanui i te Rawe." Hospice Waikato carpark. [bit.ly/3F1RTL4](https://bit.ly/3F1RTL4)





# Chair & CEO Message



**Margaret Devlin**  
Chair



**Craig Tamblyn**  
Chief Executive Officer

Kia ora koutou.

He Korōria ki Te Atua,  
Glory to the Lord above.  
Te Maungārongo ki te  
whenua,

Peace and Unity on Earth.

He Whakaaro pai ki ngā  
tangata katoa.

Goodwill, Kindness, Love Faith  
and Hope to All Mankind.

Paimārire.

July 2020 to June 2021 – another 12 months of living alongside a global pandemic! After the Country's almost instant and severe response to Covid-19 in early 2020, and the months of uncertainty as we watched the virus enter New Zealand and then seemingly be eradicated through our strict Border controls, those of us south of the Auckland border enjoyed a first half of 2021 with largely uninterrupted business operation as we adjusted to Alert Level 2 being our new 'norm'.

The initial financial impact on our organisation as a result of Covid-19 was severe. At the start of FY2021, we were forecasting a budget deficit of (\$410,687). Two key factors were driving this deficit, the impact of the lockdown on our retail stores and a very cautious approach to giving by both funders and donors.



As the year progressed, these impacts did improve and with the timing of additional palliative care funding support received from the Government, along with Covid Relief funding from the Ministry of Health, the year end position of the Waikato Community Hospice Trust did improve, with a year end surplus \$673,080.

Whilst any surplus is of course welcome, the FY2021 surplus is already being utilised as we navigate the challenges of having the Delta variant in our community. That said, the financial performance for FY2022 has already been severely impacted. The Board and Management is committed to ensuring that Hospice services are maintained during this time and we are working together to maximise our revenue, whilst exercising strict cost control across all aspects of the organisation.

There is no doubt that Covid will continue to dominate the current year. However today is about reflecting on what has been achieved and our future pathway.

We'd like to acknowledge those businesses who, like us, have been, and who continue to be, negatively impacted by Covid-19. We'd like to acknowledge your resilience, your ingenuity and your commitment to supporting the communities of New Zealand as an employer, a neighbour, and a family member.

We'd like to acknowledge the Hospice Waikato Board for their tremendous commitment to our organisation during a very challenging time. In particular, we'd like to thank Ken Sowman (10 years) and Linda Rademaker (7 years) for their service to Hospice. They are both resigning at this year's annual meeting. We wish them all the very best. We also welcomed Audrey Scheurich, Doug Pouwhare, Maxine Graham and Stephen Ng to our Board on 1 November 2021 and look forward to their future contributions to the Hospice Waikato journey.

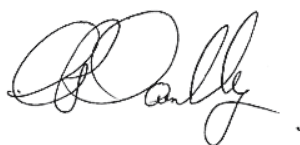
We'd like to thank our more than 700 volunteers who continue to give many, many hours of their time to support our service delivery and we acknowledge the impact that Covid-19 has had on their ability to support our organisation.

And lastly, we'd like to thank our Hospice Waikato staff who are brave and dedicated, and who continue to make us proud through their commitment to deliver an excellent specialist community palliative care service to the Waikato community.

We wish you all the very best – kia kaha.



Margaret Devlin  
Chair



Craig Tamblyn  
Chief Executive Officer

# Key achievements

All strands of Hospice Waikato's business delivery are underpinned by a common goal – to provide an excellent standard of service to the diverse communities of the Waikato.

If asked, most people would describe the core business of Hospice Waikato as the 'delivery of specialist community palliative care', which means we look after those who have a terminal or a life limiting illness. In reality, we do so much more than that.

Our Vision of "Living Every Moment" moves the focus of our care delivery away from dying. Instead, it empowers staff to look at innovative ways to support the patients in their care, and their whānau and caregivers, enabling them to make the most of every moment they have.

Here are just a few of our FY2021 highlights.

## Rewind at the University

Our first retail collaboration, we are delighted to be partnering with Vice-Chancellor Professor Neil Quigley and the University of Waikato to set up our first "Rewind" shop. Rewind by Hospice is our vintage, designer and sustainable clothing brand, hand selected from our donations by our youth volunteers. The shop has been impacted by Covid-19, and the move to online learning by the University of Waikato, however, it will reopen again in 2022.

