

Annual Report

2022-2023



Welcome

We invite you to take a few minutes to read our 2022/2023 Annual Report and get an insight into the way in which we wrap our care around our patients and their families and whaanau.

The history of the koowhai and Hospice

The koowhai has been a feature of the Hospice NZ logo since the organisation was founded in 1986. The koowhai is considered the unofficial flower of New Zealand, so is an appropriate emblem to represent the national organisation for all hospice services throughout the country.

Historically, the koowhai flower and bark was used in rongoā (traditional Maaori medicine) for its healing properties. Over past years as individual hospice services were created, many chose to include the koowhai flower in their organisations logo, a tribute to the national scope of hospice services and membership of Hospice New Zealand.

In 2009 we started to look at the national branding of hospice services and Hospice New Zealand. A priority was to maintain the connection with the organisation's history and build on the established link between hospice and the koowhai.

Today the koowhai flower remains a prominent element of the hospice ONE brand logo and brand, and was adopted by Hospice Waikato in 2015.



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Jenny Cunningham completed the London Marathon on 23 April 2023, raising \$36,672 for Hospice Waikato.



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

Life Members

- John Coles
- Margaret Broad
- Murray Day
- Pippa Mahood
- Richard Small
- John Erkkila
- MaryLou Utting
- Bryan Bang
- Elizabeth Bang
- Yvonne Phillips

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

Members of the Hospice Waikato team - Sharna Eaddy (Community Nurse - Hamilton), Elyse Jones (Clinical Nurse Educator) and Kay Syminton (Learning & Development Team Leader), modelling the limited-edition Hospice Waikato tee-shirts, a collaboration with local fashion designer HARRIE & SAM.



Chair & CEO Message

12 months to 30 June 2023 – a year of navigating the health reforms whilst continuing to deliver safe, high quality specialist community palliative care to the people of the Waikato.

A pre-election year where the two major parties had differing views on the delivery of healthcare into the future and Te Whatu Ora were not in a position to commit long-term funding to hospices throughout New Zealand.

Undoubtedly the challenge of providing a long-term sustainable funding model for palliative care will continue, with Hospice Waikato's focus being on moving from the discussions into action in respect of the funding. This is of course not something we will do alone and we continue to work with other Hospices and Hospice NZ to further these discussions.

Until this matter is resolved, we continue to rely on and are immensely grateful for the support from the wider community who are actively involved in a wide range of fund-raising activities, from the donations to our shops to the Bucket List Banquet. It is truly humbling to receive such great support from the community.

In addition to the community support, we also work very closely with our Foundation on the long term strategic needs of the Hospice. Our thanks to the Foundation Board for their ongoing support and engagement.

With regard to our long term strategy, we have continued to focus on three key shifts identified in our Master Service Plan. We are starting to see real progress with delivering a service which reduces rural and cultural inequities, and which provides additional support to our Rainbow Place families who are caring for some of our communities' most unwell children in their homes.

The health reforms included the disestablishment of 20 District Health Boards, and the establishment of four regions – Northern, Te Manawa Taki, Central and Te Waipounamu. Hospice Waikato sits within the Te Manawa Taki Region and 2023



