

Annual Report

2019-2020





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0800 HOSPICE

Chair & CEO Message



MARGARET DEVLIN
Chair



Craig Tamblyn
Chief Executive Officer

2020! It's been a year that no-one could have anticipated and a year that will be talked about for some time to come. We know that all of you will have stories to share about the 'COVID-19 effect', and the impact that COVID had on your lives from a personal and business perspective. Our 2020 Annual Report gives us the opportunity to share our Hospice Waikato story.

2020 was always going to be a significant year for us. It was the year that the Board committed to developing a Master Service Plan which would guide our service delivery into the future. The final plan was delivered by Consultants Martin Jenkins in September 2020 and will be woven through our Strategic Planning for the next two decades, covering every aspect of our service delivery. Project Lead Sarah Baddeley, and colleague Marianne Scott, were an absolute pleasure to work with and the finished product is a well thought out, detailed and extremely credible document. We'd like to take this opportunity to thank our key stakeholders, our staff and our volunteers for their invaluable contributions to the plan.

It's been a year where our Board undertook an external evaluation process which has allowed us to review our governance processes and identify areas where additional expertise was required. As a result, we are delighted to welcome Dave Downey, Judi Sefton and Jan Smith onto our Board. We would like to thank Propero and Simon Telfer who assisted us with the evaluation and board appointment process.

The Board also decided that 2020 was the year to review our Constitution, Trust Deed and the Memorandum of Understanding which captures our relationship and interactions with the Waikato Community Hospice Foundation. The relationship with the Foundation Trustees is very important to our Board and we are hugely appreciative of their significant and ongoing support of our operation.

And now to COVID-19! It was on the 30th of January 2020 that the Director-General of the World Health Organization declared the outbreak of COVID-19 to be a Public Health Emergency of International Concern and issued a set of Temporary Recommendations. At this time, many of us felt that COVID was very much someone else's problem, and whilst Hospice Waikato began preparing immediately for its seemingly unlikely arrival in New Zealand, no-one could have predicted the speed or severity with which New Zealand took action.

It was almost a month after that initial declaration that New Zealand recorded its first case (28 February), and just a few weeks later, on 19 March, all borders and entry ports to New Zealand were closed to all non-residents, with returning citizens and residents being required to self-isolate.

The four-level alert system was introduced on 21 March to manage the outbreak within New Zealand and whilst initially set at Level 2, the country moved swiftly through Level 3 and into an unprecedented full nationwide lockdown at 11.59pm on the 25th of March.

This impacted significantly on every aspect of the delivery of Hospice Waikato's essential services and throughout the almost 3 months when Covid-19 dominated life in New Zealand, a Hospice Waikato project team met daily and then weekly to ensure a successful balance between the Government directives and our ability to continue to deliver excellent and safe services to patients and their families.

The speed with which the Hospice Waikato team adapted to life with COVID-19 was remarkable. Balancing the pressures of family life with the reality of working in health care during a pandemic was a situation that none of us had ever experienced. Across the board, our team looked for solutions to problems, stayed connected using IT, and kept the wellbeing of patients, their family and whānau front of mind.

COVID-19 challenged our funding model, with donations and grants being impacted by the downturn in the economy. Another challenge came from the enforced closure of our retail arm. With our shops closed or operating at a reduced capacity while New Zealand was in the midst of the pandemic, our team moved quickly to establish an online store. This initiative allowed us to continue to offer quality goods to our regular customers, while extending our reach to shoppers throughout New Zealand.

As always, a new financial year will bring new challenges and also the likelihood that moving in and out of Alert Levels will become our new norm.

At the time of writing we are awaiting the outcome of the two General Election referenda. From our perspective, the End of Life Choice Act, in particular, raises a number of complex issues for our patients, their family and whānau, the communities in which we operate, and for all those people who work and volunteer for Hospice Waikato. Our mission statement is to provide the best possible specialist community palliative care that enhances the quality of life for those facing end of life and bereavement. This statement will remain front of mind in our deliberations should the Act become law.

It seems that every year, as part of writing their Annual Reports, Board Chairs and CEOs across the country include a statement of thanks to their Board colleagues, management teams and wider staff for all their work. This year, that message of thanks comes with an extra touch of pride. To say that we are proud of the way our Hospice Waikato team continued to deliver our essential specialist community palliative care service throughout 2020 is an understatement and we would like to take this opportunity to again thank every single one of them for the tremendous job they have done. Leading Hospice Waikato in our respective roles throughout 2020 has been an absolute honour.