## 2021 marks 40 years of Hospice Waikato

Forty years since Margaret Broad's vision and determination brought hospice to the Waikato. Margaret's interest in the hospice movement grew out of her own personal



ABOVE: Rewind by Hospice, Village Green, University of Waikato, Knighton Road, Hamilton.



family tragedy, she used the challenge of her own loss and grief to start an organisation dedicated to caring for people through the hardest of times. She admired the hospice movement's personal approach to the terminally ill: that when patients' physical distress was controlled, and support was assured, then they and their families could share things, make plans, comfort one another, turn their attention to what remained of life, rather than awaiting death.

Margaret's hospice vision was for qualified staff and volunteers to provide free, holistic care for terminally ill patients who preferred to remain at home. And also for a small, comfortable property with a few beds to be available when people could no longer cope at home, or for short-stays to give respite for carers and patients. Margaret is still alive, although now in poor health herself. We believe she'd be very proud of the organisation Hospice Waikato has become.

## **Review of the Trust Deed**

The Board undertook a full review of the Trust Deed which included a change of name for the Trust, from Waikato Community Hospice Trust to Hospice Waikato Trust. As part of this Review, the Board Charter was also updated and the Trust Board is working alongside the Waikato Community Hospice Foundation to update the Memorandum of Understanding which sets out the relationship between the two entities.

## **Hospice Waikato and Montana Food & Events Bucket List Banquet**

Another fantastic event which saw more than 1,000 people share a night of delicious food and fabulous entertainment, whilst supporting our organisation. This event also gave us the opportunity to launch the History of Hospice Waikato book which is a wonderful celebration of Hospice Waikato.

## **Community Contribution Award**

In our first year of entry, we were absolutely delighted to be awarded the Community Contribution Award at the 2020 Westpac Waikato Business Awards. It was an award for our whole Hospice team and we were very proud to be recognised for our contribution to the communities of the Waikato.

## **Clinical Skills Hub**

Our Clinical Skills Hub has been established to enable onsite education of specific clinical procedures required in the palliative care space. The Hub's two resident state of the art mannequins are computerised and come with heart and breathing irregularities, very noisy bowels, and the ability to laugh and cry. While the space has been designed primarily for our Hospice staff, we are providing education for those people working across the aged and palliative care sector throughout the Waikato.

## **Alignment with the Health & Disability Sector Review**

Last year, our AGM focus was around the development of our Master Service Plan, using Consultants Martin Jenkins to work alongside us to develop this piece of work. This year, with the release of the Health & Disability System Review, we re-engaged Martin Jenkins to review both documents with a view to ensuring the respective core principles align and we delighted that no updates to our Service Master Plan were required, with both documents focussing on the same long term healthcare goals for all New Zealanders. Although impacted by Covid, we are moving forward with a phased implementation approach.

# End Of Life Choice Act

## Our approach to assisted dying in New Zealand

As someone who values the important work of Hospice Waikato, you may be aware that the End of Life Choice Act comes into effect on 7 November. We realise this raises questions as to how Hospice Waikato will work alongside the act. The purpose of this letter is to outline our position and to clarify how we will continue to respect and care for patients who choose to explore their assisted dying options.

Fundamentally, Hospice Waikato exists to help patients live the remainder of their lives to the best of their ability – “fully and comfortably” is our life-affirming purpose. With that in mind, here’s how we will support a patient if they decide to look into assisted dying choices.

The most important thing to clarify is that our service delivery will not change. We will continue to provide the best possible care for our patients and their families/whānau, irrespective of the patient’s decision regarding assisted dying.



### **Approved providers only**

Assisted dying intervention in New Zealand can only be carried out by providers approved by the New Zealand Ministry of Health. Hospice Waikato has chosen not to become an approved provider as we believe assisted dying lies outside the purposes of palliative care.

Because we have chosen not to be an approved provider, interventions will not be carried out in our in-patient unit. Additionally, Hospice Waikato staff cannot administer nor participate in assisted dying intervention.

### **We can connect patients with approved providers**

Hospice Waikato can connect patients with a provider to have an informed conversation. Patients can then get the information they need to fully understand the service and decide if it's right for them. They can also be assessed for eligibility.

For patients in our in-patient unit, approved providers can visit them for these discussions. Patients will have all the comfort and privacy they need for these important conversations.

### **Hospice Waikato care throughout**

If a patient chooses to discuss assisted dying services with an approved provider, or chooses the intervention, they remain a hospice patient. This gives them the freedom to change their minds up until the last moment. In the event that a change does occur, Hospice Waikato will be there to continue delivering palliative care.