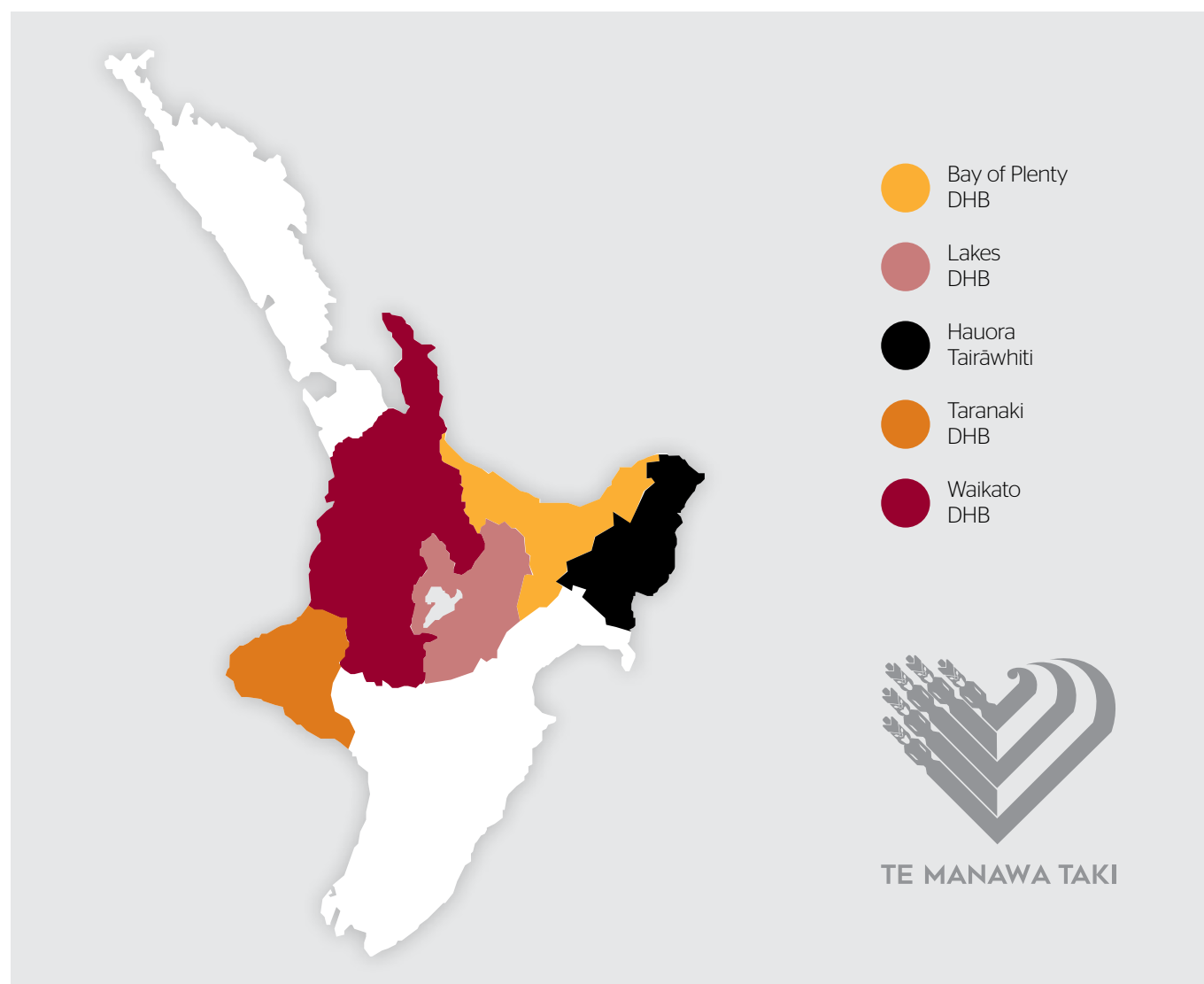
Margaret Devlin
Chair



Craig Tamblyn
Chief Executive Officer

was a year where we committed to forming an alliance with the other hospices within our region to ensure that a wider sector of the population had access to the same equitable care delivered in the Waikato and we look forward to progressing this work into 2024 and beyond .

The new regional map is included for your interest.



2023 was also a year where we progressed the development of a Maaori Strategy which has a simple but powerful vision – *“Maaori members of our communities are dying well. They are experiencing quality of life in their end-of-life journey and are dying comfortably with dignity. They are receiving equitable, timely care and are having positive experiences with palliative, end of life care services.”* The Maaori Strategy is in its final stages and we look forward to sharing this document with our stakeholders and our community in the coming months. We’d like to acknowledge Ngaati Wairere and Ngaati Huaa as our mana whenua, and Te Kohao Health, Rauawaawa Kaumaatua Charitable Trust, Ruakura Hauora o Tainui, K’aute Pasifika and Mary Potter Hospice for supporting the development of our Maaori Strategy.

We wanted to share a quote from a family of a gentleman who died under our care earlier this year. His family phoned, especially, to express how wonderful the staff are at Hospice Waikato. Their experience was, in their words, “outstanding, amazing, always at the end of the phone, smoothed things over when we were in strife.” There was a special mention of the following staff who were involved in his care – Debi Austin and Phillipa Twigg for their nursing care, Karen Mansfield who arranged Reiki sessions, Priya for her kindness in the Counseling field. His family parted with the words “Hospice is the best.”

