



Annual Report

2023-2024

Love
Starts at
Home

Love starts at home

They are not only grandparents, mothers, fathers, sisters and brothers, they are sons, daughters, cousins, colleagues, friends and neighbours.

Our patients are your people, dying in their homes. They are all ages, from all backgrounds, and from all parts of the Waikato. What they have in common, is a chronic health condition which make dying difficult and inevitable.

Hospice care enables these people to die well, surrounded by their families, in the place they call home. And we believe that everyone deserves to die well.

The purpose of our 2023-2024 Annual Report is to provide a glimpse into Hospice care, and we invite you to take a few minutes to read our update for the 12 months ending 30 June 2024.

Long time supporters of Hospice Waikato, the crew from Te Ao Marama School, having a bit of fun while planting the gardens at our Cobham Drive site.



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Our People

It's often a challenge for organisations to navigate significant staffing changes, and in the financial year ending 30 June 2024, Hospice Waikato has navigated those changes.

After five years as Board Chair, Margaret Devlin stepped down in May 2024. She and husband Michael moved back to the United Kingdom and Hamilton Eye Surgeon Stephen Ng, a Board member since 2021, stepped into the role of Acting Chair.

Craig Tamblyn, CEO since 2012, also resigned from his role in May. Board Member Susan Hassall, freshly retired from her role as Headmaster of Hamilton Boys High School, stepped off the Hospice Waikato Board to take up the role of Acting CEO through until the recruitment process for a new CEO is completed later in 2024.

Hospice Waikato continues to be led by a group of committed professionals, each bringing their own unique skillset and passion to their roles.

Waikato Community Hospice Trust Board

- Margaret Devlin – Chair (resigned May 2024)
- Stephen Ng – Acting Chair (from May 2024)
- Audrey Scheurich
- Dave Downey
- Jan Smith
- Judi Sefton
- Lynette Pearks
- Maxine Graham
- Sandy Morrison (sabbatical)
- Susan Hassall (moved to Acting CEO role May 2024)
- Nanise Cuthers

Leadership Team

- Craig Tamblyn – CEO (resigned May 2024)
- Susan Hassall – Acting CEO (from May 2024)
- Belinda Macfie – Director of Nursing and Clinical Services
- Cherie McCleery – Director of Communications and Engagement / Executive Assistant
- Karen Mansfield – Director of Volunteering and Sustainability
- Lana Fergusson – Medical Director
- Rosemary Poole – Director of Business Services
- Teresa Bidlake – Director of Retail Services

Life Members

- John Coles (deceased)
- Margaret Broad (deceased)
- Murray Day (deceased)
- Pippa Mahood
- Richard Small
- John Erkkila
- MaryLou Utting
- Bryan Bang
- Elizabeth Bang
- Yvonne Phillips
- Dallas Fisher
- David Nielsen
- Jenny Rowden
- Sir William and Lady Judi Gallagher

Waikato Community Hospice Foundation Board

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

Chair & CEO Message

As people invested in healthcare in New Zealand, we can collectively either feel despondent about the change and uncertainty we are seeing in the sector, or we can challenge ourselves to maximise our own resources and think creatively to ensure we all continue to deliver the best possible health outcomes for those who need our care.

We are choosing the latter, and we are hugely proud of the Hospice Waikato team who are stepping up to the challenges faced by our sector, and who are identifying opportunities to collaborate and innovate.

We continue to see younger people, and people with more complex medical conditions, needing hospice care. Although our team are palliative care experts, and choose to work in this area, this still takes its toll. We can share with you one such time, when we had four patients die in the In-patient Unit in one day, and having the Unit blessed by our Māori Strategic Advisor, Tamati Tiananga, lifted much of the weight from the shoulders of our team.

Workforce and financial sustainability continue to be two of our greatest challenges, and these will be priority focus areas for our new CEO, who will be appointed later in 2024.

The recruitment process has been a key focus in the latter part of 2024 and our Board is very aware that appointing a new CEO is, in fact, the most significant role a volunteer Board can carry out. As part of preparing our Candidate Briefing Information, we took the opportunity to ask our Hospice Waikato team what was important to them in a Chief Executive Officer and they identified priorities which will see respect, integrity, honesty, open communication and empathy as key traits in the successful candidate.

We look forward to announcing our new Chief Executive Officer in the lead up to Christmas 2024.