### **We will help move patients**

Patients in our in-patient unit can choose assisted dying intervention at their preferred location, such as their home. Hospice Waikato will help arrange for the patient to move safely and in comfort, and they remain a Hospice Waikato patient throughout the transition. Once the patient is settled, our team members will leave the premises, and the approved assisted dying service provider will take responsibility for patient care.

### **Support for family and whānau**

As you probably know, part of Hospice Waikato's service to patients is bereavement support for their family and whānau. If a patient chooses assisted dying intervention, our support remains. Whether a patient has included their family/whānau in the assisted dying decision or not, family members can continue accessing Hospice Waikato's bereavement support.

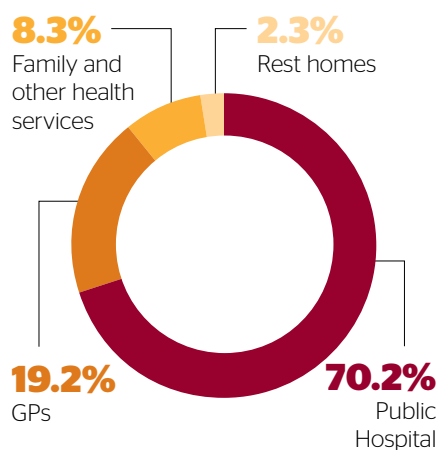
Assisted dying intervention is a complex issue. We hope this update gives you some needed clarity as to Hospice Waikato's involvement in the process. If this raises further questions, please don't hesitate to contact us for more discussion.



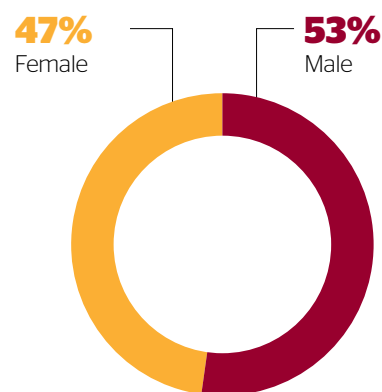
# 2020-2021 Stats

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

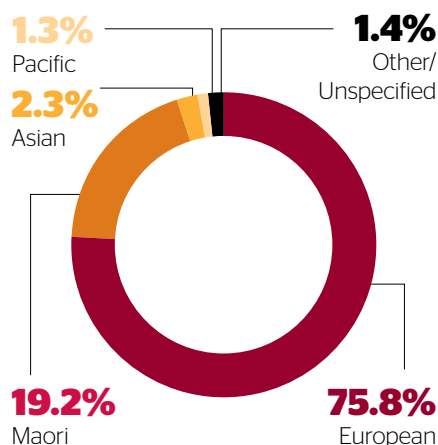


## Referral numbers

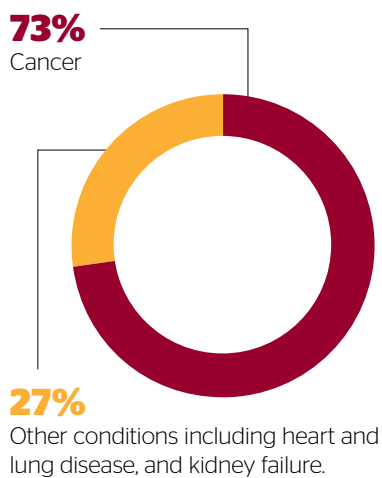
1307

number of people referred to Hospice Waikato in the 2020-2021 financial year.

## Patient ethnicity



## Patient illnesses



## Our patients

71

Hospice Waikato patient average age.

109

Average number of days a patient was on our hospice programme.

# 6835

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

# 642

Number of outpatient consultations and home visits with patients by our rural clinical nurse specialists

# 223

Number of visits to hospice-registered rest home patients by our age-related residential care facility clinical nurse specialists (only a small part of the valuable support they provide to rest home staff)

# 927

Number of meetings with clients by our counsellors to provide psychosocial and bereavement support

# 631

Number of meetings with clients by our social workers

# 125

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

# 259

Number of music therapy sessions



*ABOVE: Community equipment van, delivering much needed equipment for our patients to use in their homes.*



# 301

Number of appointments with  
our massage therapist

# 1580

Number of patients in our care during the  
2020-21 financial year

# 433

Average number of the patients on our  
programme at any one time

# 2230

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

# 237

Number of adults admitted to the  
Inpatient Unit

# 204

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

# 46

Number of paediatric admissions to the  
Inpatient Unit

# 52

Number of seriously ill children supported  
by our Rainbow Place nurses

# 181

Number of home visits to children and their  
parents by our Rainbow Place nurses