To receive feedback like this, when dealing with families who are experiencing significant sadness, shows the absolute importance of hospice care. We often talk about ‘living well’, ‘eating well’, even ‘sleeping well’ – we firmly believe that ‘dying well’ should be the rite of all New Zealanders also.

At our 2022 Annual General Meeting, we celebrated our new Life Members John Erkkila, Marylou Utting, Yvonne Phillips and Bryan & Elizabeth Bang and we are looking forward to announcing three additional Life Members at our FY2023 Annual General Meeting in November. To have people who are prepared to gift such a significant amount of their time, energy and expertise to our organization is very, very special.

To all of our supporters, as funders, donors, volunteers, stakeholders and staff, we thank you sincerely for your continued support. You make our work possible.

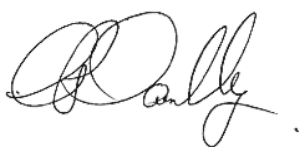
Ehara taku toa i te toa takitahi, engari kē he toa takitini.

My store is not a single store, but a multi store.

Ngaa mihi



Margaret Devlin
Chair



Craig Tamblyn
Chief Executive

Highlights



Advance Care Planning

Te Whatu Ora funders have continued to express their delight in the advanced care planning outcomes achieved by Hospice Waikato since September 2022. Our Clinical Nurse Specialist, Mary Robertson, who leads our advance care planning delivery, has completed a record number of advance care planning and serious illness conversation trainings. Mary has also worked closely with our volunteer manager to train a number of volunteers who are available to assist people to complete their advance care plans. Suffice to say, as a result of Mary's commitment, enthusiasm, and ability to engage with our community, Hospice Waikato is leading the way with advance care planning engagement throughout New Zealand, with 23% of all ACP learners nationally (190/828), 33% of all Serious Illness Conversation Guide learners nationally (65/201), and 15% of national ACP trainers (17/112), all coming from the Waikato. This data reflects the nine months since Mary began her role with Hospice Waikato, instead of the full year, making the achievements even more astounding.

Rainbow Place Recreation Programmes

Rainbow Place provides supported care for children/tamariki with a life limiting or life-threatening condition. A Family Advisory Committee, comprising of parent consumers, works in partnership with our Rainbow Place team to influence service development and delivery. In 2023, the service adapted to requests to provide an increased range of recreational activities and our offering to families includes new, revised, and well-subscribed events. Included are Siblings Days (with animal visits, Lego, crafts, giant bubbles, cupcake decorating, games, song writing with the Hospice Music Therapist and a cake donated by Cake Detective) and a programme of morning teas with the purpose of connection, developmental stimulation and play. One morning tea was a Resource Day with colleagues attending from True Colours, Disability Support Services, Enabling Good Lives, and a Disability law expert who provided a sector wide update and resources for parents. Rainbow Place understands the importance of parental mental health and wellbeing, and a Wellness Day was held for parents and carers. The team has also implemented "Rainbow Days" – onsite single day respite and a transition pathway for patients aged 18 to 21 years who need to transition comfortably to appropriate adult services.

Significant growth in our retail arm

With Te Whatu Ora - Health NZ funding approximately 68% of our core operating costs, our retail arm continues to be a key income generation stream for our organisation. But in reality, it is so much more than that.

Our nine shops pride themselves on offering a great consumer experience and being a leader in innovation in the charity shop arena. With a belief that growth comes from our people, our retail team continually seek out creative ways to engage with their community. They understand that this unique business model is two-fold – not only does it help fund the delivery of specialist community palliative care, it also provides quality goods at a price point which supports those who are negatively impacted by the current cost of living crisis.

To put a dollar value on this growth, revenue within our Retail division has increased by 67%, from \$2,752m in FY2017, to \$4,610m in FY2023.



*Regional Retail Manager
Teresa Bidlake and the
Thames Shop staff and
volunteers – sharing
morning tea to celebrate a
great month of trade.*

Sustainability

In mid 2021, we embarked on a journey of monitoring and reporting the operational carbon emissions for our organisation, taking into account the administration hub and Inpatient Unit at Cobham Drive, Hamilton, our nine retail shops, and the movements of our nursing and family services teams as they visit patients in their homes throughout the Waikato region.