Margaret Devlin
Chair

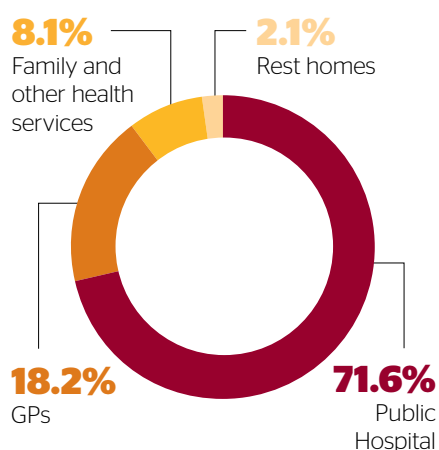


Craig Tamblyn
Chief Executive Officer

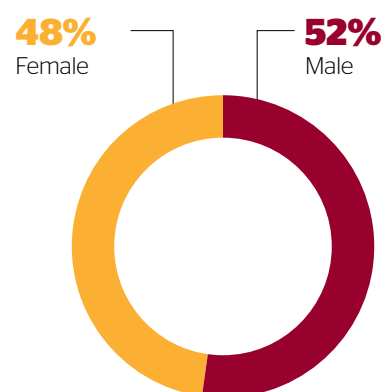
2019-2020 Stats

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

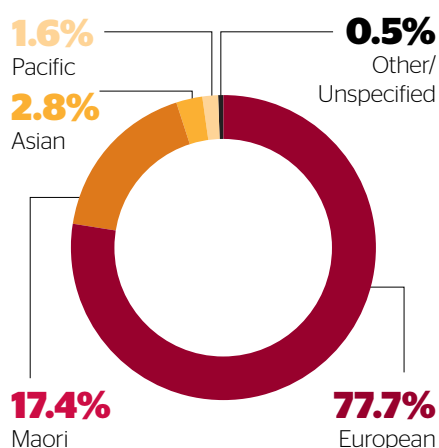


Referral numbers

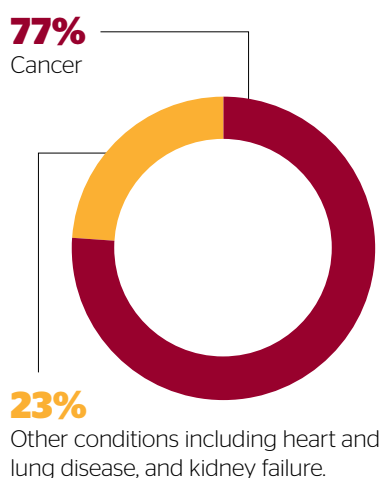
1217

number of people referred to Hospice Waikato in the 2019-2020 financial year.

Patient ethnicity



Patient illnesses



Our patients

73

Hospice Waikato patient average age.

107

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



305

Number of outpatient clinic consultations and home visits by clinical nurse specialists.

1158

Number of face-to-face counselling meetings with patients and/or family members. Counselling sessions were continued by phone and Zoom during lockdown are not included in this total.

658

Number of social worker meetings with patients and/or family members.

498

Number of client contacts for bereavement support by Family Services team.

90

Number of music therapy sessions (including by video conferencing service during lockdown)

260

Number of appointments with massage therapist

7471

Number of visits to patients at their private home or residential care facility by our community nurses (including by video conferencing service)



1477

Number of patients in our care during the 2019-20 financial year.

437

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

2082

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

207

Number of adult admissions to the Inpatient Unit.

160

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

43

Number of paediatric admissions to the Inpatient Unit.

46

Number of seriously ill children supported by the Rainbow Place nurses.

375

Number of visits and video consultations with children and their parents/caregivers by our Rainbow Place nurses



670

Total number of volunteers.

77,000

Volunteer hours worked in retail.

90,000

Total number of hours worked by volunteers.

7336

Number of hours worked by volunteers directly supporting patients and their families.

1800

Number of hours spent delivering equipment to patients' homes.

687

Number of hours worked by volunteers upkeeping our gardens



Our grateful thanks to all our volunteers

We acknowledge and celebrate some
of our long service volunteers:

25 years

Ron Read
Edna Rush

20 years

Anne Brier
Sue Schnuriger

15 years

Maree Cooksley
Betty Herbert
Betty Miles

10 years

Jenny Bell
Jane Burgess
Hope Dalton
Chris De Leeuw
Michelle Dela Rue
Delia Edmeades
Diana Francis
Jennifer Hatton
Mary Karl
Myrtle McDowell
Anne McGiven
Faye Membery
Heather Quin
Margaret Stead
Neal Utting
June Webb
Valerie White

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.