*ABOVE: International  
Nurses Day, 2021 - "Not all  
superheroes wear capes."*

# 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](http://www.hospicewaikato.org.nz)

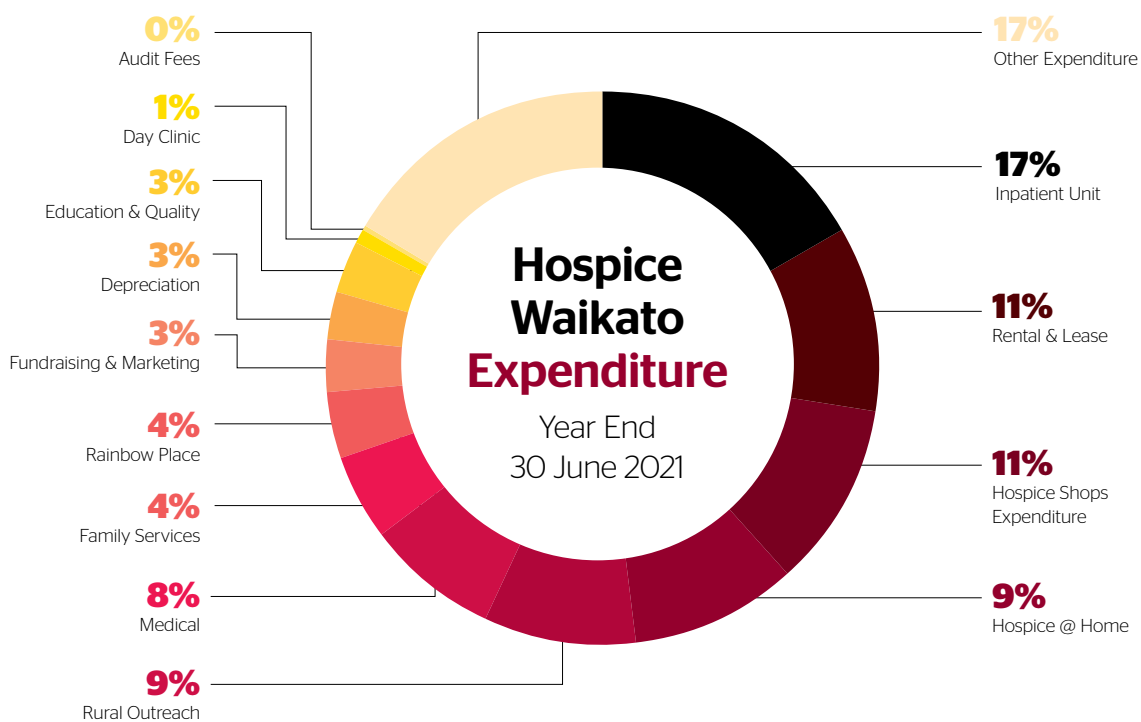
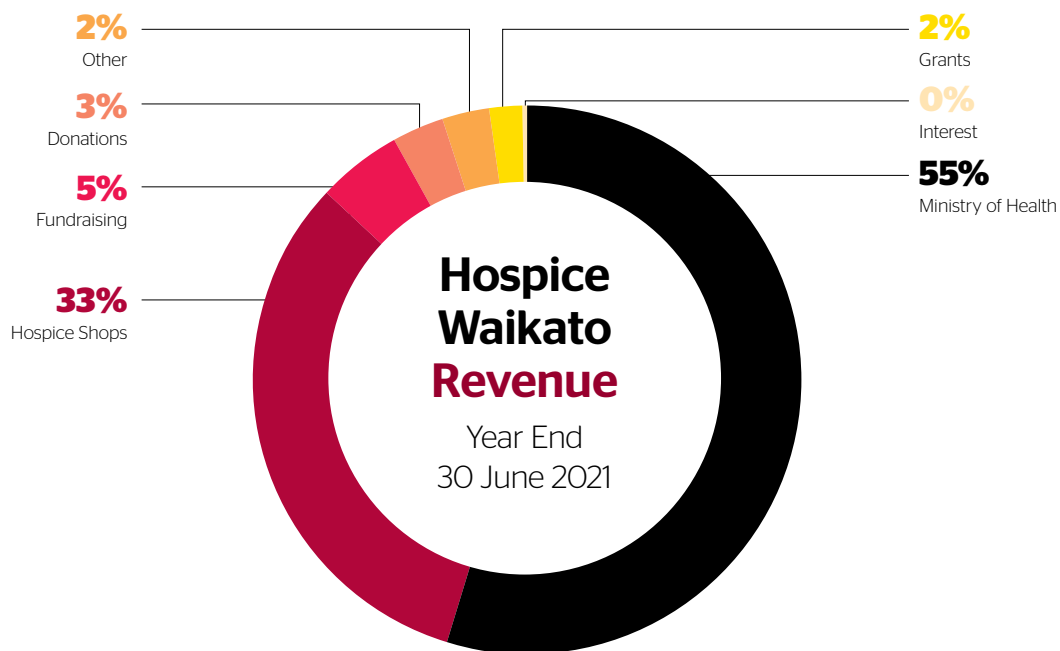
The financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice ('NZ GAAP'). They comply with the Reduced Disclosure Regime (PBE Accounting Standards) as appropriate for Tier Two not-for-profit public benefit entities.