This year, we completed our second annual greenhouse gas (GHG) emission profile which gave us some real comparative data and enabled us to drill down into areas where carbon emission savings can continue to be made. Company vehicles continue to be the most significant source of emissions, contributing 59% of the annual total emissions, and we are committed to looking at a more sustainable vehicles as our fleet ages. Other significant contributors include consumed electricity (16%), landfill waste (14%), and natural gas (8%).

For this monitoring period, we had set a target to reduce our annual standardised emissions by 2%. While we saw a 3% increase in patient numbers, we were able to exceed our target and achieve a 16% reduction in our standardised emissions. As a result of this positive reduction, we have now achieved GOLD status in the Instep Carbon and Sustainability Programme.

Looking forward, we continue to be committed to progressively reducing our environmental impact.

Koowhai House

The purchase of a property adjoining our Cobham Drive site has allowed for the development of "Koowhai House," an established four-bedroom home which provides an accommodation option for families from out of town who have a loved one staying in our Inpatient Unit.

The home was purchased by the Waikato Community Hospice Foundation who share our vision of providing wrap around care for not only our patients, but for their families and whaanau, too.

Whilst we have always had the Koowhai Room (a motel-unit style accommodation for up to five people), Koowhai House allows for a greater number of people to stay on site, with the ability to self-cater and with space for children to play safely. We understand how important it is for families to be together at end-of-life, and Koowhai House is allowing this to happen for many of our rural families.

The house was officially opened at a function on the 8th of March 2023 and since then, we have had 22 families (54 people) use the home as their base, with one family member coming from as far away as Singapore.

“My family felt respected and really cared for and treated like royalty by all your staff and volunteers. Definitely recommend facility and service to other people.”

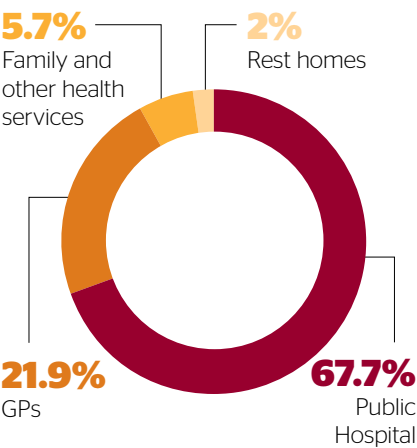
Hospice Waikato's new Koowhai House guest accommodation.



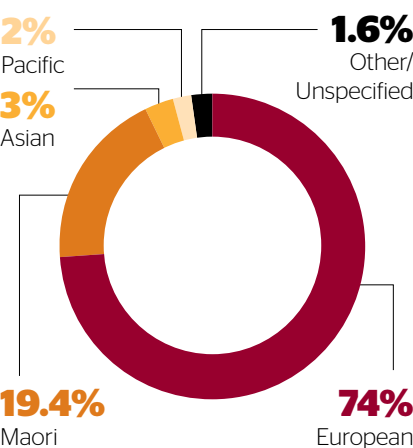
2022-2023 Stats

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 ethnicity

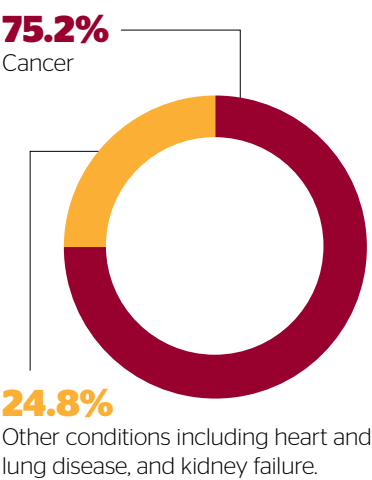


Referral numbers

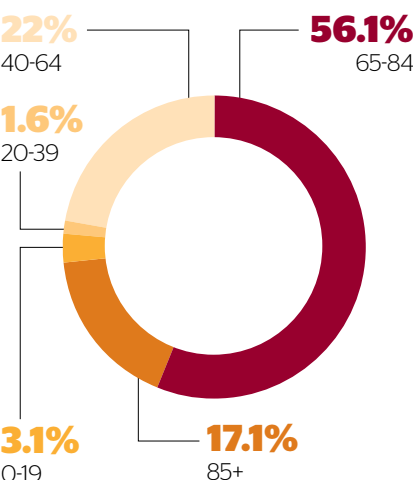
1436
Number of people referred to Hospice Waikato in the 2022-2023 financial year.