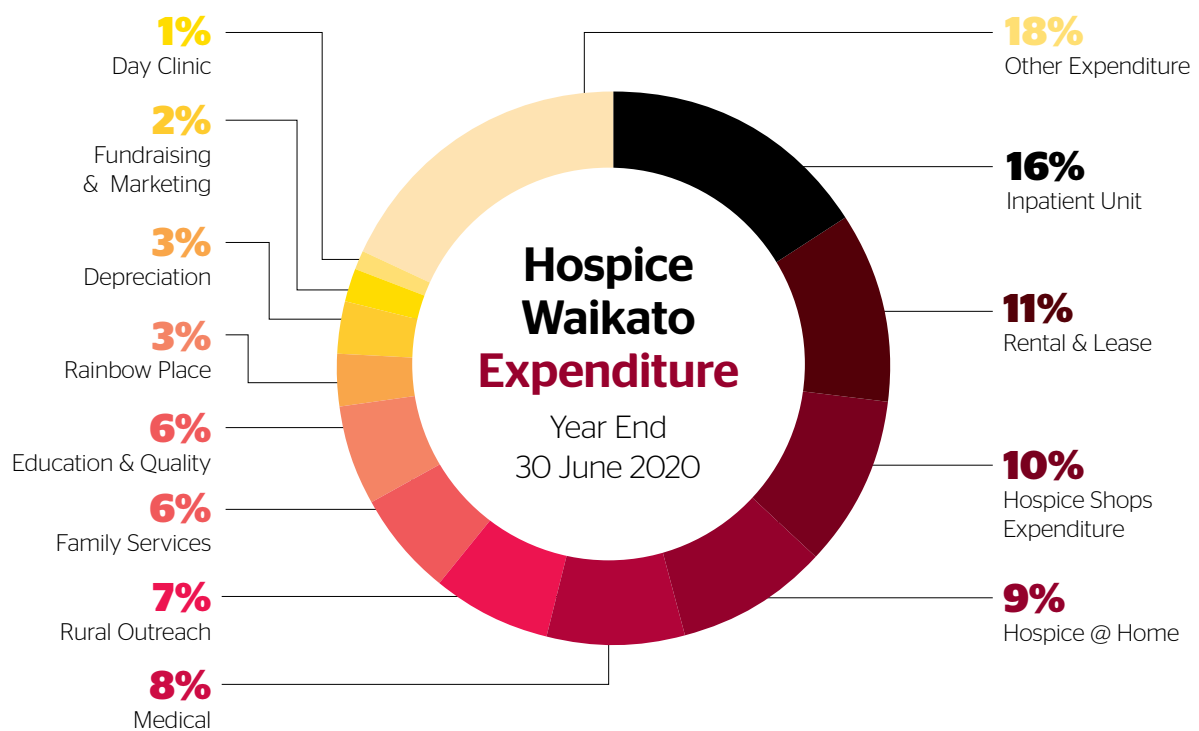
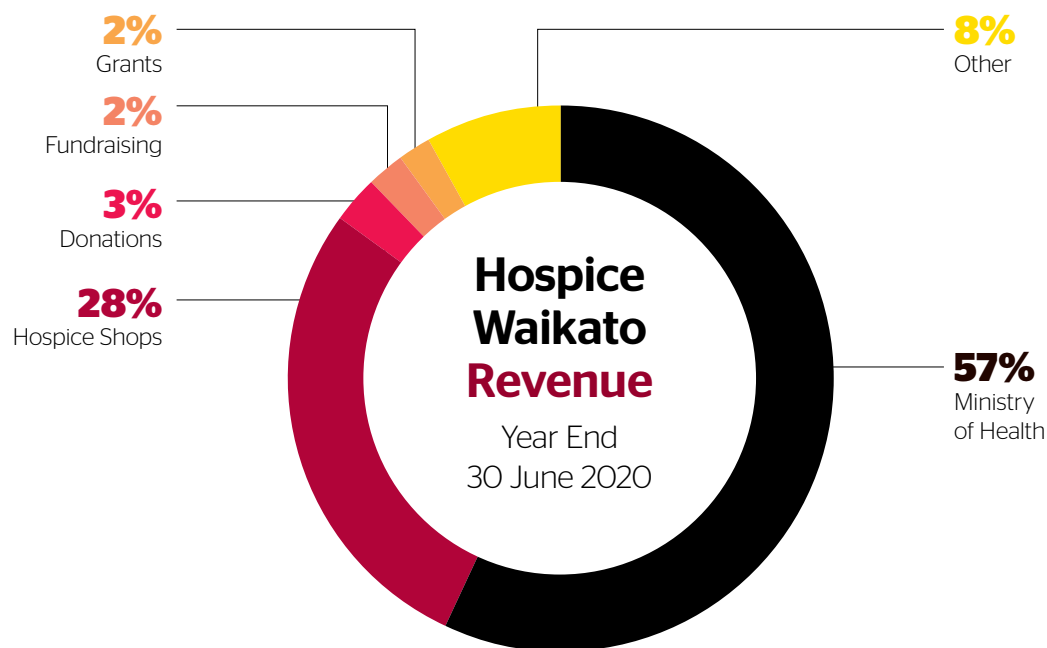
Our annual audit has been completed by KPMG with the full set of audited group accounts for the Waikato Community Hospice Trust and Waikato Community Hospice Foundation are available from www.hospicewaikato.org.nz