## Waikato Community Hospice Trust Financial Report

Statement Of Comprehensive Revenue And Expenses  
Year Ended 30 June 2021

REVENUE	2021	2020
Ministry of Health	7,489,223	6,055,943
Hospice Shop Revenue	4,428,750	3,414,444
Anywhere Project	0	623,364
Fundraising Revenue	620,303	602,548
Grants	228,485	371,872
Donations	354,481	357,874
Interest Received	25,502	43,421
Other	338,972	27,906
<b>Total Revenue</b>	<b>13,485,717</b>	<b>12,072,767</b>
EXPENSES		
In Patient Unit	2,124,473	1,979,431
Hospice at Home	1,221,577	1,116,889
Hospice Shops Expenditure	1,385,034	1,198,901
Medical	1,041,563	980,493
Family Services	581,523	687,649
Rural Outreach Service	1,155,762	815,435
Fundraising/Marketing	429,814	295,892
Rainbow Place	454,462	395,787
Education/Quality	429,328	667,550
Day Clinic	112,126	100,495
Rental/Lease	1,360,633	1,294,289
Depreciation	384,839	355,923
Audit Fees	2,100	2,317
Other Expenditure	2,129,404	2,171,593
<b>Total Expense</b>	<b>12,812,637</b>	<b>12,062,644</b>
<b>Net Surplus/(Deficit)</b>	<b>673,080</b>	<b>10,123</b>





# Acknowledgements

## Volunteers

Our grateful thanks to all our volunteers, including these long-serving volunteers who are celebrating five-yearly anniversary milestones this year.

## 20 years

Anne Burroughs  
Pam Lawson-Wilde

## 15 years

Andrea Martin  
Ann hartstone  
Anne Mickell  
Barbara Chamberlain  
Betty Clarke  
Gail Clare  
Joan Silverwood  
Jocelyn Hughes  
Margaret Strangwick  
Susan Weaver  
Yvonne Phillips

## 5 years

Ann Norris  
Anne Walker  
Annette McCleary  
Chris Kaua  
Claudio Arena  
Eva Fitness  
Freda Ballard  
Jackie Steel  
Jenifer Priest  
John Law  
John Parker  
Joy Moore  
June O'Brien  
Karen Taylor  
Karen Lea  
Kate Adams  
KC Lee

Kim Budd  
Lesley Richdale  
Lin Looi  
Margaret Adkins  
Marianne Spiller  
Marie MacFarlane  
Mary McChesney  
Mattama Yusamram  
Merle Jonson  
Noelene Wilkening  
Pamela Wooller-Dazeley  
Patricia Hobbs

Patrick Tsuei  
Paula Steele  
Paulette Williams  
Richard Jellie  
Ringi Knight  
Sharon martin  
Shirley Reeve  
Sue Meharry  
Susan Mayes  
Terry Jackson



ABOVE: Te Ao Marama School community, volunteering at Hospice Waikato.