1607
Total number of patient/family units in our care during the 2022-2023 financial year.

Primary diagnosis



Patient age



Contacts

445

Average number of patients being cared for by Hospice Waikato at any one time

198

Average number of Family Services clients being cared for by Hospice Waikato at any one time

Patient, client and family support

10,636

Number of in-person visits and consultations with community patients, Family Services clients and their significant others

10,416

Number of telephone and video conversations with community patients, Family Services clients and their significant others

Inpatient care for adults

263

Number of adult patients cared for in the Inpatient Unit

1,904

Number of days of inpatient specialist care provided for adults



Whilst we have our administration hub and an 11-bed Inpatient Unit at 334 Cobham Drive, Hospice Waikato is not just a building. It is a philosophy of care. 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 whaanau and caregivers, enabling them to make the most of every moment they have.

Rainbow Place

49

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

1,393

Number of hours of respite care provided for children in their homes and the community

43

Number of Inpatient Unit admissions for children

137

Number of days of inpatient specialist palliative care provided for children

Thanks to our wonderful supporters from Enchanted Entertainment and The Cake Detective for making our 2022 Rainbow Place Christmas party very special.



Financial Overview

Hospice Waikato 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 Hospice Waikato Trust.

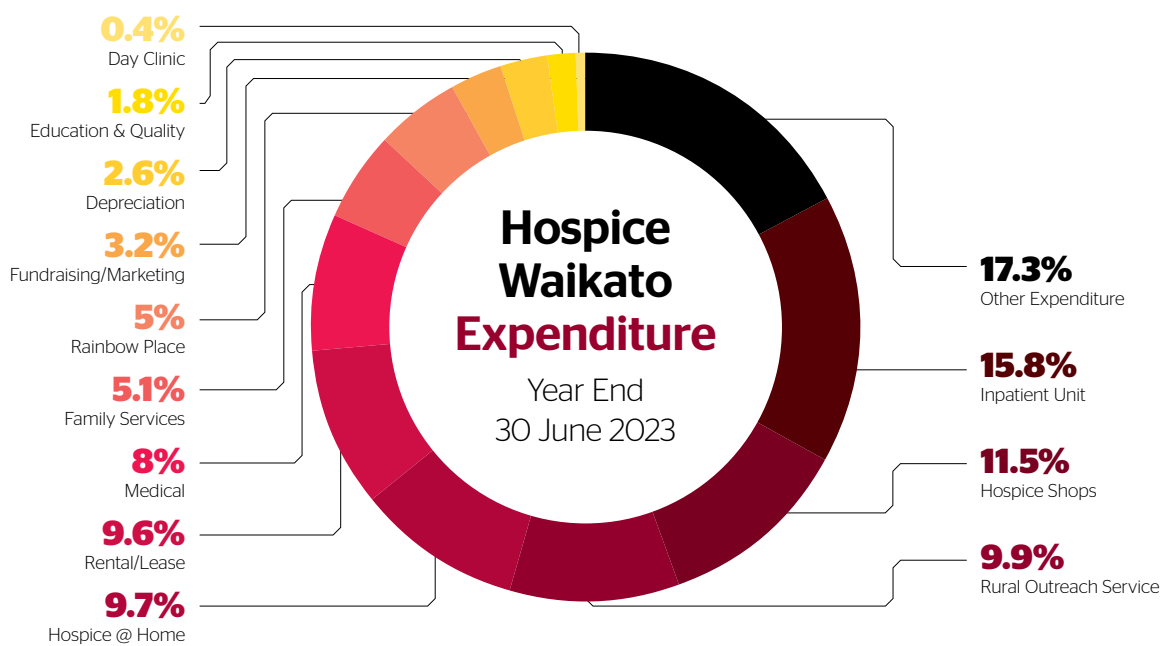
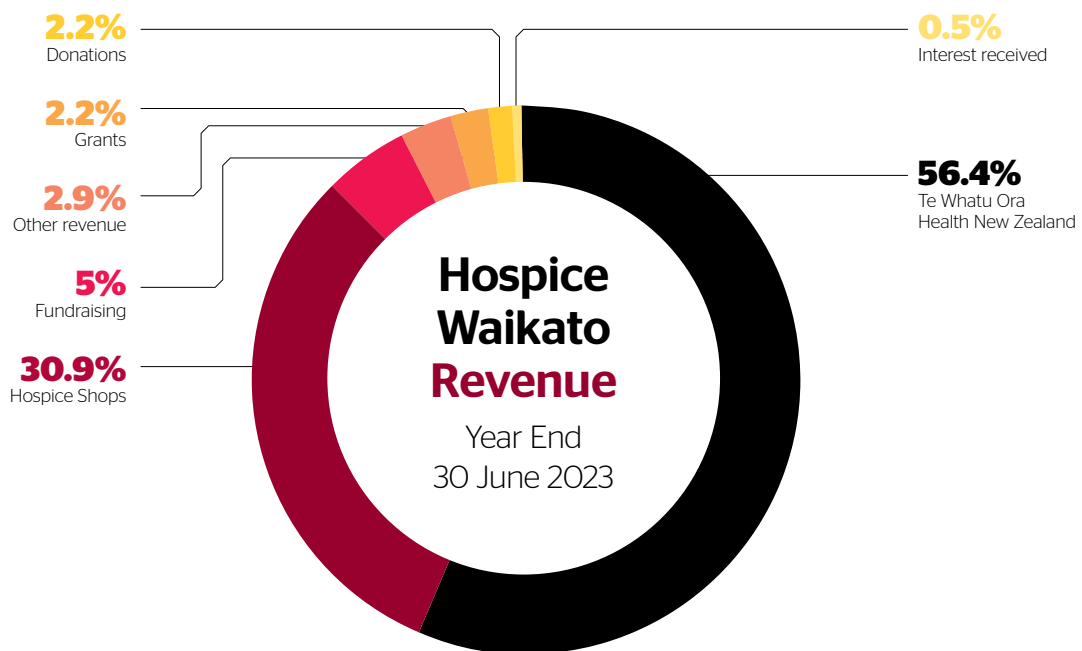
Our annual audit has been completed by KPMG with the full set of audited group accounts for the Hospice Waikato Trust and Waikato Community Hospice Foundation are available from www.hospicewaikato.org.nz