We would also like to take this opportunity to thank our volunteer Board for their guidance and commitment. They each bring a skill set that is very, very valuable.

Thank you for your ongoing support of and interest in Hospice Waikato. We are very much your community hospice, and we simply could not do what we do without you.

Ngā mihi



Stephen Ng
Acting Board Chair



Susan Hassall
Acting Chief Executive Officer

A stylized, handwritten signature in dark ink, appearing to be 'S. Ng'.

Stephen Ng
Acting Board Chair

A handwritten signature in dark ink that reads 'Susan Hassall'.

Susan Hassall
Acting Chief Executive Officer

An overview of Hospice services

One of our key priorities is to ensure that our community understands what hospice is and, if they or a loved one are referred to hospice care, what that means for them. There are many misconceptions; and below are just a few.

- Hospice is only for people with cancer
- Hospice care is only for people who live in Hamilton
- Hospice provides their care in their In-patient Unit only
- People who are referred to Hospice care only have weeks left to live

These are simply not true, so in this Annual Report, we are including an overview of our services to help our community understand what makes hospice care so special.

The clinical term for our core business is the 'delivery of specialist community palliative care', which means we look after those who have a terminal or a life limiting illness. It's important to understand, however, that not everyone with a terminal diagnosis needs Hospice care. In many instances, the General Practitioner or Aged Care Facility can provide an appropriate level of care for a patient at the end of their lives. However, for those patients with complex needs beyond what their primary care team support, Hospice Waikato offers specialist care and support to the patient and their whānau.

Hospice care is not just focused on the dying process. Our focus on living every moment means our goal is to optimize quality of life through a holistic and person-centred approach to care.

We liken our care to a 'korowai' or a cloak, and that care is wrapped around not only the patient, but their family, whānau and caregivers, enabling them to make the most of every moment they have together.

Although we have a base at 334 Cobham Drive, Hamilton, this is not the home of hospice care. Most of our care is delivered in the homes of our people, throughout the Waikato.



Our 'specialist community palliative care' encompasses -

- Our **Specialist Medical Team** is unique and comprised of dedicated palliative medicine physicians, advanced trainees in palliative medicine and experienced medical officers. Providing phone advice to primary and tertiary providers, enabling ongoing specialist care in the community, specialist clinics both onsite and through Telehealth, and 24/7 access to a palliative medicine specialist for the entire Waikato district.
- Our **Community Nursing Service** provides 24/7 care for our adult patients in their homes and in aged residential care facilities. This care is provided by a co-ordinated team of Doctors, Nurses and Healthcare Assistants who are focussed on delivering an excellent level of compassionate care across all facets of the patient's needs. Our care includes the provision of equipment for our patients to use in their homes to ensure that they are as comfortable as possible.
- Our **In-Patient Unit** allows for complex symptom management and end of life care in our 11-bed facility at Cobham Drive in Hamilton, providing a very special environment for patients and their families at a very difficult time.
- Our **Family Services Team** provides social, emotional and spiritual care, delivered by our experienced and empathetic counsellors and social workers. This care is provided as families come to terms with having a family member with a terminal illness, and grief and bereavement support continues after a loved one has died. Our social workers ensure families have access to the appropriate funding, services and support from social service and care agencies during their time of need. Our kaiāwhina provide cultural guidance about hospice services and programmes of care and support with tikanga and kaupapa Māori. Art therapy groups for patients, caregivers and our Rainbow Place children, along with care provided by our spiritual care coordinator, provide an outlet for stress, grief and companionship with others at the same stage in their journey. Our occupational and massage therapists provide additional support to assist with mobility and comfort.
- Our **Education Team** develops and delivers a full annual calendar of clinical, psychosocial and cultural education opportunities for our own Hospice Waikato team, as well as other health care staff working in primary care and aged residential care in the Waikato.



Community nurses Kevin with one of our new vehicles, sponsored by Ebbett Volkswagen & Skoda.