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 2020

REVENUE	2020	2019
Ministry of Health	6,870,824	6,055,943
Hospice Shop Revenue	3,353,902	3,414,444
Anywhere Project	0	623,364
Fundraising Revenue	237,375	602,548
Grants	238,971	371,872
Donations	401,987	357,874
Interest Received	33,320	43,421
Other Revenue	936,387	27,906
Total Revenue	12,072,767	11,497,373
EXPENSES		
Inpatient Unit	1,979,431	1,957,266
Hospice at Home	1,116,889	1,153,855
Hospice Shops Expenditure	1,198,901	1,072,091
Medical	980,493	856,334
Family Services	687,649	613,132
Rural Outreach Service	815,435	637,835
Anywhere Project	0	612,695
Fundraising/Marketing	295,892	402,387
Rainbow Place	395,787	414,908
Education/Quality	667,550	193,679
Day Clinic	100,495	65,362
Rental/Lease	1,294,289	1,292,572
Depreciation	355,923	306,431
Audit Fees	2,317	2,100
Other Expenditure	2,171,593	1,918,567
Total Expense	12,062,644	11,499,213
Net Surplus/(Deficit)	10,123	-1,840



Acknowledgements

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.

Trust & Foundation Contributors

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

- Trust and Foundation Contributors
- The Southern Trust
- SKYCITY Hamilton Community Trust
- Mazda Foundation
- Glenice & John Gallagher Foundation
- One Foundation Limited
- Harcourts Foundation
- Grassroots Trust
- Dragon Community Trust
- Trust Waikato
- New Zealand Lottery Grants Board
- ANZ Staff Foundation
- Rodmor Charitable Trust
- Souter Trust
- BlueSky Community Trust
- Sir John Logan Campbell Residuary Estate
- The Tidd Foundation Inc
- Lion Foundation

Businesses and organisations

- 1-day
- ACLX
- Alsco
- Amber Nurseries
- Antique Fair Charitable Trust
- Bidfood
- BNI Allstars
- BNI Cambridge
- Brian Perry Trust
- C J Cant Plumbing Ltd
- Caiger Charitable Trust
- Canon NZ Hamilton
- Caroline Eve
- Chemwash Waikato
- Classic Builders
- Claudelands
- Community Post
- Dilmah Tea
- e4 Electrical
- Ebbett Dealership Group
- Envirowaste
- Farmers NZ
- Fusion Print
- G J Gardner Homes - Waikato
- Gallagher Group
- Global Digital Solutions
- Hamilton Flower Market
- Harcourts
- Holden Special Vehicles Club Inc
- House of Travel - Waikato
- Ingham Prestige
- Kevin Deane Real Estate Limited
- KPMG
- Leisure Time Tours
- Lions Club Te Kauwhata
- Livingstone Building
- Media Works
- Montana Foods & Events
- Naylor Love
- NAI Harcourts
- Netherville Retirement Village
- New World Hillcrest
- NZ Certified Builders - Waikato
- NZME
- On the Spot Carpet Cleaning
- Proshred
- Roger & Robyn Giles / Double R Group
- Rotary Club of Hamilton Central
- Suburbs Community Sports Club
- Tainui
- Triple F Waikato
- Tristram Marine
- Turton Oliver
- Waikato Security Services
- X-Site
- Z Energy - Waikato

Bequests

- Estate of Genevieve N Geraghty
- Estate of Billie Jean Davies
- Estate of Eleanor N Iles
- Estate of Margaret Mary Brinkworth
- Estate of Cyril Karl Potter
- Estate of Isabel June Fisk
- Estate of Norma Payne
- Estate of Nancie Jane Sunckell
- Estate of Betty Whitley
- Estate of Gary Roger Nickle
- Estate of Christine Margaret Woolford
- Seabrook Estate
- Estate of C G Sherrell

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