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 2023

REVENUE	2023	2022
Ministry of Health	8,415,507	7,768,831
Hospice Shop Revenue	4,607,335	3,769,513
Fundraising Revenue	754,037	727,125
Grants	331,303	282,585
Donations	327,211	455,134
Interest Received	70,411	15,168
Other	427,236	312,315
Total Revenue	14,933,041	13,330,672
EXPENSES		
In Patient Unit	2,389,764	2,301,977
Hospice at Home	1,462,906	1,381,061
Hospice Shops Expenditure	1,744,077	1,530,390
Medical	1,213,995	1,018,552
Family Services	755,808	720,039
Rural Outreach Service	1,503,146	1,244,498
Fundraising/Marketing	479,316	333,967
Rainbow Place	776,601	648,133
Education/Quality	267,821	380,940
Day Clinic	53,825	95,066
Rental/Lease	1,454,806	1,392,493
Depreciation	399,867	420,977
Audit Fees	2,100	2,000
Other Expenditure	2,622,852	2,478,206
Total Expense	15,126,883	13,948,300
Net Surplus/(Deficit)	\$(193,842)	\$(617,627)



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. Did you know that our volunteers carry out a myriad of important roles for Hospice Waikato? Gardeners, reception, administration, retail, companionship, Rainbow Place support, and recording life stories and advance care plans – in fact they volunteer across 22 disciplines. In our FY2023 Annual Report, we are paying special tribute to those volunteers who are celebrating five-year anniversary milestones this year.