- **Rainbow Place** is New Zealand's only respite hospice palliative care service for children aged 0 to 18 yrs. As part of this service delivery, our team walks alongside our families, offering 24/7 nursing and psychosocial care at an incredibly stressful time for families. The complexity of clinical care required to care for our young patients is growing and our Rainbow Place team support and advocate for our families within the challenging environment of the medical system and social services in New Zealand.
- Our **Retail** arm consists of nine shops (including one online), located throughout the Waikato. In addition to the significant funds that these second-hand shops generate to support our service delivery, the shops also provide a sense of community, friendship and an opportunity to 'give back' for the more than 300 retail volunteers who give up their time to work in our shops each week. The shops are an outlet for quality recycled goods for many, many people in the Waikato and with a focus on recycling and the environment, they enable our communities to recycle their own quality, used goods.
- Our **Volunteers** number upward of 600 and deliver a wide array of essential tasks that support our service delivery. In addition to the retail volunteers, our volunteers carry out administrative tasks, play music in the In-patient Unit, record life stories, maintain the gardens and grounds at our Cobham Drive site and continue to support our staff in many different ways. Our volunteers allow us to provide many extra services for our patients and their families and whānau. Without them, we would be a very different service.
- **Kōwhai House** is a four-bedroom, established home, adjoining our Cobham Drive site, which provides an accommodation option for families from out of town who have a loved one staying in our In-patient 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 whānau too. Whilst we have always had the Kōwhai room (a motel-unit style accommodation for up to five people), Kōwhai 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 Kōwhai House allows this to happen for many of our rural families.



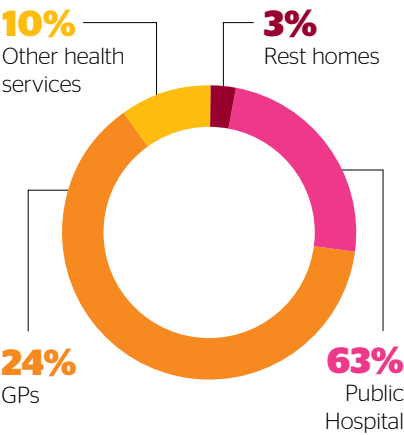
Director of Retail Services, Teresa Bidlake (centre), and members of her retail team, delighted to be part of a feature article in the Nourish magazine. Photo: Ashlee DeCaires

Hospice Waikato's Service Area

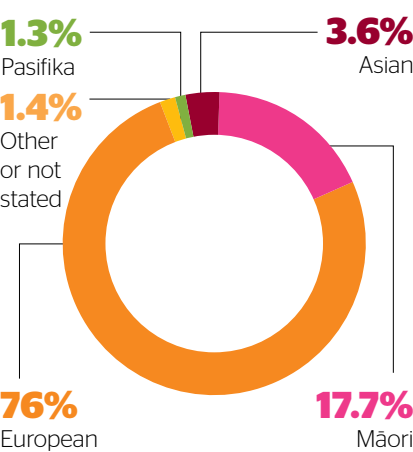


2023-2024 Stats

Patients referred by



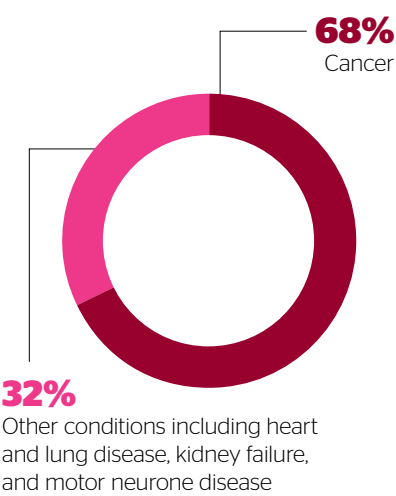
Patient ethnicity



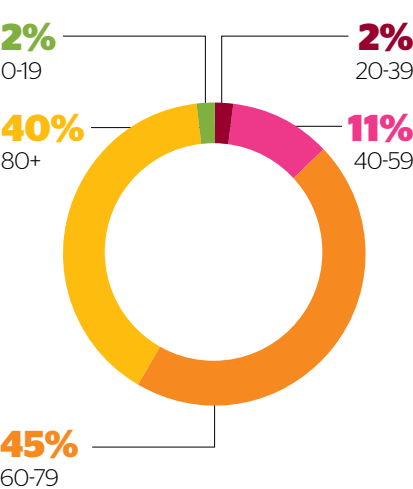
Referral numbers

1512
Number of people referred to Hospice Waikato in the 2023-2024 financial year.

Primary diagnosis



Patient age



Community support for patients and family/whānau

12,994

Number of In-person visits and consultations with community patients and family/whānau

11,061

Number of telephone and video consultations and conversations with community patients and family/whānau

432

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

In-patient care for adults

215

New adult patient admissions to the In-Patient Unit

2048

Days of In-patient specialist care provided for adults.