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

- 1-Day
- Allied Security
- Alpino Cambridge
- American Classic Car Club – Midlands
- APL Window Solutions
- Asset Recruitment
- Bear and Moo
- Bidfood
- BNI – Allstars
- BNI – Cambridge
- BNI – Hamilton Vertex
- BNI – Morrinsville
- BNI – Te Awamutu
- BTS Guitar
- Canopy Tours, Rotorua
- Catholic Women's League – Cambridge Branch
- Chartwell Garden Club
- Chiefs Rugby Club
- Citta
- CJ Cant Plumbing
- Demolition Traders
- Digby Wells Environmental
- Dilmah
- Direct Group
- Double R Developments
- E4 Electrical
- Ebbett Dealership Group
- Ebbett Volkswagen
- Ebbett Waikato
- Envirowaste
- Farmers NZ
- Fink Family Trust
- Fitness Furnishing Design Group
- Fonterra Co-operative Group
- Forgotten World Adventures
- Four Seasons Garden Club, Hamilton
- Freedom Wigs Limited
- Gallagher Group
- Gates by Paterson Burn
- GJ Gardner Homes
- Global Digital Solutions
- Globox
- Good Bitches Baking, Hamilton
- H3
- Hamilton Gardens Café
- Hamilton Grey Power Inc
- Harcourts
- Hart Jewellers
- Health 2000
- Hobbiton
- Holden Special Vehicles Club Incorporated
- Huka Retreats
- Huntly Ladies Allsortz
- Industrial Tube Manufacturing
- Ingham Prestige
- IT Partners
- Kasey Louise Nails & Tanning
- KGB Contracting
- Kinross
- Kitchen Things, Hamilton
- KPMG
- Lions Club of Huntly
- Lions Club of Te Kauwhata
- Little Givers Babywear
- Livingstone Building
- Lukes Kitchen
- Luxe and Street
- Malcolm and Marita Barrett
- Media Works
- Montana Food and Events
- Morrinsville Lions Club
- My Food Bag
- New World Hillcrest
- New World Rototuna
- Novatel Queenstown Lakeside
- NZME Waikato
- Odell x Home
- On the Spot Carpet Cleaning
- Palate Restaurant
- Peninsular Beach Front Resort
- Plexus Consulting
- Putaruru Friends of Hospice
- Quiltzamore
- Robert Harris Te Rapa
- Rotary Club of Hamilton Central
- Rotary Club of Morrinsville
- Ruapehu Alpine Lifts
- Seales Winslow
- Serenity Float Clinic
- Shirley Cresswell Artist
- SHOP9
- Sport Waikato
- St Andrew's Anglican Church
- Stihl Te Rapa
- Stuff NZ
- Stuff Publications
- Sweets by Dan
- Tantalus Estate Restaurant
- Thames Bowling Club
- The Boutique Training Room
- The Chemist Warehouse
- The Design Depot
- The Jean Grinter Estate
- The Lost Spring
- The Pemberton Group
- The Topp Twins
- Triple F Waikato
- Tristram Marine
- Turton Oliver
- Versus Research
- Vulcan Trust
- Waikato Caravan Club
- Waikato Indian Musical & Cultural Group
- Website Angels
- Windy Ridge
- Zealong Tea Estate

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## Trust & Foundation Contributors

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

- Akarana Community Trust
- BlueSky Community Trust
- Davies Charitable Trust
- Dragon Community Trust
- Estate of Norma Payne
- Glenice & John Gallagher Foundation
- Grassroots Trust
- Harcourts Foundation
- Hillview Trust
- Milestone Foundation
- Ministry of Social Development
- New Zealand Community Trust
- New Zealand Lottery Grants Board
- One Foundation
- Shepton Charitable Trust
- SKYCITY Hamilton Community Trust
- Souter Trust
- The Lion Foundation
- The Southern Trust
- Trillian Trust
- Trust Waikato
- Waikato WDFF Karamu Trust
- Waipa District Council
- Youthtown

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## Bequests

- Estate of Barbara Robinson
- Estate of Deryck Walter
- Estate of Robyn Carter
- Estate of Karen Maunsell
- Seabrook Trust

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## Waikato Community Hospice Trust Board

- Margaret Devlin – Chair
- Atutahi Riki – ex officio
- Dave Downey
- Hilton Joll (resigned – 28 Nov 2020)
- Jan Smith
- Judi Sefton
- Ken Sowman
- Linda Rademaker
- Lynette Pearks
- Sandy Morrison
- Susan Hassall

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## Waikato Community Hospice Foundation Board

- John Erkkila – Chair
- Brian King
- Craig Barrett
- David Nielsen
- Mike Livingstone

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## Life Members

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

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## Kaumatua

- Atutahi Riki

Hospice Waikato  
334 Cobham Drive, Hillcrest, Hamilton, 3216  
PO Box 325, WMC, Hamilton 3240  
Telephone (07) 859 1260 or 0800 HOSPICE  
Fax (07) 859 1266  
[www.hospicewaikato.org.nz](http://www.hospicewaikato.org.nz)