40 years

Marylou Utting

20 years

Sue McGowan
Noeline Brown
Judy Barakat
Dale Lynch
Christine Murray
Barbara Cochrane

15 years

Moira Nicklin
Mary Small
Marjorie Fox
Kevin Ladbrook
Edith Rendle

10 years

Rosemary Lloyd
Ray Diprose
Pamela Neilson
Lorraine Olsen
Linda Maxwell
Lesley Mayes
Kathryn Barrymore
Joyce Hambling
Jilyan McCondach
Jenny Stewart
Janette Kirton
Janet Downs
Jan Luttrell
Helen Fowke
Clare Ravenscroft
Christine Duke
Carolyn Burns
Betty Diprose
Anne Todd
Alexandra Barratt

5 years

Wayne Morris
Valerie Smith
Val Jones
Suzanne Mears
Susan Jones
Sue Shaw
Stuart Campbell
Serena Yu
Selwyn Cook
Scott Rodger
Ross Tyson
Rosalie-Ann Nicholson
Roberta Bray
Raewyn Rodger
Paul Rowland
Noelene Jolley
Myra Dost
Michalle Huntley
Mary Roberts
Margaret Dawkins
Margaret Bluett
Lynnette Chilcott
Lynn Davey
Lynette Brown
Kek Lian L Perry
Kathy Quinn
Karen Britton
Julie Gaustad
Judith Barnett
Jim Sutherland
Janelle Wallace
Evelyn Heke-Dane
Elaine Lothead
Elaine Clark
Bill Mikkelson
Beverley Gower
Annie Mikkelson

Corporate Volunteers

- ANZ
- Beca
- BNZ
- Fonterra
- Gallagher Group
- General Mills
- Glasshouse
- Hansa Products
- Hill Laboratories
- Holmes Group
- IAG
- Mettler Toledo
- Southern Cross
- Te Ao Marama School
- Tuatahi Fibre
- Transpower
- Westpac



*The team from Westpac,
spending a day volunteering
in the gardens at our
Cobham Drive site.*

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 Te Whatu Ora.

Businesses and Organisations

- | | | |
|--|---------------------------------|-------------------------------|
| • 2 Degrees NZ | • Blue Lagoon Cruises | • Cubro |
| • AJ Hackett Bungy | • BNI - Allstars | • Dilmah Tea |
| • Alexmarie Flowers | • BNI - Morrinsville | • Donovan's Chocolates |
| • Allied Security | • BNI - Waikato Metro Chapter | • Double R Group of Companies |
| • Amber Garden Centre | • BNI Hamilton Vertex - Waikato | • Drainage Systems Ltd |
| • American Classic Car Club - Midlands | • Brian King | • Drusan Farm Limited |
| • Amtech | • Brink's Chicken | • E4 Electrical |
| • APL | • Bruce & Kellie Miller | • Ebbett Volkswagen |
| • APL Window Solutions | • Cambridge Autumn Festival | • Ebbett Waikato Ltd |
| • ASB | • Cambridge Chamber of Commerce | • Eight pm |
| • Asset Recruitment | • Chemwash | • Elizabeth Arden |
| • Bear & Moo | • Chiefs Rugby Club | • Everest Group |
| • Best Travel Hamilton | • CJ Cant Plumbing | • Farmers NZ |
| • Bidfood | • CRE Construction | • Fink Family Trust |