Rainbow Place (paediatric) care

58

Seriously ill children and their families supported by our Rainbow Place team

335

Days of inpatient specialist palliative care provided for children (this included 140 admissions for day respite care)



Annual Remembrance Service, where messages of love from the Trees of Remembrance campaign are acknowledged and buried in the garden of remembrance.

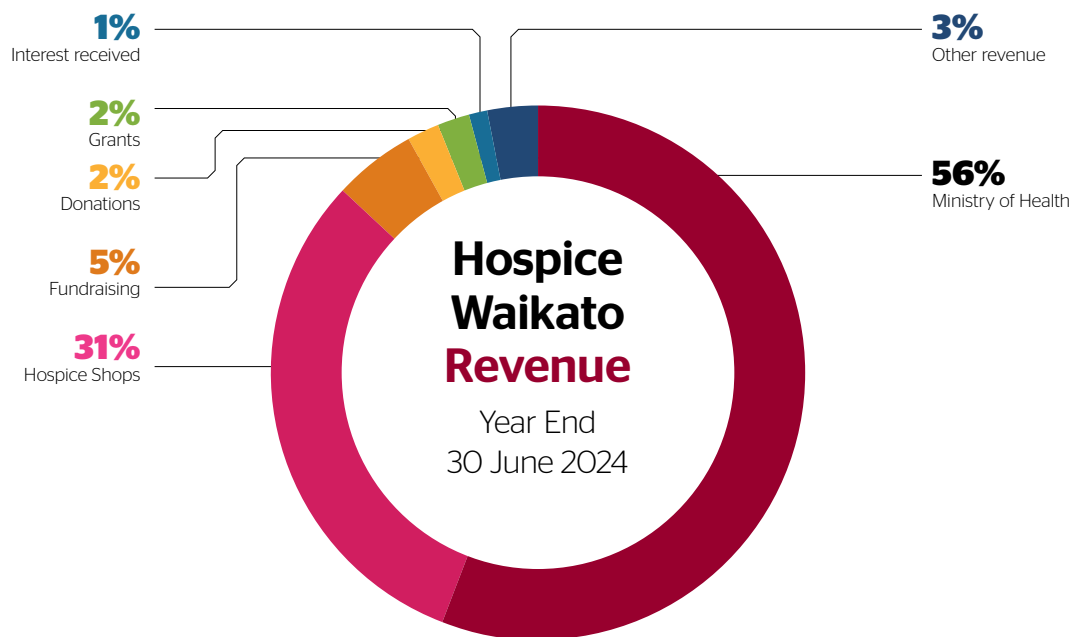
Financial Overview

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 and 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 2024

REVENUE	2024	2023
Ministry of Health	10,276,993	8,415,507
Hospice Shop Revenue	5,241,209	4,607,335
Fundraising Revenue	788,646	754,037
Grants	313,432	331,303
Donations	451,281	327,211
Interest Received	107,554	70,411
Other	23,366	427,236
Total Revenue	17,202,480	14,933,041
EXPENSES	2024	2023
In-Patient Unit	2,842,607	2,389,764
Hospice at Home	1,583,101	1,462,906
Hospice Shops Expenditure	2,091,125	1,744,077
Medical	1,469,869	1,213,995
Family Services	857,375	755,808
Rural Outreach Service	1,913,457	1,503,146
Fundraising/Marketing	526,711	479,316
Rainbow Place	769,993	776,601
Education/Quality	384,239	267,821
Day Clinic	66,521	53,825
Rental/Lease	1,497,339	1,454,806
Depreciation	333,642	399,867
Audit Fees	2,336	2,100
Other Expenditure	2,649,235	2,622,852
Total Expense	16,987,548	15,126,883
Net Surplus/(Deficit)	\$214,932	\$(193,842)



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 FY2024 Annual Report, we are paying special tribute to those volunteers who are celebrating five-year anniversary milestones this year.