- Fish City Hamilton
- Foster Construction Ltd
- Gates by Paterson Burn
- GJ Gardner Homes
- Global Digital Solutions
- Globox Digital Billboards
- Golden Homes
- Good Bitches Baking
- Good George Brewing
- Greenlea Butcher Shop
- Greenlea Premier Meats Ltd
- H3
- Hamilton Boys' High School
- Hamilton Golf Club Inc
- Hamilton Skin Cancer Centre
- Harcourts Hamilton
- Harrie & Sam
- Hawthorne Group
- Heathcotes
- Hideaway Skin Boutique
- Hobbiton Tours
- Holden Special Vehicles Club Incorporated
- Huntly Ladies Allsortz
- I AM Yoga
- Industrial Tube Manufacturing Ltd
- Ingham Prestige
- Inner Wheel Club of Fairfield
- J P Marshall & Company Ltd
- janda Productions
- Jenny Cunningham - Jenny's London Marathon
- John Storey
- Karl Boulton & The Green - A Chef's Table
- Kevin Deane Real Estate Ltd
- Kieran Powell - The Long Way Home
- Kinloch Manor & Villas and Kinloch Golf Club
- Kinross Wines
- Kio Kio School
- Kitchen Things
- KPMG
- Kukri Sports
- Lifted Pilates
- Likeable Lab
- Lion Breweries
- Lions Club of Huntly
- Lions Club of Morrinsville
- Lions Club of Otorohanga
- Lions Club of Tirau
- Little Givers Babywear
- Livingstone Building
- Luxe + Street
- Mahood Bros Partnership
- Malcolm & Marita Barrett
- Manchester Unity Friendly Society - Loyal Hunua Lodge
- Mangakino Co-Operating Parish -Ladies Fellowship c/- G Munro
- Matangi Hall
- MediaWorks Radio Waikato
- Montana Food & Events
- Montana Group
- Mortgage Express
- Mr Ralph Lighting
- NAI Harcourts
- Nancy Caiger
- New World Hillcrest
- Nielsen Law
- Nova Homes Waikato Ltd
- Otakiri Reserve
- Otorohanga Lions Ladies
- Parapararimu Golf Club - 9 Hole Members
- Parkside Village
- Paterson Burn Optometrists
- Paul Bartle & Sam Ware
- Phoenix Electrical (2009) Ltd
- Piako Waikato East Provincial Rural Women
- Podium Lodge
- Print Matters
- Project Unite Limited
- PropertyScouts
- Riverside Adventures
- Robertson Lodges
- Ross Pumps & Filtration Specialists Limited
- Rotary Club of Hamilton Central
- Rotary Club of Waikato Sunrise
- Rototuna - Horsham Downs CWI
- Rural Women NZ Tauhei Branch
- Saletoga Sands Resort & Spa
- Sally & Stacey Rolton
- Sam and his Barnyard Friends
- Sam Cane
- Serenity Float Clinic
- Shop 9
- SKYCITY Auckland
- SKYCITY Hamilton
- Soar Communication Group
- Southwell School
- St Andrew's Anglican Church
- St Andrew's Womens Group
- St Lukes Fellowship
- St Pauls Opportunity Shop
- St Pauls Swim Club
- Stiles & Hooker Ltd
- Stuff Waikato
- Tahuna & Districts Lions Club
- Takapoto Estate
- Tatuanui Rural Women
- Tatuanui Rural Women
- Taumarunui Opportunity Shop
- Taupo Tandem Skydiving New Zealand
- TBI Health
- Te Ao Marama School
- Te Awamutu Golf Club
- Te Pahu CWI
- Te Rapa Tyre Centre (Ashley Bird)
- The Art Dept.
- The Cake Detective
- The Green Room
- The Manuka Collective
- The Peninsular
- The Staging Queens
- Theo & Christine Gregor
- Tyrepower New Zealand (2000) Ltd
- Vege Fresh
- Vercoe Road Pharmacy
- Versus Research
- Vidcom
- Waikato Lyceum Club International Inc.
- Waikato Sandblasting Services
- Waikato School of Hairdressing
- Water Effects
- Wet & Forget Hamilton
- Whangamata 4WD Club
- Whitcoulls Chartwell
- Winger Hamilton
- Z - Central Service Stations Ltd
- Zulu Limited

Trust & Foundation Contributors

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

- Aotearoa Gaming Trust
- BlueSky Community Trust
- Dragon Community Trust
- Glenice & John Gallagher Foundation
- Grassroots Trust
- Harcourts Foundation
- Lottery Waikato Community
- Mazda Foundation
- Milestone Foundation
- New Zealand Community Trust
- Otorohanga Club Inc
- Rodmor Charitable Trust
- SKYCITY Hamilton Community Trust
- Souter Trust
- The Lion Foundation
- Tidd Foundation Inc
- Trillian Trust
- Trust Waikato
- Waipa District Council

Bequests

- Estate of M R Linder
- Estate of M J Patterson
- Estate of M D Moore
- Estate of M Day
- Estate of M S Nicol
- Estate of E M Garraway
- Estate of G M Morris
- Estate of P C Taylor
- Estate of Seabrooke Trust
- Estate of Norma Payne

Kieran Powell raised \$16,820 for Hospice Waikato, taking 'The Long Way Home', Circumnavigating New Zealand between 1 December 2022 and 16 February 2023





Hospice Waikato

334 Cobham Drive, Hillcrest, Hamilton, 3216

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Telephone (07) 859 1260 or 0800 HOSPICE

www.hospicewaikato.org.nz