25 years

Jim Kerr

20 years

Betty Herbert

Betty Miles

Yvonne Collins

15 years

Anne Wallace

Gaye Jellie

Gwenda Plas

Jenny Icke

Joan Ballinger

Jocelyn Dunn

Lynnette Hill

Margaret Treweek

10 years

Ann Jones

Annette AhChee

Deborah Robinson

Gillian Monks

Marian Partington

Marjolijn Van Dalen

Mary Denize

Moyra Thompson

Rod Burch

Roger Johnstone

Sue Moran

Una Callanan

5 years

Alan Eichmann

Angela Grace

Anne Sutcliffe

Axie MacFarlane

Barbara Stratton

Barbara Walsh

Briana Crawford

Carole Talbot

Catherine Holmes

Dawn Reddin

Diane Emms

Frances Chaplow

Isobel Yorke

Jan Hooton

Jenny Knox

Kathryn Godfree

Kathy Penman

Keitha Scott

Lisa Deane

Liz Henderson

Liz Milne

Margaret Dawkins

Ngaire Owen

Norma Kepa

Pamela Ecclestone

Peter Fox-Worthington

Rawinia Gibbons

Robyn Wilson

Rosemary Casey

Rosemary Swetman

Sally Tod

Selwyn Cook

Serena Yu

Sharon Dickinson

Simon Mehari

Stephen Powrie

Sue Eichmann

Susan Jones

Susan Ladd

Tina Dickey

Todd Moyle

Trish Gunn

Financial Supporters

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 Health New Zealand.

Acknowledging all these people and groups in our Annual Report is simply not possible, and if you are an individual donor, please know that your financial support is very important to us. In fact, our service delivery would look significantly different without your support. We have chosen, however, to publicly acknowledge Businesses and Trusts, and Bequests for their support.

- 2degrees NZ
- Alexmarie
- Alsco
- Altus
- Amber Nursery
- American Classic Car Club - Midlands
- Amtech
- Ana-Maria Funeral Services
- Anglesea Clinic Urgent Care
- Anglican Fellowship
- ANZSPM
- APL Window Solutions
- Azzie Specialist
- Bear & Moo
- Best Travel
- Bidfood Hamilton
- BNI - Allstars
- BNI - Matamata
- BNI - Morrinsville
- BNI - Waikato Metro Chapter
- BNI Hamilton Vertex - Waikato
- BNI Hamilton Vertex - Waikato
- Brier Family Trust
- Brinks
- Caiger Charitable Trust



The May 3, 2024, Bucket List Banquet, with a stunningly beautiful 'Winter Wonderland' theme, generated an incredible \$575,500 for Hospice Waikato and we simply can't thank our community enough.

- Cake Detective
- Chemwash
- Chiefs Super Rugby Club
- CJ Cant
- Cooper Aitken Ltd
- David Nielsen
- Deep Dive Division
- Dianne Derbyshire
- Dilmah Tea
- Dinsdale Lions Club
- Discover Waitomo
- DNA Farms Ltd
- Dorset Suit Hire
- Drusan Farm Limited
- DTM Wheel & Tyre
- E4 Electrical
- Ebbett Group
- Ebbett Volkswagen
- Eight pm
- Exotica NZ
- Farmers
- Fine Homes Tour
- Fink Family Trust
- Fiona Judd - Investment Fiduciary
- Forest Lake Gardens Pétanque gang
- Forgotten World Adventures
- Foster Construction Ltd
- Friendship Club of Te Rapa
- Global Digital Solutions
- Good Bitches Baking
- Greenlea Butcher
- Greenlea Premier Meats Ltd
- H3
- Hahei Beach Cafe
- Hahei Explorer
- Hamilton Boys' High School
- Hamilton City Fire Brigade
- Hamilton East Friendship Group
- Hamilton Gardens Cafe
- Hamilton Skin Cancer Centre
- Harcourts Hamilton
- Harker Laminates Ltd T/as Hamilton Laminates
- Harrie & Sam
- Haven Funeral Services Limited
- Hawthorne Group
- Heathcote Appliances
- Helicorp
- Hells Gate
- HGB Marketing



Our sincere thanks to the amazing teams from the Farmers Stores throughout the Waikato for their support of the Farmers Christmas Bauble campaign. Sales of this beautiful Pohutukawa inspired bauble, along with donations from generous shoppers, raised an incredible \$87,022 for Hospice Waikato. Our sincere thanks also to everyone who supported this campaign – you have made a difference.

- Hillview Trust
- HMS Trust
- Hobbiton Tours
- Holden Special Vehicles Club Inc
- House of Light
- Hugo Charitable Trust
- Huntly Ladies Allsortz
- iClaw Hamilton
- Industrial Tube Manufacturing Ltd
- Ingham Prestige
- Janda
- Jeana Sayson
- KCW Holdings Ltd t/as Kiwi Cabins
- Keith Rodgers
- Kevin Deane Real Estate Ltd
- Kinross
- Kitchen Things
- Kiwi Rail/ Great Journeys
- KJ Law
- KPMG
- Learning Works
- Lifted Pilates
- Lion Breweries
- Lions Club of Huntly
- Lions Club of Tamahere
- Livingstone Building NZ Ltd
- Lynne Brown Artist
- Mad Property Investments
- Malcolm Barrett
- Mangakino Co-Operating Parish
-Ladies Fellowship
- Matamata Womens Institute
- Matangi Hall
- McCosh Charitable Trust
- Melville Intermediate Leo's Club
- Milkbar Maternity & Breastfeeding
- Momentum Waikato Community
Foundation
- Montana Group
- Montana Food and Events
- Mortgage Express
- Mr Pickles
- MV Electrical
- NAI Harcourts
- Ngaruawahia Women's Golf
- Nikau Caves and Cafe
- Nothing Naughty
- NZ Auto Traps
- Okauia Women's Institute
- Otakiri
- Paeroa Lions Club
- Palate Restaurant
- Par Shark
- Paterson Burn Optometrists
- Paula Southgate
- Payroll Plus Ltd
- Peninsular Beachfront Resort
- Premium Liquor
- Printhouse Limited
- Project Unite
- Prolife Foods
- Property Scouts
- Pukete School Board of Trustees
- PwC
- Raglan Boat Charters
- Resolution Retreats
- Resolution8 Ltd
- Ricoh Hamilton
- Rite Group
- Riverlea Trust Ltd
- Roger and Robyn Giles
- Rotary Club of Hamilton Central
- Rototuna High Schools
- Saletoga Sands
- Scots Presbyterian Church
- Serenity Wellness Centre Ltd
- Shop 9
- Silverdale Normal School Parent
Teachers Group
- SKYCITY Hamilton Community Trust
- Sky Waka Gondola
- Soar Communication Group
- Spark Foundation t/a Givealittle
- St Andrew's Womens Group
- St Francis Church Community
- St Pauls Opportunity Shop
- Takapoto Estate
- Te Aroha Veterinary Services
- Te Rapa Car Wash
- Te Whatu Ora Health NZ - Waikato
- Templeton Group
- The Cosmetic Clinic
- The Little Loft
- The Little Tirau Garden Group
- The Lookout Bar
- The Lost Spring
- The Pottery Studio
- The Shop of Happiness Ltd (Yoga
& Oils)
- The Wash Club
- Tirau Senior Citizens
- Tokoroa City Lions Club
- Tompkins Wake
- Top 10 Holiday Park Shelly Beach
- Transport Trailers
- Triple F Waikato Trust
- Tristram Marine
- Tuatahi First Fibre
- Turton Builders
- Tyrepower Piopio
- Tyrepower Te Aroha
- Tyrepower Whitianga
- Un Cadeau Charitable Trust
- Vilagrad Winery
- Waiheke Distilling Co
- Waikato Lyceum Club International
Inc.
- Waikato Triumph Car Club INC
- Waitomo Group
- Wet & Forget Hamilton
- Wildbella- Florist and Lifestyle
- Wildlife Art
- WINTEC
- Z Hautapu
- Zealong Tea Estate

Grants

- Aotearoa Gaming Trust
- BlueSky Community Trust
- Dragon Community Trust
- Dragon Community Trust
- Gallagher Charitable Trust Board Inc
- James Russell Lewis Charitable Trust
- Lindsay Foundation
- Lottery Waikato Community
- Mazda Foundation
- New Zealand Community Trust
- Sargood Bequest
- The Lion Foundation
- Tidd Foundation Inc
- Trillian Trust
- Trust Waikato
- WEL Energy Trust
- Youthtown
- Dragon Community Trust
- Mazda Foundation

Bequests

- Estate of Bridget Powell
- John William Gillingham Charitable Trust
- Estate of Elaine Mcfall
- Estate of Dorothy A. Thompson
- Margaret Linder
- The Estate of Norma Payne



THE LAST BREATH

A PODCAST ABOUT DEATH & DYING



This series of podcasts, developed from conversations with Hospice Waikato staff, patients and family members, provides a wonderful insight into death and dying. And we believe it's an important subject to talk about. Scan the QR code to listen to the podcast.

Hospice Waikato

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www.hospicewaikato.org.nz

